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**TRICARE Inpatient Satisfaction Survey**  
**Survey Results of Hospital Inpatients in Army**  
**Military Treatment Facilities (MTFs):**  
**July – September 2008**

**Final Report**

Prepared for

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# TRICARE Inpatient Satisfaction Survey (TRISS): Army

The TRICARE Inpatient Satisfaction Survey (TRISS) reports on inpatient experiences of adults who receive medical, surgical, and obstetrics services from the military health system's (MHS's) 63 direct care (DC) military treatment facilities (MTFs) and through the MHS civilian network of providers also known as purchased care (PC) arrangements. This report summarizes survey results from a sample of inpatients discharged between July 1, 2008, and September 30, 2008. The survey sample consisted of 41,254 TRICARE inpatients of whom 27,167 received care from a MTF and 14,087 from a civilian facility that is part of the MHS network of providers. There were 16,440 medical service patients, 11,453 surgical patients, and 13,361 obstetrics patients surveyed. Of the total number sampled, 175 beneficiaries were either deceased or did not receive care from the sample facility. Of the remaining 41,079 cases, 14,889 responded to the survey, for an overall response rate of 36.2%. For the Army MTFs, 14,216 beneficiaries received a survey and 3,993 responded. The response rate for the Army was 28.1%. Details on the full survey methodology are presented in *Appendix A: Survey Methodology and Data Collection Results*.

The MHS survey results were compared to the results from the 2008 Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey of civilian hospitals. HCAHPS is an integrated set of tested and standardized survey questionnaires and reporting formats used to collect and report meaningful and reliable inpatient satisfaction information. HCAHPS results are a national benchmark for civilian hospitals. The HCAHPS benchmark represents the results of three product lines (medical, surgical, and obstetrics) combined. Statistical comparisons between the MHS and the HCAHPS benchmark were conducted for only similar combined product instances, such as DC vs. HCAHPS or Service vs. HCAHPS. Specific product lines (e.g. medical, surgical, and obstetrics) were not compared to the HCAHPS benchmark. Note that results presented as whole numbers were rounded using the Microsoft Excel rounding function.

## Key Findings for Army Military Treatment Facilities

There are 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?

- **Overall Hospital Rating.** Beneficiaries who received care at Army MTFs were *significantly less likely* than HCAHPS civilian respondents to rate their hospital a 9 or 10 (51.2% vs. 64.9 %,  $p<.05$ ).
- **Willingness to Recommend Hospital.** Beneficiaries who received care at Army MTFs were *significantly less likely* than HCAHPS civilian respondents to be definitely willing to recommend their hospital to family and friends (54.4% vs. 69.9%,  $p<.05$ )

# How to Read the DoD TRISS Report

## TRICARE Inpatient Satisfaction Survey, Mail Survey of July-September 2008 Inpatients—Army

**Domain: Communication with Nurses**

Survey question and associated domain

Current reporting period

**How often did nurses treat you with courtesy and respect?**

For HCAHPS questions and domains, we provide 2008 civilian benchmark data. Statistical tests were conducted to evaluate differences between 2008 HCAHPS civilian results and MHS 2008 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 2008.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark 2008	70%	70%	70%	70%
Overall—MHS 2008	70%	70%	70%	70%
Overall—MHS 2007	70%	70%	70%	70%
Overall—MHS 2006	70%	70%	70%	70%
<b>Army, Overall</b>	<b>70%</b>	<b>70%</b>	<b>70%</b>	<b>70%</b>
<b>424th General Hospital—Seoul</b>				
2008	70%↑	70%	70%	70%
2007	70%	70%	70%	70%
<b>Bassett Army Community Hospital—Ft. Wainwright</b>				
2008	70%	70%	70%	70%
2007	70%	70%	70%	70%
<b>Bayne-Jones Army Community Hospital—Ft. Polk</b>				
2008	70%	70%	70%	70%
2007	70%	70%	70%	70%
<b>Blanchfield Army Community Hospital—Ft. Campbell</b>				
2008	70%	70%	70%	70%
2007	70%	70%	70%	70%
<b>Brooke Army Medical Center—Ft. Sam Houston</b>				
2008	70%↓	70%	70%	70%
2007	70%	70%	70%	70%
<b>Darnall Army Community Hospital—Ft. Hood</b>				
2008	70%	70%	70%	70%
2007	70%	70%	70%	70%
<b>Dewitt Army Community Hospital—Ft. Belvoir</b>				
2008	70%	70%	70%	70%
2007	70%	70%	70%	70%
<b>Eisenhower Army Medical Center—Ft. Gordon</b>				
2008	70%	70%	70%	70%
2007	70%	70%	70%	70%
<b>Evans Army Community Hospital—Ft. Carson</b>				
2008	70%	70%	70%	70%
2007	70%	70%	70%	70%
<b>Heidelberg Meddac</b>				
2008	70%	70%	70%	70%
2007	70%	70%	70%	70%
<b>Ireland Army Community Hospital—Ft. Knox</b>				
2008	70%	70%	70%	70%
2007	70%	70%	70%	70%
<b>Irwin Army Community Hospital—Ft. Riley</b>				
2008	70%↑	70%	70%	70%
2007	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 2006 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

For each MTF, 2007 TRISS results are also provided for visual analysis of trends. Because the 8 Trust questions were included in the TRISS for the first time in 2008, MTF trend data are not available for the Trust questions.

Overall MHS 2006 and 2007 TRISS results are provided for visual analysis of trends. Because the 8 Trust questions were included in the TRISS for the first time in 2008, MHS trend data are not available for the Trust questions.

**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
<b>HCAHPS Civilian Benchmark 2008</b>	<b>64.9%</b>			
<b>Overall—MHS 2008</b>	<b>56.0%</b>	<b>60.0%</b>	<b>64.1%</b>	<b>44.5%</b>
<b>Overall—MHS 2007</b>	<b>53.8%</b>	<b>58.1%</b>	<b>61.7%</b>	<b>42.3%</b>
<b>Overall—MHS 2006</b>	<b>51.5%</b>	<b>55.6%</b>	<b>56.7%</b>	<b>41.4%</b>
<b>Army, Overall</b>	<b>51.2% ↓</b>	<b>60.3%</b>	<b>60.1%</b>	<b>34.8%</b>
121st General Hospital—Seoul				
2008	62.0%*	N/A	N/A	N/A
2007	64.0%*	N/A	70.7%*	45.0%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	58.7%*	N/A	N/A	50.9%**
2007	49.6%*	N/A	N/A	51.2%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	45.7%* ↓	N/A	N/A	30.8%**
2007	42.9%*	69.4%**	N/A	31.1%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	39.1% ↓	42.1%*	55.0%*	32.0%*
2007	31.9%	49.6%*	35.7%*	26.7%
Brooke Army Medical Center—Ft. Sam Houston				
2008	73.4% ↑	76.7%	68.7%	N/A
2007	69.2%	70.2%	67.7%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	39.9% ↓	51.1%*	52.0%**	29.8%*
2007	33.6%	42.6%*	52.0%*	23.0%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	39.7% ↓	64.4%*	31.6%**	30.0%*
2007	34.2%	50.1%*	43.1%**	22.6%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	73.0% ↑	75.9%*	69.0%*	N/A
2007	60.3%	66.4%	49.0%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	44.6% ↓	47.6%*	72.8%*	37.6%*
2007	53.3%	60.6%*	57.9%*	49.0%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	45.8%*	N/A	N/A	54.8%**
Ireland Army Community Hospital—Ft. Knox				
2008	38.8%* ↓	N/A	40.2%**	21.6%**
2007	47.9%*	N/A	47.7%**	32.4%**
Irwin Army Community Hospital—Ft. Riley				
2008	32.0%* ↓	N/A	N/A	27.2%*
2007	32.1%*	32.8%**	32.4%**	31.8%*
Keller Army Community Hospital—West Point				
2008	57.7%*	N/A	65.6%**	N/A
2007	57.5%*	N/A	55.6%**	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				
2008	58.3%*	64.7%*	68.4%**	37.1%**
2007	60.0%	69.7%*	70.4%*	34.8%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	50.7%* ↓	47.0%*	N/A	61.8%*
2007	56.3%*	56.5%*	N/A	57.7%*
Madigan Army Medical Center—Ft. Lewis				
2008	52.8% ↓	65.7%	60.0%	35.4%
2007	47.9%	53.5%	53.7%	34.8%
Martin Army Community Hospital—Ft. Benning				
2008	46.6% ↓	54.8%*	56.9%*	22.0%*
2007	40.3%	43.3%*	58.9%*	21.5%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	67.7%**	N/A	N/A	N/A
2007	40.4%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	44.0%* ↓	41.6%*	N/A	44.8%**
2007	46.7%	67.3%*	N/A	26.9%*
Tripler Army Medical Center—Ft. Shafter				
2008	44.2% ↓	46.9%	52.8%	37.2%
2007	46.1%	57.9%	49.3%	36.6%
Walter Reed Army Medical Center—Washington, DC				
2008	61.8%	53.7%	72.4%	N/A
2007	56.3%	56.6%	55.9%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	37.0%** ↓	N/A	N/A	N/A
2007	34.7%*	N/A	N/A	36.0%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	46.3% ↓	49.3%	55.7%*	27.3%*
2007	45.4%	51.5%	50.1%*	31.8%*
Winn Army Community Hospital—Ft. Stewart				
2008	40.4%* ↓	N/A	N/A	34.2%**
2007	29.4%*	52.2%**	N/A	25.1%*
Womack Army Medical Center—Ft. Bragg				
2008	47.4% ↓	63.9%	60.3%*	32.2%
2007	39.8%	50.5%	45.4%*	30.8%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 2008 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
<b>HCAHPS Civilian Benchmark 2008</b>	<b>69.9%</b>			
<b>Overall—MHS 2008</b>	<b>59.7%</b>	<b>62.4%</b>	<b>68.1%</b>	<b>49.4%</b>
<b>Overall—MHS 2007</b>	<b>57.1%</b>	<b>61.9%</b>	<b>63.6%</b>	<b>46.1%</b>
<b>Overall—MHS 2006</b>	<b>57.1%</b>	<b>61.1%</b>	<b>63.2%</b>	<b>46.3%</b>
<b>Army, Overall</b>	<b>54.4% ↓</b>	<b>63.2%</b>	<b>64.5%</b>	<b>37.3%</b>
121st General Hospital—Seoul				
2008	65.2%*	N/A	N/A	N/A
2007	71.5%*	N/A	77.7%*	66.2%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	65.9%*	N/A	N/A	53.9%**
2007	62.2%*	N/A	N/A	69.1%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	46.8%* ↓	N/A	N/A	31.8%**
2007	45.6%*	73.4%**	N/A	30.6%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	40.2% ↓	44.5%*	48.3%*	35.7%*
2007	29.7%	54.2%*	33.3%*	22.8%
Brooke Army Medical Center—Ft. Sam Houston				
2008	77.1% ↑	78.6%	75.1%	N/A
2007	73.3%	75.1%	70.7%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	37.4% ↓	50.7%*	61.6%**	24.0%*
2007	35.7%	52.6%*	49.7%*	22.5%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	46.3% ↓	72.0%*	48.6%**	34.9%*
2007	42.2%	58.7%*	56.2%**	29.1%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	74.4%	77.1%*	70.6%*	N/A
2007	63.7%	66.6%	58.4%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	50.6% ↓	55.8%*	81.5%*	42.3%*
2007	54.9%	63.7%*	56.7%*	51.0%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	60.0%*	N/A	N/A	64.3%**
Ireland Army Community Hospital—Ft. Knox				
2008	47.7%* ↓	N/A	56.6%**	28.7%**
2007	48.1%*	N/A	48.2%**	37.1%**
Irwin Army Community Hospital—Ft. Riley				
2008	37.9%* ↓	N/A	N/A	35.9%*
2007	29.6%*	32.8%**	12.6%**	34.3%*
Keller Army Community Hospital—West Point				
2008	48.0%* ↓	N/A	49.6%**	N/A
2007	50.0%*	N/A	42.3%**	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				
2008	67.3%*	75.7%*	69.7%**	51.3%**
2007	67.8%	73.3%*	79.4%*	46.9%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	49.2%* ↓	48.0%*	N/A	56.7%*
2007	54.1%*	64.0%*	N/A	47.8%*
Madigan Army Medical Center—Ft. Lewis				
2008	56.4% ↓	68.4%	62.0%	40.8%
2007	51.8%	57.5%	59.0%	37.4%
Martin Army Community Hospital—Ft. Benning				
2008	44.5% ↓	54.7%*	56.0%*	15.5%*
2007	44.0%	54.6%*	56.1%*	16.5%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	52.1%**	N/A	N/A	N/A
2007	33.7%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	39.2%* ↓	52.2%*	N/A	24.5%**
2007	39.1%	59.5%*	N/A	17.4%*
Tripler Army Medical Center—Ft. Shafter				
2008	46.0% ↓	49.0%	57.5%	37.5%
2007	45.2%	57.6%	47.7%	35.9%
Walter Reed Army Medical Center—Washington, DC				
2008	69.7%	65.7%	74.9%	N/A
2007	63.1%	64.6%	61.1%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	57.1%**	N/A	N/A	N/A
2007	40.4%*	N/A	N/A	39.2%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	49.4% ↓	41.6%	62.8%*	45.7%*
2007	46.9%	57.8%	50.2%*	27.7%*
Winn Army Community Hospital—Ft. Stewart				
2008	43.5%* ↓	N/A	N/A	30.4%**
2007	28.8%*	49.4%**	N/A	24.1%*
Womack Army Medical Center—Ft. Bragg				
2008	52.2% ↓	65.7%	66.8%*	38.6%
2007	48.4%	56.5%	68.2%*	35.8%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

**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
<b>HCAHPS Civilian Benchmark 2008</b>	<b>74.1%</b>			
<b>Overall—MHS 2008</b>	<b>69.0%</b>	<b>70.2%</b>	<b>74.1%</b>	<b>63.1%</b>
<b>Overall—MHS 2007</b>	<b>66.5%</b>	<b>69.1%</b>	<b>70.0%</b>	<b>60.4%</b>
<b>Overall—MHS 2006</b>	<b>65.0%</b>	<b>70.0%</b>	<b>68.0%</b>	<b>59.0%</b>
<b>Army, Overall</b>	<b>67.9% ↓</b>	<b>71.5%</b>	<b>74.6%</b>	<b>58.8%</b>
121st General Hospital—Seoul				
2008	69.2%*	N/A	N/A	N/A
2007	77.7%*	N/A	80.0%*	64.1%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	67.9%*	N/A	N/A	62.5%**
2007	58.4%*	N/A	N/A	57.6%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	70.2%*	N/A	N/A	62.2%**
2007	76.7%*	97.8%**	N/A	58.9%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	59.9% ↓	66.1%*	75.2%*	52.0%*
2007	51.9%	64.0%*	60.5%*	46.7%
Brooke Army Medical Center—Ft. Sam Houston				
2008	69.4% ↓	71.0%	67.0%	N/A
2007	72.0%	76.5%	65.3%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	61.2% ↓	71.5%*	69.9%**	52.4%*
2007	58.2%	65.5%*	68.1%*	51.2%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	72.5%	83.0%*	69.9%**	68.4%*
2007	66.6%	75.0%*	75.7%**	59.6%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	74.3%	78.0%*	69.1%*	N/A
2007	66.2%	70.6%	58.0%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	66.8% ↓	70.8%*	71.2%*	64.2%*
2007	68.5%	76.9%*	62.4%*	67.5%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	77.9%*	N/A	N/A	70.1%**
Ireland Army Community Hospital—Ft. Knox				
2008	66.2%*	N/A	74.6%**	50.3%**
2007	61.4%*	N/A	65.0%**	43.0%**
Irwin Army Community Hospital—Ft. Riley				
2008	68.1%*	N/A	N/A	63.1%*
2007	51.5%*	47.4%**	51.5%**	52.7%*
Keller Army Community Hospital—West Point				
2008	77.9%*	N/A	77.5%**	N/A
2007	77.6%*	N/A	78.3%**	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				
2008	82.4%* ↑	84.0%*	86.1%**	75.9%**
2007	73.7%	75.9%*	79.5%*	63.8%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	66.1%*	62.4%*	N/A	63.8%*
2007	70.5%*	77.1%*	N/A	60.4%*
Madigan Army Medical Center—Ft. Lewis				
2008	65.5% ↓	69.6%	66.2%	60.9%
2007	57.2%	57.5%	58.7%	55.2%
Martin Army Community Hospital—Ft. Benning				
2008	70.4%	69.5%*	85.6%*	55.7%*
2007	66.9%	76.8%*	77.7%*	42.6%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	63.3%**	N/A	N/A	N/A
2007	67.2%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	66.9%*	76.1%*	N/A	53.7%**
2007	61.0%	77.9%*	N/A	43.6%*
Tripler Army Medical Center—Ft. Shafter				
2008	67.1% ↓	69.3%	72.6%	62.5%
2007	62.3%	65.7%	74.5%	52.3%
Walter Reed Army Medical Center—Washington, DC				
2008	73.0%	68.2%	79.2%	N/A
2007	67.1%	68.9%	64.7%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	77.7%**	N/A	N/A	N/A
2007	66.7%*	N/A	N/A	67.7%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	69.9%	64.9%	81.3%*	63.8%*
2007	69.6%	73.6%	69.5%*	63.8%*
Winn Army Community Hospital—Ft. Stewart				
2008	58.4%* ↓	N/A	N/A	47.4%**
2007	48.6%*	69.9%**	N/A	44.7%*
Womack Army Medical Center—Ft. Bragg				
2008	60.6% ↓	74.1%	67.1%*	48.7%
2007	59.3%	68.1%	69.8%*	49.4%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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.

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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
<b>HCAHPS Civilian Benchmark 2008</b>	<b>81.5%</b>			
<b>Overall—MHS 2008</b>	<b>75.6%</b>	<b>78.7%</b>	<b>80.3%</b>	<b>67.9%</b>
<b>Overall—MHS 2007</b>	<b>73.2%</b>	<b>77.5%</b>	<b>76.8%</b>	<b>65.0%</b>
<b>Overall—MHS 2006</b>	<b>72.5%</b>	<b>76.7%</b>	<b>74.9%</b>	<b>64.9%</b>
<b>Army, Overall</b>	<b>74.0% ↓</b>	<b>80.2%</b>	<b>79.5%</b>	<b>63.1%</b>
121st General Hospital—Seoul				
2008	75.8%*	N/A	N/A	N/A
2007	81.0%*	N/A	86.0%*	69.7%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	77.8%*	N/A	N/A ↑	68.4%**
2007	59.1%*	N/A	N/A	60.3%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	71.6%*	N/A	N/A	62.6%**
2007	81.4%*	100%**	N/A	66.1%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	64.3% ↓	67.5%*	79.2%*	57.5%*
2007	58.4%	73.5%*	71.3%*	51.4%
Brooke Army Medical Center—Ft. Sam Houston				
2008	77.4%	78.4%	76.0%	N/A
2007	81.9%	87.2%	74.2%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	65.4% ↓	80.4%*	70.7%**	54.1%*
2007	58.9%	71.3%*	69.0%*	49.4%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	81.9%	93.0%*	79.2%**	77.4%*
2007	70.5%	79.3%*	84.0%**	62.6%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	81.8%	86.4%*	75.3%*	N/A
2007	71.4%	75.4%	64.0%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	70.5% ↓	78.2%*	65.0%*	68.5%*
2007	75.2%	86.9%*	80.9%*	68.8%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	84.2%*	N/A	N/A	87.8%**
Ireland Army Community Hospital—Ft. Knox				
2008	69.3%*	N/A	78.9%**	52.5%**
2007	66.0%*	N/A	75.8%**	37.4%**
Irwin Army Community Hospital—Ft. Riley				
2008	70.0%*	N/A	N/A	55.8%*
2007	55.5%*	59.5%**	61.2%**	52.5%*
Keller Army Community Hospital—West Point				
2008	86.3%*	N/A	83.9%**	N/A
2007	84.4%*	N/A	84.6%**	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				
2008	88.1%*	90.0%*	89.3%**	83.7%**
2007	80.7%	85.5%*	83.0%*	72.3%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	71.9%*	67.8%*	N/A	71.7%*
2007	77.2%*	86.6%*	N/A	64.5%*
Madigan Army Medical Center—Ft. Lewis				
2008	71.2% ↓	77.3%	69.0%	66.4%
2007	65.3%	68.6%	64.6%	61.8%
Martin Army Community Hospital—Ft. Benning				
2008	77.0%	76.7%*	92.1%*	61.2%*
2007	73.2%	82.9%*	86.9%*	47.4%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	83.0%**	N/A	N/A	N/A
2007	67.8%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	70.3%*	88.1%*	N/A	50.3%**
2007	63.8%	88.0%*	N/A	40.0%*
Tripler Army Medical Center—Ft. Shafter				
2008	73.0% ↓	82.5%	76.6%	65.2%
2007	69.4%	73.9%	80.5%	59.4%
Walter Reed Army Medical Center—Washington, DC				
2008	80.4%	76.3%	85.7%	N/A
2007	74.9%	78.0%	70.9%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	77.1%**	N/A	N/A	N/A
2007	67.6%*	N/A	N/A	68.4%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	74.5%	73.7%	77.3%*	72.0%*
2007	75.8%	83.2%	73.0%*	67.0%*
Winn Army Community Hospital—Ft. Stewart				
2008	66.2%* ↓	N/A	N/A	58.1%**
2007	58.8%*	79.5%**	N/A	55.6%*
Womack Army Medical Center—Ft. Bragg				
2008	68.2% ↓	83.5%	71.0%*	55.8%
2007	63.7%	71.2%	75.9%*	54.0%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

## Composite: Communication with Nurses

### How often did nurses listen carefully to you?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>HCAHPS Civilian Benchmark 2008</b>	<b>70.6%</b>			
<b>Overall—MHS 2008</b>	<b>63.1%</b>	<b>64.8%</b>	<b>69.2%</b>	<b>55.9%</b>
<b>Overall—MHS 2007</b>	<b>60.6%</b>	<b>64.2%</b>	<b>64.6%</b>	<b>52.9%</b>
<b>Overall—MHS 2006</b>	<b>59.7%</b>	<b>63.2%</b>	<b>62.7%</b>	<b>52.4%</b>
<b>Army, Overall</b>	<b>62.1% ↓</b>	<b>66.1%</b>	<b>70.3%</b>	<b>51.4%</b>
121st General Hospital—Seoul				
2008	57.9%*	N/A	N/A	N/A
2007	74.8%*	N/A	76.3%*	58.2%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	58.8%*	N/A	N/A	52.0%**
2007	53.8%*	N/A	N/A	47.8%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	65.4%*	N/A	N/A	56.7%**
2007	72.8%*	93.4%**	N/A	54.7%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	54.7% ↓	58.8%*	65.3%*	49.3%*
2007	44.2%	63.9%*	52.4%*	37.3%
Brooke Army Medical Center—Ft. Sam Houston				
2008	63.7% ↓	64.6%	62.3%	N/A
2007	65.8%	70.0%	59.6%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	54.6% ↓	64.7%*	70.7%**	44.5%*
2007	50.8%	57.6%*	64.8%*	42.8%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	61.4%	79.7%*	54.5%**	54.4%*
2007	61.4%	64.8%*	75.7%**	56.9%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	73.1%	76.1%*	68.9%*	N/A
2007	61.9%	67.6%	51.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	62.4%	59.6%*	72.7%*	61.2%*
2007	63.5%	71.9%*	56.9%*	62.8%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	80.8%*	N/A	N/A	68.2%**
Ireland Army Community Hospital—Ft. Knox				
2008	58.2%*	N/A	71.8%**	44.0%**
2007	61.7%*	N/A	59.5%**	43.0%**
Irwin Army Community Hospital—Ft. Riley				
2008	61.0%*	N/A	N/A	61.1%*
2007	47.4%*	51.3%**	40.2%**	48.7%*
Keller Army Community Hospital—West Point				
2008	74.3%*	N/A	75.8%**	N/A
2007	72.5%*	N/A	74.7%**	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				
2008	74.5%*	78.6%*	78.0%**	64.1%**
2007	66.7%	72.2%*	71.0%*	54.6%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	58.1%*	57.2%*	N/A	50.8%*
2007	66.3%*	74.0%*	N/A	54.6%*
Madigan Army Medical Center—Ft. Lewis				
2008	60.2% ↓	65.7%	64.1%	52.2%
2007	51.4%	52.2%	53.2%	48.4%
Martin Army Community Hospital—Ft. Benning				
2008	64.5%	63.2%*	85.5%*	44.3%*
2007	61.5%	77.9%*	69.0%*	29.4%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	52.1%**	N/A	N/A	N/A
2007	67.8%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	63.4%*	72.1%*	N/A	48.8%**
2007	51.4%	66.8%*	N/A	34.1%*
Tripler Army Medical Center—Ft. Shafter				
2008	61.4% ↓	62.6%	66.9%	57.4%
2007	56.9%	65.5%	70.4%	42.7%
Walter Reed Army Medical Center—Washington, DC				
2008	69.1%	65.6%	73.7%	N/A
2007	56.5%	57.6%	55.1%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	81.8%**	N/A	N/A	N/A
2007	58.4%*	N/A	N/A	57.4%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	65.0%	60.4%	80.1%*	53.4%*
2007	62.5%	67.1%	62.8%*	55.1%*
Winn Army Community Hospital—Ft. Stewart				
2008	52.3%* ↓	N/A	N/A	37.1%**
2007	39.7%*	70.7%**	N/A	34.0%*
Womack Army Medical Center—Ft. Bragg				
2008	53.7% ↓	69.2%	62.9%*	39.5%
2007	56.0%	68.6%	67.1%*	43.4%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 explain things in a way you could understand?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>HCAHPS Civilian Benchmark 2008</b>	<b>70.2%</b>			
<b>Overall—MHS 2008</b>	<b>68.2%</b>	<b>67.1%</b>	<b>72.8%</b>	<b>65.5%</b>
<b>Overall—MHS 2007</b>	<b>65.6%</b>	<b>65.7%</b>	<b>68.4%</b>	<b>63.2%</b>
<b>Overall—MHS 2006</b>	<b>64.4%</b>	<b>65.0%</b>	<b>66.2%</b>	<b>62.1%</b>
<b>Army, Overall</b>	<b>67.5% ↓</b>	<b>68.2%</b>	<b>74.0%</b>	<b>61.8%</b>
121st General Hospital—Seoul				
2008	73.9%*	N/A	N/A	N/A
2007	77.2%*	N/A	77.8%*	64.4%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	67.1%*	N/A	N/A	67.2%**
2007	62.4%*	N/A	N/A	64.7%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	73.5%*	N/A	N/A	67.3%**
2007	75.8%*	100%**	N/A	56.0%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	60.8% ↓	72.1%*	81.2%*	49.1%*
2007	53.1%	54.7%*	57.8%*	51.5%
Brooke Army Medical Center—Ft. Sam Houston				
2008	67.0%	70.1%	62.7%	N/A
2007	68.3%	72.4%	62.2%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	63.5%	69.2%*	68.4%**	58.7%*
2007	64.7%	67.7%*	70.6%*	61.2%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	74.3%	76.2%*	75.9%**	73.3%*
2007	67.8%	81.0%*	67.4%**	59.3%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	67.9%	71.3%*	63.3%*	N/A
2007	65.2%	68.7%	58.9%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	67.5%	74.5%*	76.0%*	62.8%*
2007	66.7%	71.8%*	49.4%*	71.0%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	68.6%*	N/A	N/A	54.4%**
Ireland Army Community Hospital—Ft. Knox				
2008	71.0%*	N/A	73.2%**	54.5%**
2007	56.5%*	N/A	59.7%**	48.6%**
Irwin Army Community Hospital—Ft. Riley				
2008	73.2%*	N/A	N/A	72.4%*
2007	51.7%*	31.2%**	53.2%**	56.8%*
Keller Army Community Hospital—West Point				
2008	73.1%*	N/A	72.9%**	N/A
2007	76.0%*	N/A	75.7%**	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				
2008	84.6%* ↑	83.2%*	90.9%**	79.7%**
2007	73.8%	69.9%*	84.6%*	64.5%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	68.3%*	62.3%*	N/A	68.9%*
2007	67.9%*	70.7%*	N/A	62.1%*
Madigan Army Medical Center—Ft. Lewis				
2008	65.1%	65.9%	65.5%	64.0%
2007	54.8%	51.7%	58.2%	55.3%
Martin Army Community Hospital—Ft. Benning				
2008	69.8%	68.7%*	79.2%*	61.6%*
2007	65.8%	69.8%*	77.1%*	51.0%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	54.6%**	N/A	N/A	N/A
2007	66.0%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	67.0%*	68.1%*	N/A	61.9%**
2007	67.7%	78.7%*	N/A	56.7%*
Tripler Army Medical Center—Ft. Shafter				
2008	67.0%	62.8%	74.3%	65.0%
2007	60.6%	57.7%	72.5%	54.8%
Walter Reed Army Medical Center—Washington, DC				
2008	69.5%	62.7%	78.1%	N/A
2007	69.9%	71.2%	68.2%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	74.1%**	N/A	N/A	N/A
2007	74.3%*	N/A	N/A	77.3%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	70.2%	60.7%	86.5%*	66.2%*
2007	70.7%	70.5%	72.5%*	69.1%*
Winn Army Community Hospital—Ft. Stewart				
2008	56.7%*	N/A	N/A	46.8%**
2007	47.2%*	59.6%**	N/A	44.4%*
Womack Army Medical Center—Ft. Bragg				
2008	59.9% ↓	69.6%	67.5%*	50.7%
2007	58.1%	64.4%	66.3%*	50.7%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

## Composite: Communication with Doctors

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>HCAHPS Civilian Benchmark 2008</b>	<b>79.0%</b>			
<b>Overall—MHS 2008</b>	<b>75.8%</b>	<b>72.9%</b>	<b>82.5%</b>	<b>73.6%</b>
<b>Overall—MHS 2007</b>	<b>73.7%</b>	<b>71.9%</b>	<b>81.1%</b>	<b>69.5%</b>
<b>Overall—MHS 2006</b>	<b>74.0%</b>	<b>73.5%</b>	<b>79.6%</b>	<b>70.5%</b>
<b>Army, Overall</b>	<b>75.7% ↓</b>	<b>75.8%</b>	<b>83.5%</b>	<b>69.7%</b>
121st General Hospital—Seoul				
2008	86.9%*	N/A	N/A	N/A
2007	86.3%*	N/A	89.7%*	78.3%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	79.6%*	N/A	N/A	82.2%**
2007	71.0%*	N/A	N/A	68.5%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	63.1%*	N/A	N/A	56.4%**
2007	76.9%*	100%**	N/A	68.6%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	67.8% ↓	60.6%*	86.2%*	63.2%*
2007	58.6%	49.3%*	69.9%*	57.9%
Brooke Army Medical Center—Ft. Sam Houston				
2008	80.5%	78.4%	83.4%	N/A
2007	77.5%	77.2%	77.9%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	71.6% ↓	79.1%*	87.1%**	63.2%*
2007	65.1%	67.2%*	75.3%*	60.5%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	78.5%	87.3%*	65.4%**	76.8%*
2007	76.1%	76.0%*	95.2%**	73.0%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	81.3%	82.7%*	79.3%*	N/A
2007	75.7%	71.5%	83.4%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	78.7%	80.7%*	75.0%*	78.7%*
2007	76.8%	86.1%*	69.9%*	75.8%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	86.4%*	N/A	N/A	78.7%**
Ireland Army Community Hospital—Ft. Knox				
2008	77.5%*	N/A	89.9%**	61.3%**
2007	75.6%*	N/A	76.2%**	67.5%**
Irwin Army Community Hospital—Ft. Riley				
2008	79.9%*	N/A	N/A	80.2%*
2007	58.7%*	33.6%**	58.5%**	65.6%*
Keller Army Community Hospital—West Point				
2008	85.7%*	N/A	85.4%**	N/A
2007	82.9%*	N/A	90.2%**	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				
2008	80.0%*	78.8%*	87.6%**	73.2%**
2007	76.4%	69.2%*	88.2%*	69.7%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	67.4%* ↓	58.6%*	N/A	69.8%*
2007	76.9%*	74.4%*	N/A	74.6%*
Madigan Army Medical Center—Ft. Lewis				
2008	74.4% ↓	74.1%	78.8%	72.0%
2007	67.3%	61.4%	74.7%	67.4%
Martin Army Community Hospital—Ft. Benning				
2008	75.9%	73.4%*	95.4%*	58.8%*
2007	75.0%	74.4%*	85.2%*	68.2%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	78.6%**	N/A	N/A	N/A
2007	59.2%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	68.9%*	78.2%*	N/A	58.7%**
2007	73.1%	83.7%*	N/A	60.7%*
Tripler Army Medical Center—Ft. Shafter				
2008	71.8% ↓	76.5%	76.7%	66.1%
2007	68.1%	65.4%	79.0%	62.8%
Walter Reed Army Medical Center—Washington, DC				
2008	80.0%	74.1%	87.5%	N/A
2007	81.7%	78.7%	85.7%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	79.8%**	N/A	N/A	N/A
2007	74.9%*	N/A	N/A	89.6%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	76.2%	70.9%	83.1%*	77.2%*
2007	74.8%	76.3%	78.2%*	69.1%*
Winn Army Community Hospital—Ft. Stewart				
2008	73.6%*	N/A	N/A	68.2%**
2007	54.0%*	67.3%**	N/A	49.6%*
Womack Army Medical Center—Ft. Bragg				
2008	72.7% ↓	75.0%	80.0%*	69.5%
2007	72.1%	71.6%	81.8%*	68.9%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

## Composite: Communication with Doctors

### How often did doctors treat you with courtesy and respect?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>HCAHPS Civilian Benchmark 2008</b>	<b>85.6%</b>			
<b>Overall—MHS 2008</b>	<b>81.1%</b>	<b>80.5%</b>	<b>87.3%</b>	<b>76.5%</b>
<b>Overall—MHS 2007</b>	<b>79.0%</b>	<b>78.9%</b>	<b>86.2%</b>	<b>72.9%</b>
<b>Overall—MHS 2006</b>	<b>79.7%</b>	<b>80.2%</b>	<b>84.6%</b>	<b>74.8%</b>
<b>Army, Overall</b>	<b>80.2% ↓</b>	<b>82.4%</b>	<b>87.4%</b>	<b>72.2%</b>
121st General Hospital—Seoul				
2008	88.9%*	N/A	N/A	N/A
2007	90.6%*	N/A	92.0%*	83.2%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	79.3%*	N/A	N/A	83.4%**
2007	76.8%*	N/A	N/A	76.6%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	72.3%*	N/A	N/A	65.5%**
2007	74.3%*	100%**	N/A	62.5%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	75.7% ↓	65.6%*	98.8%*	70.4%*
2007	65.1%	55.0%*	72.3%*	65.8%
Brooke Army Medical Center—Ft. Sam Houston				
2008	86.0%	83.3%	89.7%	N/A
2007	86.0%	85.7%	86.5%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	74.5% ↓	83.9%*	90.3%**	64.8%*
2007	71.4%	75.7%*	81.8%*	65.8%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	83.5%	93.0%*	61.7%**	82.7%*
2007	74.1%	75.1%*	100%**	69.1%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	86.7%	90.8%*	81.1%*	N/A
2007	80.0%	77.7%	84.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	80.9%	87.5%*	76.6%*	79.2%*
2007	79.6%	94.6%*	74.5%*	75.8%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	87.4%*	N/A	N/A	83.8%**
Ireland Army Community Hospital—Ft. Knox				
2008	82.1%*	N/A	100%**	65.8%**
2007	82.2%*	N/A	82.6%**	72.4%**
Irwin Army Community Hospital—Ft. Riley				
2008	85.2%*	N/A	N/A	81.0%*
2007	60.7%*	42.5%**	49.8%**	69.2%*
Keller Army Community Hospital—West Point				
2008	93.9%*	N/A	92.2%**	N/A
2007	93.1%*	N/A	95.7%**	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				
2008	82.6%*	84.8%*	89.2%**	71.0%**
2007	81.7%	76.4%*	91.3%*	75.5%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	73.5%* ↓	66.7%*	N/A	72.4%*
2007	78.5%*	81.7%*	N/A	70.1%*
Madigan Army Medical Center—Ft. Lewis				
2008	78.4% ↓	80.7%	82.1%	73.8%
2007	74.8%	71.0%	82.4%	71.9%
Martin Army Community Hospital—Ft. Benning				
2008	79.8%	77.8%*	95.1%*	66.9%*
2007	81.9%	82.5%*	85.6%*	78.3%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	89.4%**	N/A	N/A	N/A
2007	59.1%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	74.4%* ↓	89.6%*	N/A	57.6%**
2007	78.0%	90.3%*	N/A	62.9%*
Tripler Army Medical Center—Ft. Shafter				
2008	73.9% ↓	82.9%	80.4%	64.6%
2007	70.2%	68.2%	80.2%	65.0%
Walter Reed Army Medical Center—Washington, DC				
2008	86.7%	81.0%	94.1%	N/A
2007	87.0%	83.9%	90.9%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	84.5%**	N/A	N/A	N/A
2007	77.9%*	N/A	N/A	89.6%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	79.5%	79.0%	80.1%*	79.7%*
2007	78.1%	80.5%	84.0%*	68.7%*
Winn Army Community Hospital—Ft. Stewart				
2008	76.5%*	N/A	N/A	71.6%**
2007	62.7%*	69.2%**	N/A	59.2%*
Womack Army Medical Center—Ft. Bragg				
2008	77.9% ↓	81.0%	85.0%*	74.0%
2007	76.9%	79.4%	84.8%*	72.1%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

## Composite: Communication with Doctors

### How often did doctors listen carefully to you?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>HCAHPS Civilian Benchmark 2008</b>	<b>77.4%</b>			
<b>Overall—MHS 2008</b>	<b>73.3%</b>	<b>70.2%</b>	<b>81.1%</b>	<b>70.4%</b>
<b>Overall—MHS 2007</b>	<b>71.1%</b>	<b>69.6%</b>	<b>79.2%</b>	<b>65.9%</b>
<b>Overall—MHS 2006</b>	<b>71.3%</b>	<b>70.0%</b>	<b>77.1%</b>	<b>68.0%</b>
<b>Army, Overall</b>	<b>73.2% ↓</b>	<b>73.6%</b>	<b>82.2%</b>	<b>65.8%</b>
121st General Hospital—Seoul				
2008	91.6%* ↑	N/A	N/A	N/A
2007	89.4%*	N/A	96.1%*	79.2%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	78.5%*	N/A	N/A	79.7%**
2007	63.4%*	N/A	N/A	60.1%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	55.9%* ↓	N/A	N/A	51.8%**
2007	75.4%*	100%**	N/A	67.8%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	68.3% ↓	58.2%*	94.2%*	61.9%*
2007	54.0%	50.8%*	70.3%*	50.7%
Brooke Army Medical Center—Ft. Sam Houston				
2008	77.0%	74.6%	80.5%	N/A
2007	74.5%	73.9%	75.5%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	71.3%	79.7%*	80.7%**	63.5%*
2007	60.4%	65.0%*	69.6%*	55.0%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	73.7%	81.0%*	61.7%**	72.5%*
2007	73.7%	73.2%*	89.7%**	71.2%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	81.4%	83.6%*	78.3%*	N/A
2007	75.2%	71.7%	81.6%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	75.5%	73.5%*	73.8%*	76.7%*
2007	72.4%	74.9%*	65.4%*	73.9%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	85.0%*	N/A	N/A	79.2%**
Ireland Army Community Hospital—Ft. Knox				
2008	75.6%*	N/A	91.6%**	57.8%**
2007	73.7%*	N/A	71.6%**	62.0%**
Irwin Army Community Hospital—Ft. Riley				
2008	76.8%*	N/A	N/A	78.7%*
2007	52.2%*	30.7%**	62.9%**	54.5%*
Keller Army Community Hospital—West Point				
2008	85.4%*	N/A	84.0%**	N/A
2007	74.3%*	N/A	83.8%**	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				
2008	77.3%*	79.5%*	82.2%**	68.4%**
2007	72.3%	67.1%*	86.6%*	60.3%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	63.2%* ↓	52.0%*	N/A	64.8%*
2007	74.8%*	70.8%*	N/A	72.5%*
Madigan Army Medical Center—Ft. Lewis				
2008	70.1% ↓	70.9%	76.8%	65.1%
2007	63.4%	58.9%	70.3%	62.3%
Martin Army Community Hospital—Ft. Benning				
2008	76.2%	73.7%*	97.5%*	56.8%*
2007	70.0%	68.5%*	84.6%*	61.3%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	70.0%**	N/A	N/A	N/A
2007	53.3%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	63.9%* ↓	71.6%*	N/A	54.8%**
2007	67.7%	81.8%*	N/A	53.8%*
Tripler Army Medical Center—Ft. Shafter				
2008	67.8% ↓	72.0%	76.5%	60.0%
2007	66.0%	66.5%	76.4%	58.9%
Walter Reed Army Medical Center—Washington, DC				
2008	79.7%	76.9%	83.3%	N/A
2007	80.2%	77.5%	83.8%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	77.1%**	N/A	N/A	N/A
2007	73.4%*	N/A	N/A	89.6%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	74.0%	71.2%	79.6%*	71.6%*
2007	74.7%	76.9%	79.2%*	66.9%*
Winn Army Community Hospital—Ft. Stewart				
2008	71.5%*	N/A	N/A	65.3%**
2007	52.4%*	78.6%**	N/A	45.5%*
Womack Army Medical Center—Ft. Bragg				
2008	68.5% ↓	72.6%	77.5%*	63.4%
2007	69.8%	71.2%	82.7%*	64.1%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

## Composite: Communication with Doctors

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>HCAHPS Civilian Benchmark 2008</b>	<b>73.9%</b>			
<b>Overall—MHS 2008</b>	<b>73.0%</b>	<b>68.0%</b>	<b>79.2%</b>	<b>73.8%</b>
<b>Overall—MHS 2007</b>	<b>71.0%</b>	<b>67.1%</b>	<b>77.7%</b>	<b>69.7%</b>
<b>Overall—MHS 2006</b>	<b>70.9%</b>	<b>67.2%</b>	<b>76.6%</b>	<b>70.7%</b>
<b>Army, Overall</b>	<b>73.9%</b>	<b>71.3%</b>	<b>80.9%</b>	<b>71.3%</b>
121st General Hospital—Seoul				
2008	80.3%*	N/A	N/A	N/A
2007	78.8%*	N/A	81.0%*	72.5%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	81.0%*	N/A	N/A	83.6%**
2007	72.7%*	N/A	N/A	68.6%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	61.0%*	N/A	N/A	51.8%**
2007	81.1%*	100%**	N/A	75.4%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	59.3%↓	58.1%*	65.7%*	57.2%*
2007	56.5%	42.1%*	67.2%*	57.3%
Brooke Army Medical Center—Ft. Sam Houston				
2008	78.4%	77.3%	79.9%	N/A
2007	71.9%	72.1%	71.6%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	69.1%	73.8%*	90.3%**	61.2%*
2007	63.3%	60.8%*	74.6%*	60.8%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	78.4%	87.9%*	72.9%**	75.1%*
2007	80.5%	79.6%*	95.9%**	78.6%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	75.9%	73.8%*	78.7%*	N/A
2007	71.8%	65.1%	84.4%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	79.7%	81.3%*	74.7%*	80.2%*
2007	78.4%	88.7%*	69.8%*	77.6%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	86.9%*	N/A	N/A	73.1%**
Ireland Army Community Hospital—Ft. Knox				
2008	74.8%*	N/A	78.1%**	60.2%**
2007	70.8%*	N/A	74.5%**	68.1%**
Irwin Army Community Hospital—Ft. Riley				
2008	77.7%*	N/A	N/A	80.9%*
2007	63.2%*	27.7%**	62.9%**	72.9%*
Keller Army Community Hospital—West Point				
2008	78.0%*	N/A	80.0%**	N/A
2007	81.2%*	N/A	91.3%**	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				
2008	80.2%*	72.3%*	91.4%**	80.3%**
2007	75.1%	64.0%*	86.7%*	73.4%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	65.3%*	57.3%*	N/A	72.4%*
2007	77.3%*	70.8%*	N/A	81.2%*
Madigan Army Medical Center—Ft. Lewis				
2008	74.7%	70.7%	77.4%	77.1%
2007	63.8%	54.4%	71.5%	68.0%
Martin Army Community Hospital—Ft. Benning				
2008	71.5%	68.7%*	93.5%*	52.8%*
2007	73.0%	72.3%*	85.2%*	65.0%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	76.5%**	N/A	N/A	N/A
2007	65.1%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	68.5%*	73.2%*	N/A	63.8%**
2007	73.6%	79.0%*	N/A	65.5%*
Tripler Army Medical Center—Ft. Shafter				
2008	73.7%	74.7%	73.1%	73.6%
2007	68.2%	61.6%	80.3%	64.5%
Walter Reed Army Medical Center—Washington, DC				
2008	73.4%	64.4%	85.1%	N/A
2007	78.1%	74.6%	82.5%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	77.9%**	N/A	N/A	N/A
2007	73.4%*	N/A	N/A	89.6%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	75.2%	62.7%	89.5%*	80.3%*
2007	71.6%	71.5%	71.5%*	71.7%*
Winn Army Community Hospital—Ft. Stewart				
2008	72.8%*	N/A	N/A	67.6%**
2007	46.9%*	54.0%**	N/A	44.2%*
Womack Army Medical Center—Ft. Bragg				
2008	71.8%	71.3%	77.5%*	70.9%
2007	69.7%	64.2%	77.8%*	70.4%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

## Composite: Communication about Medications

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>HCAHPS Civilian Benchmark 2008</b>	<b>58.1%</b>			
<b>Overall—MHS 2008</b>	<b>65.4%</b>	<b>62.3%</b>	<b>68.7%</b>	<b>66.2%</b>
<b>Overall—MHS 2007</b>	<b>63.9%</b>	<b>59.9%</b>	<b>66.6%</b>	<b>66.3%</b>
<b>Overall—MHS 2006</b>	<b>65.2%</b>	<b>62.9%</b>	<b>65.8%</b>	<b>67.2%</b>
<b>Army, Overall</b>	<b>66.7%</b>	<b>67.2%</b>	<b>69.6%</b>	<b>63.6%</b>
121st General Hospital—Seoul				
2008	81.4%** ↑	N/A	N/A	N/A
2007	85.6%*	N/A	95.7%**	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2008	74.1%** ↑	N/A	N/A	66.8%**
2007	66.4%*	N/A	N/A	65.3%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	53.1%**	N/A	N/A	N/A
2007	76.5%**	N/A	N/A	61.0%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	62.6%*	43.1%**	60.8%**	71.1%*
2007	54.8%	51.3%**	49.1%**	57.1%*
Brooke Army Medical Center—Ft. Sam Houston				
2008	63.6%	66.1%	59.7%	N/A
2007	69.7%	70.6%	68.5%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	64.2%*	66.3%*	N/A	57.6%*
2007	64.4%	59.1%*	58.8%**	69.6%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	57.4%*	58.3%**	N/A	55.4%*
2007	71.5%*	67.9%**	N/A	69.0%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	58.4%	65.2%*	49.9%*	N/A
2007	58.3%	58.2%*	58.3%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	70.3% ↑	70.6%**	83.3%**	66.7%*
2007	64.6%	76.4%*	46.8%**	67.6%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	60.3%**	N/A	N/A	73.0%**
Ireland Army Community Hospital—Ft. Knox				
2008	66.8%*	N/A	N/A	55.7%**
2007	79.6%*	N/A	N/A	81.8%**
Irwin Army Community Hospital—Ft. Riley				
2008	78.2%* ↑	N/A	N/A	78.9%**
2007	56.9%*	N/A	N/A	58.3%*
Keller Army Community Hospital—West Point				
2008	64.1%**	N/A	N/A	N/A
2007	67.7%**	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				
2008	75.9%* ↑	78.1%*	74.1%**	74.3%**
2007	65.3%	51.6%*	80.9%*	63.3%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	65.5%*	66.1%**	N/A	63.2%**
2007	73.3%*	74.2%**	N/A	79.4%**
Madigan Army Medical Center—Ft. Lewis				
2008	60.5%	64.5%	63.7%*	52.6%*
2007	55.1%	57.1%	51.5%	56.7%*
Martin Army Community Hospital—Ft. Benning				
2008	71.3%* ↑	57.2%**	94.8%**	63.4%**
2007	58.9%*	50.7%*	80.8%**	54.3%**
Moncrief Army Community Hospital—Ft. Jackson				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	61.2%*	N/A	N/A	58.3%**
2007	59.5%*	67.8%*	N/A	52.5%*
Tripler Army Medical Center—Ft. Shafter				
2008	73.2% ↑	73.8%*	76.1%*	70.7%*
2007	67.0%	67.3%*	69.8%*	65.2%
Walter Reed Army Medical Center—Washington, DC				
2008	66.2% ↑	65.0%	67.6%	N/A
2007	65.6%	64.4%	67.0%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	N/A	N/A	N/A	N/A
2007	74.5%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2008	69.8% ↑	68.8%*	74.6%*	63.0%**
2007	64.1%	65.2%*	57.4%*	68.7%*
Winn Army Community Hospital—Ft. Stewart				
2008	70.0%*	N/A	N/A	67.1%**
2007	53.5%*	N/A	N/A	50.8%**
Womack Army Medical Center—Ft. Bragg				
2008	61.1%	65.2%*	64.4%**	57.6%*
2007	57.6%	55.7%*	53.6%*	61.1%*
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

## Composite: Communication about Medications

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>HCAHPS Civilian Benchmark 2008</b>	<b>71.7%</b>			
<b>Overall—MHS 2008</b>	<b>77.3%</b>	<b>74.2%</b>	<b>80.1%</b>	<b>78.2%</b>
<b>Overall—MHS 2007</b>	<b>75.7%</b>	<b>71.7%</b>	<b>77.7%</b>	<b>78.6%</b>
<b>Overall—MHS 2006</b>	<b>75.2%</b>	<b>71.6%</b>	<b>76.0%</b>	<b>79.2%</b>
<b>Army, Overall</b>	<b>78.0% ↑</b>	<b>79.1%</b>	<b>80.4%</b>	<b>74.9%</b>
121st General Hospital—Seoul				
2008	94.6%** ↑	N/A	N/A	N/A
2007	91.3%*	N/A	97.2%**	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2008	86.1%**	N/A	N/A	78.3%**
2007	78.7%*	N/A	N/A	82.9%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	66.0%**	N/A	N/A	N/A
2007	81.5%**	N/A	N/A	69.3%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	69.7%*	51.1%**	64.4%**	79.0%*
2007	68.5%	56.8%**	65.2%**	72.0%*
Brooke Army Medical Center—Ft. Sam Houston				
2008	75.6%	78.5%	71.0%	N/A
2007	79.5%	82.2%	75.9%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	77.6%*	83.5%*	N/A	71.7%*
2007	74.5%	67.1%*	64.2%**	82.7%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	77.1%*	74.0%**	N/A	74.4%*
2007	84.5%*	87.4%**	N/A	79.5%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	78.0%	82.2%*	72.7%*	N/A
2007	71.9%	70.2%*	74.4%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	81.8% ↑	83.8%**	91.2%**	78.4%*
2007	79.5%	84.4%*	60.8%**	85.8%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	67.3%**	N/A	N/A	81.7%**
Ireland Army Community Hospital—Ft. Knox				
2008	80.9%*	N/A	N/A	72.2%**
2007	88.9%*	N/A	N/A	90.8%**
Irwin Army Community Hospital—Ft. Riley				
2008	84.7%* ↑	N/A	N/A	85.4%**
2007	68.8%*	N/A	N/A	69.4%*
Keller Army Community Hospital—West Point				
2008	71.4%**	N/A	N/A	N/A
2007	80.4%**	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				
2008	84.9%* ↑	86.7%*	87.4%**	79.1%**
2007	77.9%	64.7%*	89.8%*	80.2%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	75.3%*	75.8%**	N/A	69.6%**
2007	83.1%*	89.1%**	N/A	83.8%**
Madigan Army Medical Center—Ft. Lewis				
2008	71.7%	78.0%	75.9%*	60.1%*
2007	66.6%	70.7%	61.2%	67.5%*
Martin Army Community Hospital—Ft. Benning				
2008	78.7%*	62.6%**	97.1%**	80.5%**
2007	70.6%*	64.0%*	89.6%**	65.2%**
Moncrief Army Community Hospital—Ft. Jackson				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	71.2%*	N/A	N/A	67.5%**
2007	67.2%*	71.8%*	N/A	63.9%*
Tripler Army Medical Center—Ft. Shafter				
2008	81.4% ↑	81.3%*	84.8%*	79.0%*
2007	80.6%	82.6%*	82.4%*	78.3%
Walter Reed Army Medical Center—Washington, DC				
2008	78.0%	76.2%	80.0%	N/A
2007	75.9%	74.7%	77.5%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	N/A ↓	N/A	N/A	N/A
2007	81.4%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2008	83.9% ↑	79.5%*	87.2%*	86.1%**
2007	73.2%	71.9%*	71.7%*	76.6%*
Winn Army Community Hospital—Ft. Stewart				
2008	85.0%*	N/A	N/A	82.7%**
2007	64.0%*	N/A	N/A	62.5%**
Womack Army Medical Center—Ft. Bragg				
2008	73.9%	77.4%*	67.1%**	73.1%*
2007	69.0%	67.5%*	61.8%*	73.7%*
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

## Composite: Communication about Medications

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>HCAHPS Civilian Benchmark 2008</b>	<b>44.5%</b>			
<b>Overall—MHS 2008</b>	<b>53.6%</b>	<b>50.3%</b>	<b>57.3%</b>	<b>54.1%</b>
<b>Overall—MHS 2007</b>	<b>52.2%</b>	<b>48.2%</b>	<b>55.4%</b>	<b>54.0%</b>
<b>Overall—MHS 2006</b>	<b>52.9%</b>	<b>49.6%</b>	<b>54.1%</b>	<b>56.2%</b>
<b>Army, Overall</b>	<b>55.3% ↑</b>	<b>55.2%</b>	<b>58.9%</b>	<b>52.3%</b>
121st General Hospital—Seoul				
2008	68.2%** ↑	N/A	N/A	N/A
2007	79.8%*	N/A	94.3%**	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2008	62.1%**	N/A	N/A	55.3%**
2007	54.2%*	N/A	N/A	47.7%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	40.2%**	N/A	N/A	N/A
2007	71.5%**	N/A	N/A	52.7%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	55.6%*	35.1%**	57.1%**	63.1%*
2007	41.1%	45.7%**	33.1%**	42.1%*
Brooke Army Medical Center—Ft. Sam Houston				
2008	51.6%	53.7%	48.3%	N/A
2007	59.9%	59.0%	61.1%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	50.9%*	49.1%*	N/A	43.4%*
2007	54.3%	51.2%*	53.5%**	56.5%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	37.7%*	42.6%**	N/A	36.4%*
2007	58.5%*	48.3%**	N/A	58.5%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	38.9%	48.3%*	27.0%*	N/A
2007	44.7%	46.3%*	42.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	58.8% ↑	57.4%**	75.5%**	55.0%*
2007	49.7%	68.5%*	32.8%**	49.4%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	53.4%**	N/A	N/A	64.2%**
Ireland Army Community Hospital—Ft. Knox				
2008	52.8%*	N/A	N/A	39.3%**
2007	70.4%*	N/A	N/A	72.8%**
Irwin Army Community Hospital—Ft. Riley				
2008	71.8%* ↑	N/A	N/A	72.4%**
2007	45.0%*	N/A	N/A	47.3%*
Keller Army Community Hospital—West Point				
2008	56.7%**	N/A	N/A	N/A
2007	55.1%**	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				
2008	67.0%* ↑	69.4%*	60.7%**	69.5%**
2007	52.7%	38.6%*	72.0%*	46.4%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	55.7%*	56.3%**	N/A	56.7%**
2007	63.5%*	59.3%**	N/A	74.9%**
Madigan Army Medical Center—Ft. Lewis				
2008	49.3%	51.0%	51.4%*	45.2%*
2007	43.6%	43.5%	41.9%	46.0%*
Martin Army Community Hospital—Ft. Benning				
2008	64.0%* ↑	51.7%**	92.5%**	46.3%**
2007	47.2%*	37.4%*	72.0%**	43.3%**
Moncrief Army Community Hospital—Ft. Jackson				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	51.3%*	N/A	N/A	49.0%**
2007	51.8%*	63.7%*	N/A	41.1%*
Tripler Army Medical Center—Ft. Shafter				
2008	65.0% ↑	66.3%*	67.4%*	62.3%*
2007	53.4%	51.9%*	57.3%*	52.1%
Walter Reed Army Medical Center—Washington, DC				
2008	54.5% ↑	53.9%	55.2%	N/A
2007	55.2%	54.2%	56.5%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	N/A	N/A	N/A	N/A
2007	67.5%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2008	55.7% ↑	58.2%*	62.1%*	39.9%**
2007	54.9%	58.5%*	43.1%*	60.8%*
Winn Army Community Hospital—Ft. Stewart				
2008	55.1%*	N/A	N/A	51.6%**
2007	43.0%*	N/A	N/A	39.1%**
Womack Army Medical Center—Ft. Bragg				
2008	48.3%	52.9%*	61.6%**	42.2%*
2007	46.2%	43.8%*	45.5%*	48.4%*
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 2008 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
<b>HCAHPS Civilian Benchmark 2008</b>	<b>61.7%</b>			
<b>Overall—MHS 2008</b>	<b>60.0%</b>	<b>56.1%</b>	<b>62.0%</b>	<b>61.7%</b>
<b>Overall—MHS 2007</b>	<b>58.2%</b>	<b>54.6%</b>	<b>59.0%</b>	<b>60.4%</b>
<b>Overall—MHS 2006</b>	<b>58.4%</b>	<b>58.5%</b>	<b>58.0%</b>	<b>58.4%</b>
<b>Army, Overall</b>	<b>60.0%</b>	<b>60.6%</b>	<b>62.8%</b>	<b>57.0%</b>
121st General Hospital—Seoul				
2008	85.8%** ↑	N/A	N/A	N/A
2007	75.6%*	N/A	73.4%**	72.0%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	58.9%*	N/A	N/A	62.1%**
2007	62.3%*	N/A	N/A	63.3%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	53.4%**	N/A	N/A	45.7%**
2007	68.4%*	N/A	N/A	55.1%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	62.0%	65.6%*	66.9%**	59.7%*
2007	53.7%	71.1%*	47.2%*	52.1%
Brooke Army Medical Center—Ft. Sam Houston				
2008	64.2%	67.7%	60.8%	N/A
2007	58.2%	61.3%	55.1%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	56.9%	50.5%*	67.6%**	56.7%*
2007	54.1%	78.4%*	52.0%*	47.3%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	62.1%	75.9%**	N/A	58.0%*
2007	62.1%	58.0%*	N/A	63.8%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	51.9% ↓	56.2%*	47.6%*	N/A
2007	53.5%	55.7%	50.3%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	68.5%	86.3%*	68.0%*	63.4%*
2007	61.4%	54.1%*	49.6%*	67.4%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	68.0%*	N/A	N/A	73.8%**
Ireland Army Community Hospital—Ft. Knox				
2008	67.6%*	N/A	82.6%**	51.9%**
2007	62.1%*	N/A	63.3%**	57.2%**
Irwin Army Community Hospital—Ft. Riley				
2008	57.6%*	N/A	N/A	60.7%*
2007	46.9%*	N/A	47.5%**	50.5%*
Keller Army Community Hospital—West Point				
2008	81.0%**	N/A	N/A	N/A
2007	84.2%*	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				
2008	59.6%*	66.9%**	54.7%**	56.8%**
2007	59.6%	46.2%*	65.1%*	64.7%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	58.2%*	63.1%**	N/A	51.8%**
2007	63.0%*	78.1%**	N/A	61.4%*
Madigan Army Medical Center—Ft. Lewis				
2008	51.0% ↓	48.6%	52.5%	52.3%
2007	41.6%	37.7%	46.4%	41.0%
Martin Army Community Hospital—Ft. Benning				
2008	69.4%	73.7%*	75.5%**	57.5%*
2007	56.3%	51.5%*	64.0%*	57.8%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	66.9%**	N/A	N/A	N/A
2007	55.4%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	68.9%*	84.1%**	N/A	61.7%**
2007	60.2%	63.5%*	N/A	49.8%*
Tripler Army Medical Center—Ft. Shafter				
2008	61.9%	63.1%*	63.6%*	60.7%
2007	53.5%	47.2%*	57.6%	53.4%
Walter Reed Army Medical Center—Washington, DC				
2008	57.6%	49.7%	65.1%	N/A
2007	53.8%	56.8%	51.0%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	69.5%**	N/A	N/A	N/A
2007	65.0%**	N/A	N/A	63.3%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	56.3%	49.4%*	61.0%*	56.1%*
2007	51.5%	50.9%*	44.3%*	57.3%*
Winn Army Community Hospital—Ft. Stewart				
2008	59.6%*	N/A	N/A	59.0%**
2007	39.9%*	N/A	N/A	46.2%*
Womack Army Medical Center—Ft. Bragg				
2008	52.3% ↓	58.7%	68.9%*	45.0%
2007	54.8%	63.4%*	56.7%*	49.2%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 2008 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
<b>HCAHPS Civilian Benchmark 2008</b>	<b>58.7%</b>			
<b>Overall—MHS 2008</b>	<b>56.9%</b>	<b>56.3%</b>	<b>59.9%</b>	<b>55.2%</b>
<b>Overall—MHS 2007</b>	<b>54.3%</b>	<b>53.1%</b>	<b>56.4%</b>	<b>53.9%</b>
<b>Overall—MHS 2006</b>	<b>42.1%</b>	<b>39.0%</b>	<b>44.3%</b>	<b>44.2%</b>
<b>Army, Overall</b>	<b>57.1%</b>	<b>61.2%</b>	<b>63.1%</b>	<b>49.1%</b>
121st General Hospital—Seoul				
2008	93.6%** ↑	N/A	N/A	N/A
2007	78.2%*	N/A	85.1%**	68.1%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	55.3%*	N/A	N/A	52.2%**
2007	52.7%*	N/A	N/A	55.1%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	73.0%**	N/A	N/A	67.5%**
2007	68.5%*	N/A	N/A	49.3%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	55.8%	57.4%*	53.1%**	56.1%*
2007	47.7%	63.6%*	40.3%*	46.1%
Brooke Army Medical Center—Ft. Sam Houston				
2008	66.5% ↑	69.4%	63.3%	N/A
2007	55.3%	58.0%	52.1%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	48.9% ↓	62.0%*	N/A	38.4%*
2007	47.2%	76.0%*	46.8%*	35.7%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	63.7%	90.0%**	N/A	51.7%*
2007	66.2%*	68.9%**	N/A	61.8%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	55.2%	60.6%*	48.5%*	N/A
2007	54.5%	58.2%*	49.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	64.7%	79.1%*	59.0%*	60.7%*
2007	58.0%	56.1%*	44.3%*	63.5%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	80.9%*	N/A	N/A	67.9%**
Ireland Army Community Hospital—Ft. Knox				
2008	60.6%*	N/A	N/A	34.5%**
2007	57.2%*	N/A	59.8%**	39.3%**
Irwin Army Community Hospital—Ft. Riley				
2008	55.4%*	N/A	N/A	53.1%**
2007	41.0%*	N/A	38.0%**	44.6%*
Keller Army Community Hospital—West Point				
2008	85.9%** ↑	N/A	N/A	N/A
2007	82.7%**	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				
2008	56.0%*	61.4%**	62.5%**	42.8%**
2007	58.4%	50.6%*	67.3%*	57.0%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	60.1%*	63.6%**	N/A	59.0%**
2007	68.2%*	80.0%**	N/A	70.0%*
Madigan Army Medical Center—Ft. Lewis				
2008	43.8% ↓	42.6%	49.2%	41.8%
2007	35.4%	37.2%	40.6%	27.9%
Martin Army Community Hospital—Ft. Benning				
2008	64.3%	76.6%*	64.1%**	49.1%*
2007	52.1%	46.1%*	49.9%*	62.0%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	76.1%**	N/A	N/A	N/A
2007	41.4%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	60.8%*	68.2%**	N/A	55.0%**
2007	53.0%*	70.3%*	N/A	33.5%*
Tripler Army Medical Center—Ft. Shafter				
2008	58.7%	55.5%*	64.1%*	56.9%
2007	49.8%	51.4%*	54.6%*	46.3%
Walter Reed Army Medical Center—Washington, DC				
2008	63.9%	56.2%	72.4%	N/A
2007	47.8%	50.1%	45.5%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	N/A	N/A	N/A	N/A
2007	63.1%**	N/A	N/A	73.0%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	48.4% ↓	50.5%*	53.4%*	38.1%*
2007	44.5%	47.3%*	40.6%*	44.4%*
Winn Army Community Hospital—Ft. Stewart				
2008	56.8%*	N/A	N/A	55.2%**
2007	32.6%*	N/A	N/A	31.9%*
Womack Army Medical Center—Ft. Bragg				
2008	43.2% ↓	57.4%*	55.1%*	32.9%
2007	46.5%	66.8%*	62.7%*	28.8%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

**Composite: Responsiveness of Hospital Staff**

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>HCAHPS Civilian Benchmark 2008</b>	<b>64.8%</b>			
<b>Overall—MHS 2008</b>	<b>63.2%</b>	<b>55.8%</b>	<b>64.1%</b>	<b>68.1%</b>
<b>Overall—MHS 2007</b>	<b>62.0%</b>	<b>56.0%</b>	<b>61.6%</b>	<b>66.9%</b>
<b>Overall—MHS 2006</b>	<b>61.1%</b>	<b>57.7%</b>	<b>59.9%</b>	<b>65.3%</b>
<b>Army, Overall</b>	<b>62.9%</b>	<b>60.1%</b>	<b>62.5%</b>	<b>64.9%</b>
121st General Hospital—Seoul				
2008	N/A	N/A	N/A	N/A
2007	73.0%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2008	62.6%**	N/A	N/A	N/A
2007	71.9%*	N/A	N/A	71.5%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	N/A ↓	N/A	N/A	N/A
2007	68.3%**	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2008	68.2%*	N/A	80.7%**	63.3%*
2007	59.7%	78.7%**	54.0%**	58.0%*
Brooke Army Medical Center—Ft. Sam Houston				
2008	61.8%	65.9%	58.2%*	N/A
2007	61.2%	64.6%	58.0%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	64.9%*	39.1%**	N/A	75.0%*
2007	61.1%*	N/A	57.1%**	59.0%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	60.5%*	N/A	N/A	64.2%*
2007	57.9%*	N/A	N/A	65.8%**
Eisenhower Army Medical Center—Ft. Gordon				
2008	48.7%* ↓	51.8%**	46.7%*	N/A
2007	52.4%*	53.2%*	51.3%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	72.3%*	N/A	77.0%**	66.0%*
2007	64.9%*	N/A	54.9%**	71.2%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	55.1%**	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2008	74.6%**	N/A	N/A	69.3%**
2007	67.1%*	N/A	66.9%**	75.1%**
Irwin Army Community Hospital—Ft. Riley				
2008	59.9%**	N/A	N/A	68.4%**
2007	52.8%*	N/A	N/A	56.4%**
Keller Army Community Hospital—West Point				
2008	N/A	N/A	N/A	N/A
2007	85.7%**	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				
2008	63.3%*	N/A	N/A	N/A
2007	60.9%*	41.7%**	63.0%**	72.3%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	56.2%*	N/A	N/A	44.5%**
2007	57.9%*	76.2%**	N/A	52.8%**
Madigan Army Medical Center—Ft. Lewis				
2008	58.2% ↓	54.6%*	55.7%*	62.8%*
2007	47.9%	38.3%*	52.1%	54.1%*
Martin Army Community Hospital—Ft. Benning				
2008	74.5%*	70.7%**	86.8%**	65.9%**
2007	60.5%*	57.0%**	78.2%**	53.7%**
Moncrief Army Community Hospital—Ft. Jackson				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	77.0%*	N/A	N/A	68.4%**
2007	67.5%*	N/A	N/A	66.2%**
Tripler Army Medical Center—Ft. Shafter				
2008	65.1%	70.6%*	63.2%*	64.5%*
2007	57.2%	43.0%*	60.6%*	60.4%*
Walter Reed Army Medical Center—Washington, DC				
2008	51.3% ↓	43.3%*	57.8%*	N/A
2007	59.7%	63.5%*	56.6%*	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	N/A	N/A	N/A	N/A
2007	67.0%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2008	64.1%*	48.4%**	68.6%*	74.0%**
2007	58.4%	54.6%*	48.1%*	70.1%*
Winn Army Community Hospital—Ft. Stewart				
2008	62.3%**	N/A	N/A	N/A
2007	47.3%**	N/A	N/A	60.6%**
Womack Army Medical Center—Ft. Bragg				
2008	61.3%	59.9%*	82.6%**	57.1%*
2007	63.1%	60.0%*	50.7%**	69.5%*
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

## Composite: Pain Control

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>HCAHPS Civilian Benchmark 2008</b>	<b>69.0%</b>			
<b>Overall—MHS 2008</b>	<b>63.1%</b>	<b>59.8%</b>	<b>69.9%</b>	<b>60.1%</b>
<b>Overall—MHS 2007</b>	<b>61.3%</b>	<b>59.2%</b>	<b>66.6%</b>	<b>58.5%</b>
<b>Overall—MHS 2006</b>	<b>58.9%</b>	<b>58.4%</b>	<b>62.7%</b>	<b>56.3%</b>
<b>Army, Overall</b>	<b>60.5% ↓</b>	<b>59.7%</b>	<b>70.2%</b>	<b>54.2%</b>
121st General Hospital—Seoul				
2008	75.5%**	N/A	N/A	N/A
2007	67.8%*	N/A	77.1%*	53.2%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	57.1%*	N/A	N/A	50.8%**
2007	57.7%*	N/A	N/A	55.1%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	58.3%**	N/A	N/A	53.2%**
2007	72.4%*	N/A	N/A	65.7%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	65.4%	52.2%**	87.1%*	59.9%*
2007	50.3%	56.5%**	50.7%*	49.2%
Brooke Army Medical Center—Ft. Sam Houston				
2008	61.1% ↓	60.7%	61.4%	N/A
2007	65.9%	68.2%	63.9%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	54.7% ↓	66.9%*	N/A	48.5%*
2007	54.2%	57.3%*	61.2%*	50.4%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	58.1% ↓	67.4%**	63.5%**	55.4%*
2007	54.3%	42.2%**	75.1%**	55.6%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	61.2%	57.1%*	64.7%*	N/A
2007	69.6%	67.2%*	72.3%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	62.4%	57.9%*	78.4%*	60.8%*
2007	64.1%	68.5%*	57.9%*	65.1%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	61.5%*	N/A	N/A	57.7%**
Ireland Army Community Hospital—Ft. Knox				
2008	58.9%*	N/A	75.7%**	40.6%**
2007	67.3%*	N/A	64.8%**	59.1%**
Irwin Army Community Hospital—Ft. Riley				
2008	56.1%*	N/A	N/A	43.7%**
2007	48.0%*	N/A	55.8%**	46.9%*
Keller Army Community Hospital—West Point				
2008	66.1%**	N/A	76.2%**	N/A
2007	63.3%*	N/A	67.5%**	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				
2008	62.9%*	64.9%**	64.4%**	59.8%**
2007	65.6%	60.0%*	72.6%*	61.9%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	68.5%*	60.8%**	N/A	68.1%*
2007	65.6%*	76.4%**	N/A	62.4%*
Madigan Army Medical Center—Ft. Lewis				
2008	55.9% ↓	50.9%	62.8%	55.4%
2007	53.2%	47.3%	56.7%	55.2%
Martin Army Community Hospital—Ft. Benning				
2008	65.1%*	60.2%*	84.0%**	49.3%*
2007	60.2%	63.0%*	71.5%*	48.8%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	64.9%**	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	53.2%* ↓	64.3%**	N/A	46.2%**
2007	54.4%*	68.3%*	N/A	40.4%*
Tripler Army Medical Center—Ft. Shafter				
2008	63.4%	63.9%*	68.3%*	60.2%
2007	56.2%	42.1%*	61.2%	58.8%
Walter Reed Army Medical Center—Washington, DC				
2008	66.8%	59.3%	72.1%	N/A
2007	62.0%	56.9%	66.0%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	63.2%**	N/A	N/A	N/A
2007	67.3%*	N/A	N/A	64.7%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	60.7% ↓	50.9%*	71.6%*	59.6%*
2007	52.5%	58.9%*	48.6%*	50.1%*
Winn Army Community Hospital—Ft. Stewart				
2008	44.2%* ↓	N/A	N/A	31.7%**
2007	53.2%*	N/A	N/A	50.7%*
Womack Army Medical Center—Ft. Bragg				
2008	56.6% ↓	62.6%*	61.1%*	52.6%
2007	52.5%	55.7%*	53.9%*	50.4%
Wuerzburg Meddacc				
2008	N/A	N/A	N/A	N/A
2007	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 2008 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
<b>HCAHPS Civilian Benchmark 2008</b>	<b>62.1%</b>			
<b>Overall—MHS 2008</b>	<b>55.4%</b>	<b>51.2%</b>	<b>63.0%</b>	<b>52.4%</b>
<b>Overall—MHS 2007</b>	<b>53.2%</b>	<b>50.9%</b>	<b>58.8%</b>	<b>50.4%</b>
<b>Overall—MHS 2006</b>	<b>51.5%</b>	<b>48.6%</b>	<b>55.7%</b>	<b>50.5%</b>
<b>Army, Overall</b>	<b>53.1% ↓</b>	<b>51.2%</b>	<b>63.7%</b>	<b>46.6%</b>
121st General Hospital—Seoul				
2008	64.8%**	N/A	N/A	N/A
2007	56.5%*	N/A	64.1%*	38.5%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	44.8%* ↓	N/A	N/A	40.1%**
2007	52.0%*	N/A	N/A	52.0%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	48.3%**	N/A	N/A	41.8%**
2007	65.7%*	N/A	N/A	60.7%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	58.7%	47.3%**	84.0%**	51.2%*
2007	47.6%	55.6%**	43.5%*	47.3%
Brooke Army Medical Center—Ft. Sam Houston				
2008	52.4% ↓	51.4%	53.3%	N/A
2007	59.5%	60.1%	59.0%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	51.4% ↓	59.5%*	N/A	46.8%*
2007	45.1%	49.5%*	55.7%*	39.5%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	52.9%	44.6%**	61.8%**	52.8%*
2007	43.5%	34.9%**	66.0%**	43.4%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	55.8%	50.5%*	60.3%*	N/A
2007	63.5%	60.4%*	67.1%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	55.4%	46.3%*	73.5%*	55.2%*
2007	57.9%	62.5%*	52.1%*	58.6%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	45.9%*	N/A	N/A	36.3%**
Ireland Army Community Hospital—Ft. Knox				
2008	55.6%*	N/A	75.7%**	36.9%**
2007	62.4%*	N/A	61.9%**	52.3%**
Irwin Army Community Hospital—Ft. Riley				
2008	47.6%*	N/A	N/A	29.1%**
2007	36.4%*	N/A	30.2%**	39.5%*
Keller Army Community Hospital—West Point				
2008	58.8%**	N/A	70.7%**	N/A
2007	57.2%*	N/A	62.0%**	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				
2008	53.6%*	56.3%**	58.6%**	47.1%**
2007	54.2%	48.6%*	63.9%*	47.2%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	63.7%*	64.6%**	N/A	56.0%*
2007	55.8%*	62.5%**	N/A	60.9%*
Madigan Army Medical Center—Ft. Lewis				
2008	45.6% ↓	35.9%	56.0%	46.4%
2007	46.0%	41.8%	47.4%	48.2%
Martin Army Community Hospital—Ft. Benning				
2008	60.8%*	55.1%*	80.3%**	45.0%*
2007	55.4%	58.9%*	66.9%*	43.2%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	61.4%**	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	44.2%* ↓	64.3%**	N/A	34.8%**
2007	46.0%*	55.8%*	N/A	33.8%*
Tripler Army Medical Center—Ft. Shafter				
2008	57.7%	57.8%*	62.2%*	54.9%
2007	47.8%	29.3%*	54.5%	51.1%
Walter Reed Army Medical Center—Washington, DC				
2008	54.9%	47.8%	59.9%	N/A
2007	53.9%	48.3%	58.5%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	48.7%**	N/A	N/A	N/A
2007	59.4%*	N/A	N/A	56.6%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	49.4% ↓	39.2%*	64.4%*	43.8%*
2007	45.1%	51.7%*	41.5%*	42.3%*
Winn Army Community Hospital—Ft. Stewart				
2008	33.2%* ↓	N/A	N/A	21.8%**
2007	48.8%*	N/A	N/A	44.8%*
Womack Army Medical Center—Ft. Bragg				
2008	53.1% ↓	62.0%*	57.4%*	47.6%
2007	43.3%	42.6%*	43.1%*	43.7%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 2008 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
<b>HCAHPS Civilian Benchmark 2008</b>	<b>76.0%</b>			
<b>Overall—MHS 2008</b>	<b>70.8%</b>	<b>68.4%</b>	<b>76.8%</b>	<b>67.8%</b>
<b>Overall—MHS 2007</b>	<b>69.3%</b>	<b>67.5%</b>	<b>74.4%</b>	<b>66.6%</b>
<b>Overall—MHS 2006</b>	<b>67.6%</b>	<b>66.7%</b>	<b>72.0%</b>	<b>64.8%</b>
<b>Army, Overall</b>	<b>68.0% ↓</b>	<b>68.1%</b>	<b>76.6%</b>	<b>61.7%</b>
121st General Hospital—Seoul				
2008	86.3%**	N/A	N/A	N/A
2007	79.1%*	N/A	90.2%*	67.9%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	69.4%*	N/A	N/A	61.4%**
2007	63.4%*	N/A	N/A	58.1%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	68.4%**	N/A	N/A	64.6%**
2007	79.0%*	N/A	N/A	70.8%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	72.1%	57.1%**	90.1%*	68.5%*
2007	53.0%	57.4%**	57.8%*	51.0%
Brooke Army Medical Center—Ft. Sam Houston				
2008	69.7%	70.1%	69.4%	N/A
2007	72.3%	76.4%	68.9%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	58.1% ↓	74.4%*	N/A	50.1%*
2007	63.3%	65.2%*	66.7%*	61.3%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	63.3% ↓	90.1%**	65.2%**	58.1%*
2007	65.0%	49.5%**	84.3%**	67.9%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	66.6%	63.6%*	69.0%*	N/A
2007	75.7%	74.1%*	77.6%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	69.3%	69.6%*	83.3%*	66.5%*
2007	70.3%	74.4%*	63.6%*	71.6%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	77.1%*	N/A	N/A	79.2%**
Ireland Army Community Hospital—Ft. Knox				
2008	62.2%*	N/A	75.7%**	44.3%**
2007	72.1%*	N/A	67.7%**	65.9%**
Irwin Army Community Hospital—Ft. Riley				
2008	64.5%*	N/A	N/A	58.3%**
2007	59.6%*	N/A	81.5%**	54.4%*
Keller Army Community Hospital—West Point				
2008	73.5%**	N/A	81.7%**	N/A
2007	69.5%*	N/A	73.1%**	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				
2008	72.3%*	73.5%**	70.1%**	72.5%**
2007	76.9%	71.4%*	81.3%*	76.5%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	73.2%*	56.9%**	N/A	80.2%*
2007	75.4%*	90.3%**	N/A	63.9%*
Madigan Army Medical Center—Ft. Lewis				
2008	66.2% ↓	65.9%	69.7%	64.4%
2007	60.5%	52.8%	65.9%	62.2%
Martin Army Community Hospital—Ft. Benning				
2008	69.4%*	65.3%*	87.8%**	53.6%*
2007	65.0%	67.2%*	76.1%*	54.3%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	68.5%**	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	62.2%*	64.3%**	N/A	57.5%**
2007	62.8%*	80.7%*	N/A	46.9%*
Tripler Army Medical Center—Ft. Shafter				
2008	69.1% ↓	70.1%*	74.4%*	65.5%
2007	64.6%	55.0%*	67.8%	66.5%
Walter Reed Army Medical Center—Washington, DC				
2008	78.6%	70.8%	84.4%	N/A
2007	70.0%	65.5%	73.6%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	77.7%**	N/A	N/A	N/A
2007	75.1%*	N/A	N/A	72.9%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	72.0%	62.6%*	78.8%*	75.5%*
2007	59.9%	66.1%*	55.6%*	58.0%*
Winn Army Community Hospital—Ft. Stewart				
2008	55.2%* ↓	N/A	N/A	41.5%**
2007	57.5%*	N/A	N/A	56.6%*
Womack Army Medical Center—Ft. Bragg				
2008	60.1% ↓	63.1%*	64.7%*	57.6%
2007	61.6%	68.7%*	64.8%*	57.1%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

## Hospital Environment

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>HCAHPS Civilian Benchmark 2008</b>	<b>68.6%</b>			
<b>Overall—MHS 2008</b>	<b>69.7%</b>	<b>69.7%</b>	<b>73.3%</b>	<b>66.6%</b>
<b>Overall—MHS 2007</b>	<b>68.2%</b>	<b>69.0%</b>	<b>71.6%</b>	<b>64.4%</b>
<b>Overall—MHS 2006</b>	<b>68.5%</b>	<b>68.2%</b>	<b>70.0%</b>	<b>67.6%</b>
<b>Army, Overall</b>	<b>71.2% ↑</b>	<b>74.0%</b>	<b>74.6%</b>	<b>65.6%</b>
121st General Hospital—Seoul				
2008	72.6%*	N/A	N/A	N/A
2007	86.5%*	N/A	90.0%*	72.6%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	73.9%*	N/A	N/A	75.1%**
2007	73.4%*	N/A	N/A	72.4%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	73.0%*	N/A	N/A	60.7%**
2007	73.9%*	90.3%**	N/A	61.7%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	74.1%	85.4%*	75.1%*	69.8%*
2007	61.7%	60.8%*	66.5%*	60.7%
Brooke Army Medical Center—Ft. Sam Houston				
2008	76.2% ↑	77.3%	74.7%	N/A
2007	72.7%	76.6%	67.1%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	67.3%	75.2%*	82.6%**	58.7%*
2007	71.8%	84.2%*	74.4%*	64.7%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	61.3%	83.1%*	65.3%**	51.0%*
2007	65.6%	87.8%*	76.2%**	49.0%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	73.0%	75.2%*	70.0%*	N/A
2007	69.9%	66.1%	77.0%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	73.3%	73.9%*	78.3%*	71.9%*
2007	75.8%	74.7%*	70.5%*	78.1%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	73.4%*	N/A	N/A	77.5%**
Ireland Army Community Hospital—Ft. Knox				
2008	74.4%*	N/A	83.7%**	58.3%**
2007	75.9%*	N/A	85.4%**	64.9%**
Irwin Army Community Hospital—Ft. Riley				
2008	69.7%*	N/A	N/A	65.3%*
2007	44.4%*	30.7%**	48.3%**	46.8%*
Keller Army Community Hospital—West Point				
2008	79.0%*	N/A	87.0%**	N/A
2007	70.8%*	N/A	75.6%**	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				
2008	78.8%* ↑	84.2%*	68.5%**	81.7%**
2007	71.3%	68.5%*	78.6%*	65.0%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	64.1%*	62.3%*	N/A	68.7%*
2007	77.4%*	81.2%*	N/A	68.4%*
Madigan Army Medical Center—Ft. Lewis				
2008	69.1%	69.4%	67.4%	69.9%
2007	65.5%	66.7%	62.3%	67.0%
Martin Army Community Hospital—Ft. Benning				
2008	72.2%	75.2%*	75.0%*	64.5%*
2007	62.8%	75.6%*	72.1%*	35.8%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	90.8%** ↑	N/A	N/A	N/A
2007	75.5%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	77.9%*	73.3%*	N/A	81.3%**
2007	71.9%	68.6%*	N/A	74.8%*
Tripler Army Medical Center—Ft. Shafter				
2008	59.1% ↓	61.6%	60.5%	56.7%
2007	58.8%	66.9%	67.9%	48.0%
Walter Reed Army Medical Center—Washington, DC				
2008	74.6% ↑	69.7%	80.9%	N/A
2007	65.3%	63.3%	68.0%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	77.0%**	N/A	N/A	N/A
2007	65.2%*	N/A	N/A	59.3%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	77.2% ↑	70.4%	87.5%*	76.2%*
2007	69.2%	70.7%	59.9%*	75.5%*
Winn Army Community Hospital—Ft. Stewart				
2008	67.5%*	N/A	N/A	67.2%**
2007	59.7%*	81.9%**	N/A	51.2%*
Womack Army Medical Center—Ft. Bragg				
2008	69.5%	77.7%	70.5%*	62.8%
2007	69.6%	76.3%	58.8%*	69.0%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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
<b>HCAHPS Civilian Benchmark 2008</b>	<b>54.9%</b>			
<b>Overall—MHS 2008</b>	<b>58.1%</b>	<b>52.8%</b>	<b>59.3%</b>	<b>63.4%</b>
<b>Overall—MHS 2007</b>	<b>57.4%</b>	<b>52.9%</b>	<b>56.4%</b>	<b>63.3%</b>
<b>Overall—MHS 2006</b>	<b>57.8%</b>	<b>53.3%</b>	<b>56.5%</b>	<b>65.0%</b>
<b>Army, Overall</b>	<b>60.6% ↑</b>	<b>59.1%</b>	<b>63.8%</b>	<b>59.9%</b>
121st General Hospital—Seoul				
2008	79.4%* ↑	N/A	N/A	N/A
2007	69.6%*	N/A	76.6%*	73.2%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	71.5%* ↑	N/A	N/A	77.8%**
2007	82.0%*	N/A	N/A	85.2%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	79.7%* ↑	N/A	N/A	76.3%**
2007	73.4%*	74.0%**	N/A	68.2%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	70.8% ↑	68.3%*	78.5%*	68.8%*
2007	50.6%	62.9%*	59.6%*	45.3%
Brooke Army Medical Center—Ft. Sam Houston				
2008	52.2%	56.7%	45.9%	N/A
2007	51.9%	56.5%	45.3%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	61.1%	53.9%*	64.7%**	65.0%*
2007	63.3%	55.8%*	57.1%*	69.2%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	57.1%	78.3%*	89.8%**	42.2%*
2007	60.7%	80.6%*	56.8%**	48.2%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	52.6%	50.7%*	55.2%*	N/A
2007	53.7%	53.0%	54.9%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	53.7%	64.3%*	63.6%*	47.3%*
2007	77.9%	77.3%*	60.2%*	84.5%
Heidelberg Meddacc				
2008	N/A	N/A	N/A	N/A
2007	87.7%*	N/A	N/A	85.3%**
Ireland Army Community Hospital—Ft. Knox				
2008	72.4%* ↑	N/A	72.0%**	60.6%**
2007	78.7%*	N/A	83.1%**	64.3%**
Irwin Army Community Hospital—Ft. Riley				
2008	69.1%* ↑	N/A	N/A	67.6%*
2007	57.1%*	78.4%**	34.3%**	58.7%*
Keller Army Community Hospital—West Point				
2008	96.1%* ↑	N/A	98.8%**	N/A
2007	90.9%*	N/A	91.0%**	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				
2008	62.9%*	71.2%*	64.2%**	48.1%**
2007	66.7%	69.0%*	70.4%*	59.3%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	65.3%*	75.1%*	N/A	53.6%*
2007	67.6%*	69.3%*	N/A	67.1%*
Madigan Army Medical Center—Ft. Lewis				
2008	56.4%	54.6%	51.7%	61.2%
2007	49.7%	51.4%	47.5%	49.7%
Martin Army Community Hospital—Ft. Benning				
2008	74.7% ↑	75.2%*	83.0%*	65.0%*
2007	70.1%	69.8%*	69.9%*	70.7%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	79.2%** ↑	N/A	N/A	N/A
2007	81.0%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	68.8%* ↑	69.0%*	N/A	71.9%**
2007	73.8%	75.6%*	N/A	74.1%*
Tripler Army Medical Center—Ft. Shafter				
2008	52.0%	42.1%	56.8%	55.1%
2007	56.4%	51.5%	58.1%	58.3%
Walter Reed Army Medical Center—Washington, DC				
2008	56.7%	48.0%	68.0%	N/A
2007	50.4%	48.1%	53.5%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	66.7%**	N/A	N/A	N/A
2007	60.0%*	N/A	N/A	63.0%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	54.6%	47.4%	59.6%*	61.5%*
2007	47.9%	47.7%	42.2%*	53.6%*
Winn Army Community Hospital—Ft. Stewart				
2008	73.5%* ↑	N/A	N/A	74.2%**
2007	70.9%*	84.4%**	N/A	64.7%*
Womack Army Medical Center—Ft. Bragg				
2008	59.2%	65.2%	65.8%*	53.2%
2007	51.1%	58.2%	51.3%*	46.1%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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
<b>HCAHPS Civilian Benchmark 2008</b>	<b>80.9%</b>			
<b>Overall—MHS 2008</b>	<b>83.3%</b>	<b>78.4%</b>	<b>88.9%</b>	<b>84.1%</b>
<b>Overall—MHS 2007</b>	<b>82.6%</b>	<b>78.2%</b>	<b>87.7%</b>	<b>83.1%</b>
<b>Overall—MHS 2006</b>	<b>83.1%</b>	<b>79.2%</b>	<b>87.6%</b>	<b>84.0%</b>
<b>Army, Overall</b>	<b>83.8% ↑</b>	<b>80.4%</b>	<b>88.2%</b>	<b>84.0%</b>
121st General Hospital—Seoul				
2008	82.4%*	N/A	N/A	N/A
2007	91.8%*	N/A	95.1%*	93.0%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	91.4%* ↑	N/A	N/A	88.5%**
2007	80.6%*	N/A	N/A	79.8%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	81.0%*	N/A	N/A	70.2%**
2007	82.1%*	N/A	N/A	75.4%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	80.8%	72.4%*	78.5%*	84.5%*
2007	74.0%	67.3%*	77.9%*	74.3%
Brooke Army Medical Center—Ft. Sam Houston				
2008	88.6% ↑	86.5%	91.5%	N/A
2007	85.0%	83.1%	87.9%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	79.3%	78.6%*	81.0%**	79.5%*
2007	79.4%	74.3%*	86.4%*	79.3%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	80.1%	75.8%*	70.4%**	83.6%*
2007	83.9%	82.9%*	85.5%**	84.1%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	85.8% ↑	82.3%*	90.8%*	N/A
2007	76.4%	73.0%	82.6%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	81.9%	69.0%*	85.9%*	86.7%*
2007	84.5%	76.1%*	88.5%*	86.1%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	76.8%*	N/A	N/A	74.8%**
Ireland Army Community Hospital—Ft. Knox				
2008	77.9%*	N/A	79.1%**	81.9%**
2007	87.7%*	N/A	90.8%**	81.9%**
Irwin Army Community Hospital—Ft. Riley				
2008	87.5%*	N/A	N/A	80.6%*
2007	82.6%*	68.3%**	86.2%**	85.4%*
Keller Army Community Hospital—West Point				
2008	85.6%*	N/A	88.8%**	N/A
2007	78.6%*	N/A	81.4%**	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				
2008	88.6%* ↑	90.3%*	80.5%**	94.0%**
2007	81.1%	73.7%*	86.5%*	79.5%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	81.8%*	74.7%*	N/A	88.5%*
2007	79.3%*	63.3%*	N/A	92.1%*
Madigan Army Medical Center—Ft. Lewis				
2008	82.9%	83.8%	80.6%	83.6%
2007	79.3%	77.0%	81.4%	80.4%
Martin Army Community Hospital—Ft. Benning				
2008	84.4%	73.2%*	98.9%**	84.7%*
2007	76.4%	72.3%*	83.1%*	76.3%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	N/A	N/A	N/A	N/A
2007	59.8%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	73.8%*	61.0%*	N/A	83.8%**
2007	79.1%	80.8%*	N/A	78.2%*
Tripler Army Medical Center—Ft. Shafter				
2008	84.7% ↑	82.0%	91.4%	82.2%
2007	83.3%	75.7%	94.9%	80.4%
Walter Reed Army Medical Center—Washington, DC				
2008	86.5% ↑	81.6%	92.0%	N/A
2007	83.1%	75.3%	92.3%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	82.7%**	N/A	N/A	N/A
2007	82.3%*	N/A	N/A	77.8%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	89.5% ↑	85.4%	95.3%*	89.3%*
2007	88.6%	91.4%	85.3%*	87.9%*
Winn Army Community Hospital—Ft. Stewart				
2008	88.4%*	N/A	N/A	89.0%**
2007	80.4%*	84.0%**	N/A	77.2%*
Womack Army Medical Center—Ft. Bragg				
2008	80.3%	74.7%	83.9%*	83.7%
2007	81.7%	76.4%	93.2%*	80.6%
Wuerzburg Meddca				
2008	N/A	N/A	N/A	N/A
2007	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 2008 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
<b>HCAHPS Civilian Benchmark 2008</b>	<b>78.1%</b>			
<b>Overall—MHS 2008</b>	<b>78.4%</b>	<b>75.6%</b>	<b>86.2%</b>	<b>75.2%</b>
<b>Overall—MHS 2007</b>	<b>77.4%</b>	<b>75.7%</b>	<b>85.5%</b>	<b>72.6%</b>
<b>Overall—MHS 2006</b>	<b>78.2%</b>	<b>76.0%</b>	<b>85.1%</b>	<b>75.2%</b>
<b>Army, Overall</b>	<b>78.3%</b>	<b>76.9%</b>	<b>84.8%</b>	<b>75.0%</b>
121st General Hospital—Seoul				
2008	75.6%*	N/A	N/A	N/A
2007	90.3%*	N/A	95.7%*	86.1%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	86.1%*	N/A	N/A	82.1%**
2007	72.1%*	N/A	N/A	70.1%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	66.0%**	N/A	N/A	N/A
2007	66.8%*	N/A	N/A	55.1%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	68.6% ↓	67.7%*	64.9%*	70.4%*
2007	64.9%	64.6%*	77.0%*	61.9%
Brooke Army Medical Center—Ft. Sam Houston				
2008	87.7% ↑	84.6%	92.0%	N/A
2007	82.0%	78.3%	87.3%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	71.8%	69.7%*	74.0%**	72.7%*
2007	67.1%	70.0%*	78.1%*	62.2%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	73.0%	72.2%*	58.4%**	75.9%*
2007	74.7%	76.1%*	83.8%**	72.3%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	82.7%	79.0%*	88.0%*	N/A
2007	76.6%	77.8%	74.4%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	78.3%	66.1%*	86.0%*	82.0%*
2007	73.8%	65.3%*	79.6%*	74.7%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	65.0%*	N/A	N/A	52.8%**
Ireland Army Community Hospital—Ft. Knox				
2008	70.9%*	N/A	77.8%**	69.2%**
2007	85.9%*	N/A	95.3%**	74.2%**
Irwin Army Community Hospital—Ft. Riley				
2008	82.9%*	N/A	N/A	74.2%*
2007	75.2%*	59.4%**	80.6%**	77.8%*
Keller Army Community Hospital—West Point				
2008	84.7%*	N/A	96.5%**	N/A
2007	66.6%*	N/A	67.0%**	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				
2008	88.1%* ↑	86.5%*	86.6%**	91.7%**
2007	74.7%	67.2%*	86.3%*	65.0%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	73.7%*	68.4%*	N/A	79.4%*
2007	71.1%*	57.9%*	N/A	84.1%*
Madigan Army Medical Center—Ft. Lewis				
2008	75.7%	79.5%	71.3%	74.7%
2007	74.5%	75.1%	82.1%	66.8%
Martin Army Community Hospital—Ft. Benning				
2008	79.1%	64.2%*	98.9%**	79.0%*
2007	67.9%	67.6%*	77.9%*	60.5%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	N/A	N/A	N/A	N/A
2007	58.2%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	70.6%*	62.4%*	N/A	74.3%**
2007	71.7%	76.7%*	N/A	66.4%*
Tripler Army Medical Center—Ft. Shafter				
2008	78.9%	80.8%	90.8%	70.8%
2007	79.4%	80.4%	94.5%	68.9%
Walter Reed Army Medical Center—Washington, DC				
2008	80.5%	74.5%	87.4%	N/A
2007	79.6%	70.4%	90.4%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	65.4%**	N/A	N/A	N/A
2007	75.9%**	N/A	N/A	67.4%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	86.3% ↑	85.2%	91.7%*	80.9%*
2007	86.9%	91.3%	87.2%*	80.7%*
Winn Army Community Hospital—Ft. Stewart				
2008	82.5%*	N/A	N/A	82.0%**
2007	73.7%*	88.1%**	N/A	67.7%*
Womack Army Medical Center—Ft. Bragg				
2008	74.7%	76.9%	70.3%*	74.0%
2007	75.4%	75.7%	88.9%*	70.1%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 2008 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
<b>HCAHPS Civilian Benchmark 2008</b>	<b>83.7%</b>			
<b>Overall—MHS 2008</b>	<b>88.1%</b>	<b>81.3%</b>	<b>91.5%</b>	<b>93.1%</b>
<b>Overall—MHS 2007</b>	<b>87.7%</b>	<b>80.6%</b>	<b>90.0%</b>	<b>93.6%</b>
<b>Overall—MHS 2006</b>	<b>87.4%</b>	<b>80.8%</b>	<b>89.1%</b>	<b>94.2%</b>
<b>Army, Overall</b>	<b>89.3% ↑</b>	<b>83.9%</b>	<b>91.6%</b>	<b>93.0%</b>
121st General Hospital—Seoul				
2008	89.2%*	N/A	N/A	N/A
2007	93.3%*	N/A	94.4%*	100%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	96.7%* ↑	N/A	N/A	94.9%**
2007	89.1%*	N/A	N/A	89.4%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	96.0%** ↑	N/A	N/A	93.8%**
2007	97.4%*	N/A	N/A	95.7%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	92.9% ↑	77.1%*	92.1%*	98.5%*
2007	83.0%	69.9%*	78.9%*	86.7%
Brooke Army Medical Center—Ft. Sam Houston				
2008	89.5% ↑	88.4%	91.1%	N/A
2007	88.1%	87.8%	88.4%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	86.8%	87.4%*	87.9%**	86.2%*
2007	91.8%	78.7%*	94.7%*	96.3%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	87.3%	79.4%*	82.4%**	91.4%*
2007	93.1%	89.7%*	87.2%**	96.0%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	88.8% ↑	85.6%*	93.5%*	N/A
2007	76.2%	68.2%	90.7%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	85.4%	71.8%*	85.8%*	91.4%*
2007	95.2%	86.9%*	97.4%*	97.4%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	88.5%*	N/A	N/A	96.9%**
Ireland Army Community Hospital—Ft. Knox				
2008	84.9%*	N/A	80.3%**	94.6%**
2007	89.5%*	N/A	86.4%**	89.6%**
Irwin Army Community Hospital—Ft. Riley				
2008	92.1%* ↑	N/A	N/A	86.9%*
2007	90.0%*	77.2%**	91.7%**	92.9%*
Keller Army Community Hospital—West Point				
2008	86.5%*	N/A	81.1%**	N/A
2007	90.6%*	N/A	95.9%**	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				
2008	89.1%*	94.2%*	74.3%**	96.3%**
2007	87.6%	80.3%*	86.6%*	93.9%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	89.8%*	81.1%*	N/A	97.6%*
2007	87.5%*	68.7%*	N/A	100%*
Madigan Army Medical Center—Ft. Lewis				
2008	90.2% ↑	88.0%	89.9%	92.4%
2007	84.1%	78.8%	80.6%	94.1%
Martin Army Community Hospital—Ft. Benning				
2008	89.7%	82.3%*	98.9%**	90.5%*
2007	84.8%	77.0%*	88.3%*	92.1%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	N/A	N/A	N/A	N/A
2007	61.3%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	77.0%*	59.7%*	N/A	93.3%**
2007	86.5%	84.9%*	N/A	89.9%*
Tripler Army Medical Center—Ft. Shafter				
2008	90.5% ↑	83.2%	91.9%	93.7%
2007	87.3%	70.9%	95.3%	91.8%
Walter Reed Army Medical Center—Washington, DC				
2008	92.4% ↑	88.6%	96.7%	N/A
2007	86.5%	80.2%	94.3%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	100%** ↑	N/A	N/A	N/A
2007	88.7%*	N/A	N/A	88.3%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	92.8% ↑	85.7%	99.0%*	97.7%*
2007	90.4%	91.5%	83.4%*	95.1%*
Winn Army Community Hospital—Ft. Stewart				
2008	94.2%* ↑	N/A	N/A	95.9%**
2007	87.1%*	N/A	N/A	86.8%*
Womack Army Medical Center—Ft. Bragg				
2008	85.9%	72.5%	97.5%*	93.4%
2007	88.1%	77.1%	97.5%*	91.1%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

**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
<b>Overall—MHS 2008</b>	<b>82.2%</b>	<b>83.2%</b>	<b>87.2%</b>	<b>77.2%</b>
<b>Overall—MHS 2007</b>	<b>80.5%</b>	<b>82.4%</b>	<b>84.7%</b>	<b>75.5%</b>
<b>Army, Overall</b>	<b>81.0%</b>	<b>85.1%</b>	<b>86.5%</b>	<b>73.6%</b>
121st General Hospital—Seoul				
2008	85.8%**	N/A	N/A	N/A
2007	86.4%*	N/A	86.4%**	82.9%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	88.4%*	N/A	N/A	88.2%**
2007	80.2%*	N/A	N/A	78.0%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	62.8%**	N/A	N/A	50.5%**
2007	86.0%*	N/A	N/A	76.7%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	73.5%	76.3%*	97.5%**	63.7%*
2007	67.2%	78.3%*	75.1%*	62.9%
Brooke Army Medical Center—Ft. Sam Houston				
2008	85.8% ↑	86.4%	85.2%	N/A
2007	87.6%	88.8%	86.1%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	73.7%	84.3%*	77.7%**	66.0%*
2007	65.9%	79.2%*	67.8%*	59.1%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	86.3%	94.5%*	80.2%**	84.3%*
2007	82.4%	95.5%*	92.6%**	72.2%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	87.5% ↑	90.0%*	84.1%*	N/A
2007	84.8%	82.2%	89.3%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	78.7%	71.4%*	81.6%*	80.8%*
2007	84.1%	80.5%*	84.2%*	85.2%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	88.4%*	N/A	N/A	90.5%**
Ireland Army Community Hospital—Ft. Knox				
2008	77.0%*	N/A	71.9%**	71.3%**
2007	72.2%*	N/A	77.0%**	66.4%**
Irwin Army Community Hospital—Ft. Riley				
2008	81.5%*	N/A	N/A	72.9%*
2007	66.2%*	N/A	82.1%**	67.2%*
Keller Army Community Hospital—West Point				
2008	82.6%**	N/A	85.0%**	N/A
2007	84.7%*	N/A	89.3%**	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				
2008	85.3%*	88.9%**	79.8%**	86.1%**
2007	81.5%	74.4%**	86.9%*	81.5%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	66.1%* ↓	52.0%**	N/A	76.2%*
2007	78.8%*	90.1%**	N/A	69.2%*
Madigan Army Medical Center—Ft. Lewis				
2008	79.5%	83.1%	85.0%	73.1%
2007	75.4%	73.6%	77.8%	75.1%
Martin Army Community Hospital—Ft. Benning				
2008	88.2% ↑	91.7%*	98.8%**	75.5%*
2007	78.5%	88.8%*	85.6%*	66.8%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	N/A	N/A	N/A	N/A
2007	74.1%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	75.1%*	89.7%**	N/A	69.6%**
2007	73.8%	77.5%*	N/A	67.1%*
Tripler Army Medical Center—Ft. Shafter				
2008	80.4%	85.0%	82.9%	76.4%
2007	76.1%	77.3%	86.1%	69.9%
Walter Reed Army Medical Center—Washington, DC				
2008	89.5% ↑	86.7%	92.7%	N/A
2007	87.2%	87.4%	86.9%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	74.2%**	N/A	N/A	N/A
2007	79.6%**	N/A	N/A	83.4%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	85.1%	87.1%	88.5%*	77.1%*
2007	78.0%	83.1%	71.2%*	78.0%*
Winn Army Community Hospital—Ft. Stewart				
2008	72.9%*	N/A	N/A	63.6%**
2007	54.2%*	N/A	N/A	57.6%*
Womack Army Medical Center—Ft. Bragg				
2008	76.6%	82.0%	88.6%*	71.1%
2007	74.9%	84.2%*	83.6%*	66.7%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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
<b>Overall—MHS 2008</b>	<b>84.1%</b>	<b>83.9%</b>	<b>89.9%</b>	<b>79.9%</b>
<b>Overall—MHS 2007</b>	<b>82.7%</b>	<b>83.5%</b>	<b>87.9%</b>	<b>78.0%</b>
<b>Army, Overall</b>	<b>83.4%</b>	<b>86.1%</b>	<b>89.8%</b>	<b>76.7%</b>
121st General Hospital—Seoul				
2008	87.6%**	N/A	N/A	N/A
2007	89.6%*	N/A	88.6%**	87.9%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	89.9%*	N/A	N/A	89.9%**
2007	84.5%*	N/A	N/A	79.8%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	62.2%** ↓	N/A	N/A	49.7%**
2007	88.2%*	N/A	N/A	81.1%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	76.4%	77.1%*	100%**	67.4%*
2007	67.2%	76.9%*	73.4%*	63.7%
Brooke Army Medical Center—Ft. Sam Houston				
2008	88.7% ↑	87.6%	90.1%	N/A
2007	89.8%	89.7%	89.9%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	75.7%	84.6%*	87.0%**	67.2%*
2007	68.9%	83.8%*	74.5%*	59.9%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	88.9%	94.5%*	81.8%**	87.8%*
2007	83.2%	96.1%*	95.8%**	72.6%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	88.9%	90.7%*	86.4%*	N/A
2007	86.4%	82.1%	94.1%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	79.5%	74.1%*	77.0%*	82.0%*
2007	86.8%	80.5%*	88.7%*	88.2%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	89.0%*	N/A	N/A	90.7%**
Ireland Army Community Hospital—Ft. Knox				
2008	83.4%*	N/A	88.4%**	74.1%**
2007	77.2%*	N/A	72.7%**	76.0%**
Irwin Army Community Hospital—Ft. Riley				
2008	85.9%*	N/A	N/A	76.6%**
2007	67.3%*	N/A	90.3%**	71.0%*
Keller Army Community Hospital—West Point				
2008	91.9%**	N/A	90.2%**	N/A
2007	87.7%*	N/A	95.7%**	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				
2008	85.8%*	88.9%**	N/A	84.2%**
2007	82.6%	74.4%**	88.8%*	82.6%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	69.9%*	55.8%**	N/A	80.7%*
2007	81.6%*	91.4%**	N/A	72.5%*
Madigan Army Medical Center—Ft. Lewis				
2008	81.7%	83.9%	86.7%	76.9%
2007	77.8%	74.3%	83.3%	76.4%
Martin Army Community Hospital—Ft. Benning				
2008	90.7% ↑	91.7%*	98.8%**	82.6%*
2007	81.5%	90.2%*	83.6%*	73.9%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	N/A	N/A	N/A	N/A
2007	73.6%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	78.8%*	88.8%**	N/A	71.6%**
2007	76.9%	78.8%*	N/A	72.1%*
Tripler Army Medical Center—Ft. Shafter				
2008	81.7%	86.4%*	82.3%	78.8%
2007	78.3%	76.3%	90.6%	72.4%
Walter Reed Army Medical Center—Washington, DC				
2008	90.9% ↑	86.9%	95.4%	N/A
2007	91.8%	91.8%	91.8%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	80.3%**	N/A	N/A	N/A
2007	85.1%**	N/A	N/A	83.7%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	87.7%	88.0%	92.2%*	81.1%*
2007	78.8%	85.4%	73.5%*	75.6%*
Winn Army Community Hospital—Ft. Stewart				
2008	75.3%*	N/A	N/A	65.1%**
2007	57.0%*	N/A	N/A	61.5%*
Womack Army Medical Center—Ft. Bragg				
2008	81.0%	81.7%	96.5%*	77.8%
2007	80.0%	88.7%*	87.0%*	72.8%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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
<b>Overall—MHS 2008</b>	<b>80.3%</b>	<b>82.5%</b>	<b>84.5%</b>	<b>74.6%</b>
<b>Overall—MHS 2007</b>	<b>78.3%</b>	<b>81.3%</b>	<b>81.4%</b>	<b>72.9%</b>
<b>Army, Overall</b>	<b>78.5%</b>	<b>84.0%</b>	<b>83.1%</b>	<b>70.4%</b>
121st General Hospital—Seoul				
2008	83.9%**	N/A	N/A	N/A
2007	83.2%*	N/A	84.1%**	77.9%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	86.9%*	N/A	N/A	86.5%**
2007	75.9%*	N/A	N/A	76.1%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	63.3%**	N/A	N/A	51.3%**
2007	83.9%*	N/A	N/A	72.4%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	70.6%	75.6%*	95.0%**	60.1%*
2007	67.1%	79.8%*	76.7%*	62.2%
Brooke Army Medical Center—Ft. Sam Houston				
2008	83.0%	85.1%	80.3%	N/A
2007	85.5%	87.9%	82.3%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	71.8%	84.0%*	68.4%**	64.7%*
2007	63.0%	74.6%*	61.0%*	58.3%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	83.8%	94.4%*	78.5%**	80.7%*
2007	81.6%	94.9%*	89.5%**	71.9%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	86.1% ↑	89.3%*	81.8%*	N/A
2007	83.2%	82.4%	84.6%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	78.0%	68.7%*	86.3%*	79.6%*
2007	81.5%	80.5%*	79.7%*	82.3%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	87.9%*	N/A	N/A	90.3%**
Ireland Army Community Hospital—Ft. Knox				
2008	70.5%*	N/A	55.4%**	68.6%**
2007	67.3%*	N/A	81.3%**	56.7%**
Irwin Army Community Hospital—Ft. Riley				
2008	77.1%*	N/A	N/A	69.2%*
2007	65.0%*	N/A	74.0%**	63.3%*
Keller Army Community Hospital—West Point				
2008	73.2%**	N/A	79.9%**	N/A
2007	81.7%*	N/A	82.9%**	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				
2008	84.9%*	88.9%**	75.3%**	87.9%**
2007	80.4%	74.4%**	84.9%*	80.4%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	62.3%* ↓	48.2%**	N/A	71.8%*
2007	76.1%*	88.7%**	N/A	65.8%*
Madigan Army Medical Center—Ft. Lewis				
2008	77.2%	82.3%	83.2%	69.3%
2007	73.1%	72.9%	72.4%	73.9%
Martin Army Community Hospital—Ft. Benning				
2008	85.7%	91.7%*	98.8%**	68.5%*
2007	75.6%	87.4%*	87.5%*	59.7%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	N/A	N/A	N/A	N/A
2007	74.7%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	71.4%*	90.5%**	N/A	67.6%**
2007	70.6%	76.3%*	N/A	62.1%*
Tripler Army Medical Center—Ft. Shafter				
2008	79.1%	83.6%	83.5%	74.0%
2007	73.9%	78.3%	81.5%	67.3%
Walter Reed Army Medical Center—Washington, DC				
2008	88.1% ↑	86.4%	90.0%	N/A
2007	82.5%	83.0%	82.0%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	68.1%**	N/A	N/A	N/A
2007	74.1%**	N/A	N/A	83.1%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	82.4%	86.1%	84.8%*	73.2%*
2007	77.2%	80.7%	68.9%*	80.4%*
Winn Army Community Hospital—Ft. Stewart				
2008	70.6%*	N/A	N/A	62.2%**
2007	51.4%*	N/A	N/A	53.7%*
Womack Army Medical Center—Ft. Bragg				
2008	72.2%	82.3%	80.8%*	64.3%
2007	69.8%	79.7%*	80.2%*	60.5%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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.

## 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
<b>Overall—MHS 2008</b>	<b>72.8%</b>	<b>72.0%</b>	<b>77.4%</b>	<b>69.2%</b>
<b>Overall—MHS 2007</b>	<b>69.6%</b>	<b>70.6%</b>	<b>74.0%</b>	<b>62.8%</b>
<b>Army, Overall</b>	<b>71.9%</b>	<b>72.5%</b>	<b>75.5%</b>	<b>67.4%</b>
121st General Hospital—Seoul				
2008	68.7%*	N/A	N/A	N/A
2007	76.9%*	N/A	86.7%*	52.7%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	60.6%*	N/A	N/A	39.4%**
2007	57.2%*	N/A	N/A	49.9%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	62.4%*	N/A	N/A	42.9%**
2007	74.0%*	84.9%**	N/A	61.7%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	73.1%	64.4%*	77.0%*	78.1%*
2007	61.6%	56.3%*	63.2%*	63.4%
Brooke Army Medical Center—Ft. Sam Houston				
2008	74.9%	75.4%	74.3%	N/A
2007	72.8%	76.1%	67.9%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	71.8%	71.7%*	86.2%**	69.8%*
2007	66.1%	67.5%*	72.1%*	61.9%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	73.1%	76.8%*	68.3%**	68.5%*
2007	75.9%	79.6%*	81.3%**	71.5%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	73.3%	73.9%*	72.2%*	N/A
2007	71.3%	69.3%	75.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	72.5%	71.4%*	78.5%*	70.8%*
2007	68.6%	76.6%*	62.0%*	65.2%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	71.3%*	N/A	N/A	43.0%**
Ireland Army Community Hospital—Ft. Knox				
2008	63.7%*	N/A	68.4%**	61.1%**
2007	66.4%*	N/A	64.5%**	55.6%**
Irwin Army Community Hospital—Ft. Riley				
2008	77.2%*	N/A	N/A	69.5%*
2007	54.7%*	50.1%**	64.7%**	43.9%*
Keller Army Community Hospital—West Point				
2008	81.1%*	N/A	92.4%**	N/A
2007	68.6%*	N/A	72.5%**	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				
2008	81.1%* ↑	84.7%*	75.1%**	84.3%**
2007	71.5%	70.3%*	76.6%*	68.1%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	64.9%*	58.8%*	N/A	66.3%*
2007	70.6%*	70.8%*	N/A	70.3%*
Madigan Army Medical Center—Ft. Lewis				
2008	70.8%	70.5%	68.7%	73.4%
2007	62.8%	62.4%	65.0%	59.5%
Martin Army Community Hospital—Ft. Benning				
2008	71.8%	71.2%*	77.1%*	70.9%*
2007	62.9%	62.9%*	81.6%*	46.6%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	76.2%**	N/A	N/A	N/A
2007	68.7%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	66.5%*	76.5%*	N/A	49.4%**
2007	65.1%	69.4%*	N/A	56.6%*
Tripler Army Medical Center—Ft. Shafter				
2008	68.4%	70.6%	68.3%	64.8%
2007	65.4%	65.1%	75.3%	58.6%
Walter Reed Army Medical Center—Washington, DC				
2008	76.8% ↑	75.6%	78.1%	N/A
2007	72.8%	71.2%	75.2%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	69.9%**	N/A	N/A	N/A
2007	60.4%*	N/A	N/A	55.8%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	70.0%	65.7%	84.1%*	55.4%*
2007	69.1%	74.3%	71.9%*	49.6%*
Winn Army Community Hospital—Ft. Stewart				
2008	74.0%*	N/A	N/A	66.2%**
2007	57.6%*	61.6%**	N/A	52.8%*
Womack Army Medical Center—Ft. Bragg				
2008	68.3%	71.7%	69.8%*	64.0%
2007	65.5%	69.7%	69.5%*	57.6%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>Overall—MHS 2008</b>	<b>83.0%</b>	<b>83.2%</b>	<b>85.8%</b>	<b>80.1%</b>
<b>Overall—MHS 2007</b>	<b>75.5%</b>	<b>81.3%</b>	<b>81.4%</b>	<b>61.5%</b>
<b>Army, Overall</b>	<b>82.9%</b>	<b>84.2%</b>	<b>86.2%</b>	<b>78.2%</b>
121st General Hospital—Seoul				
2008	90.0%**	N/A	N/A	N/A
2007	89.7%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2008	79.4%**	N/A	N/A	68.1%**
2007	63.1%*	N/A	N/A	53.0%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	79.1%**	N/A	N/A	N/A
2007	76.0%*	N/A	N/A	57.4%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	80.3%	68.0%*	96.5%**	81.1%*
2007	64.0%	66.3%*	55.1%**	65.3%
Brooke Army Medical Center—Ft. Sam Houston				
2008	85.9%	84.9%	87.7%	N/A
2007	84.6%	89.1%	77.0%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	80.7%	82.4%*	N/A	74.5%*
2007	70.3%	73.3%*	82.1%**	63.8%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	80.8%	81.9%*	N/A	82.6%*
2007	73.6%*	94.3%*	N/A	46.4%**
Eisenhower Army Medical Center—Ft. Gordon				
2008	82.2%	81.1%*	83.6%*	N/A
2007	79.4%	78.1%	82.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	90.3% ↑	93.5%*	88.9%*	88.3%*
2007	75.8%	93.2%*	67.3%**	68.8%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	78.2%*	N/A	N/A	47.7%**
Ireland Army Community Hospital—Ft. Knox				
2008	71.5%*	N/A	N/A	68.2%**
2007	69.3%*	N/A	75.6%**	N/A
Irwin Army Community Hospital—Ft. Riley				
2008	86.5%*	N/A	N/A	80.2%**
2007	53.2%*	59.3%**	52.8%**	50.9%**
Keller Army Community Hospital—West Point				
2008	86.3%**	N/A	N/A	N/A
2007	82.8%**	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				
2008	92.2%* ↑	96.6%*	93.0%**	82.9%**
2007	77.1%	86.7%*	83.6%*	54.7%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	74.2%*	72.5%*	N/A	76.6%**
2007	66.5%*	82.7%*	N/A	53.1%*
Madigan Army Medical Center—Ft. Lewis				
2008	78.9%	79.2%	77.8%	79.2%*
2007	68.7%	75.9%	75.6%	50.2%*
Martin Army Community Hospital—Ft. Benning				
2008	81.7%	80.3%*	84.9%**	80.2%**
2007	72.7%	77.2%*	83.5%**	57.0%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	84.3%**	N/A	N/A	N/A
2007	76.5%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	86.3%*	98.3%*	N/A	72.5%**
2007	72.5%	79.9%*	N/A	67.1%*
Tripler Army Medical Center—Ft. Shafter				
2008	80.5%	83.2%	79.5%*	79.1%
2007	70.9%	78.8%	85.1%*	56.3%
Walter Reed Army Medical Center—Washington, DC				
2008	87.5%	86.2%	89.1%	N/A
2007	79.7%	82.2%	76.2%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	78.6%**	N/A	N/A	N/A
2007	64.4%**	N/A	N/A	62.6%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	86.8%	85.9%	91.1%*	81.0%**
2007	78.3%	87.3%	85.8%*	51.9%*
Winn Army Community Hospital—Ft. Stewart				
2008	80.8%*	N/A	N/A	72.4%**
2007	62.2%*	76.4%**	N/A	50.0%**
Womack Army Medical Center—Ft. Bragg				
2008	78.6%	83.7%	69.1%*	75.4%*
2007	69.0%	79.4%	70.1%*	59.8%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 who took blood from you do this without causing you too much pain?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>Overall—MHS 2008</b>	<b>52.0%</b>	<b>49.5%</b>	<b>57.5%</b>	<b>50.7%</b>
<b>Overall—MHS 2007</b>	<b>48.9%</b>	<b>47.2%</b>	<b>53.9%</b>	<b>47.0%</b>
<b>Army, Overall</b>	<b>52.2%</b>	<b>53.4%</b>	<b>55.6%</b>	<b>47.7%</b>
121st General Hospital—Seoul				
2008	62.5%**	N/A	N/A	N/A
2007	63.7%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2008	34.8%**	N/A	N/A	12.6%**
2007	28.0%*	N/A	N/A	32.3%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	54.6%**	N/A	N/A	N/A
2007	64.5%*	N/A	N/A	65.0%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	54.1%	46.5%*	64.0%**	54.6%*
2007	41.6%	27.7%*	36.4%**	47.4%*
Brooke Army Medical Center—Ft. Sam Houston				
2008	49.2%	52.6%	43.0%	N/A
2007	54.7%	60.2%	45.3%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	39.6% ↓	33.0%*	N/A	41.5%*
2007	39.7%	40.1%*	50.4%**	35.6%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	68.8% ↑	58.3%*	N/A	77.7%*
2007	58.7%*	61.6%*	N/A	61.8%**
Eisenhower Army Medical Center—Ft. Gordon				
2008	45.1%	44.3%*	46.3%*	N/A
2007	50.0%	51.4%	46.9%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	62.2%	59.0%*	71.0%*	61.4%*
2007	44.5%	50.5%*	43.3%**	41.5%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	62.2%*	N/A	N/A	48.1%**
Ireland Army Community Hospital—Ft. Knox				
2008	58.1%*	N/A	N/A	48.7%**
2007	54.5%*	N/A	48.4%**	54.5%**
Irwin Army Community Hospital—Ft. Riley				
2008	54.5%*	N/A	N/A	47.8%**
2007	40.6%*	42.2%**	14.0%**	51.1%**
Keller Army Community Hospital—West Point				
2008	86.3%** ↑	N/A	N/A	N/A
2007	36.4%**	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				
2008	66.3%* ↑	78.2%*	59.0%**	53.7%**
2007	51.1%	50.9%*	61.1%*	38.2%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	36.5%* ↓	30.5%*	N/A	36.5%**
2007	54.1%*	48.5%*	N/A	55.0%*
Madigan Army Medical Center—Ft. Lewis				
2008	49.8%	54.6%	42.2%	49.2%*
2007	42.3%	35.1%	49.9%	44.3%*
Martin Army Community Hospital—Ft. Benning				
2008	53.7%	49.2%*	63.2%**	50.1%**
2007	41.8%	41.2%*	64.8%**	30.0%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	51.3%**	N/A	N/A	N/A
2007	36.1%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	59.2%*	75.9%*	N/A	42.9%**
2007	44.2%	41.9%*	N/A	47.6%*
Tripler Army Medical Center—Ft. Shafter				
2008	50.8%	60.0%	42.5%*	48.9%
2007	44.5%	42.3%	55.1%*	39.8%
Walter Reed Army Medical Center—Washington, DC				
2008	54.3%	53.2%	55.8%	N/A
2007	49.0%	45.6%	53.8%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	55.7%**	N/A	N/A	N/A
2007	51.6%**	N/A	N/A	52.6%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	52.4%	39.2%	77.7%*	42.0%**
2007	48.5%	55.2%	46.8%*	36.5%*
Winn Army Community Hospital—Ft. Stewart				
2008	62.0%*	N/A	N/A	49.1%**
2007	37.5%*	54.7%**	N/A	22.3%**
Womack Army Medical Center—Ft. Bragg				
2008	47.0%	52.9%	51.6%*	40.3%
2007	46.3%	50.1%	45.3%*	43.7%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 taking your blood?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>Overall—MHS 2008</b>	<b>77.8%</b>	<b>75.9%</b>	<b>82.9%</b>	<b>76.1%</b>
<b>Overall—MHS 2007</b>	<b>73.2%</b>	<b>73.1%</b>	<b>78.7%</b>	<b>68.6%</b>
<b>Army, Overall</b>	<b>76.5%</b>	<b>75.6%</b>	<b>81.5%</b>	<b>73.6%</b>
121st General Hospital—Seoul				
2008	75.1%**	N/A	N/A	N/A
2007	80.8%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2008	62.5%**	N/A	N/A	58.2%**
2007	55.7%*	N/A	N/A	48.9%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	59.0%**	N/A	N/A	N/A
2007	76.7%*	N/A	N/A	70.8%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	78.8%	66.2%*	72.6%**	87.6%*
2007	65.2%	55.3%*	74.9%**	66.2%*
Brooke Army Medical Center—Ft. Sam Houston				
2008	80.9%	79.2%	84.3%	N/A
2007	71.3%	70.5%	72.6%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	88.2% ↑	89.9%*	N/A	83.6%*
2007	79.6%	78.9%*	81.2%**	79.5%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	78.9%*	83.6%*	N/A	77.3%*
2007	84.0%*	80.6%*	N/A	85.0%**
Eisenhower Army Medical Center—Ft. Gordon				
2008	79.1%	80.9%*	76.5%*	N/A
2007	72.1%	67.1%	83.4%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	78.5%	76.5%*	78.3%*	80.1%*
2007	77.8%	80.6%*	71.5%**	78.4%*
Heidelberg Meddacc				
2008	N/A	N/A	N/A	N/A
2007	78.1%*	N/A	N/A	67.5%**
Ireland Army Community Hospital—Ft. Knox				
2008	49.2%** ↓	N/A	N/A	56.8%**
2007	61.4%*	N/A	39.7%**	52.4%**
Irwin Army Community Hospital—Ft. Riley				
2008	83.1%*	N/A	N/A	76.5%**
2007	55.6%*	33.9%**	83.1%**	52.5%**
Keller Army Community Hospital—West Point				
2008	74.9%**	N/A	N/A	N/A
2007	56.8%**	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				
2008	85.9%* ↑	85.6%*	75.8%**	100%**
2007	71.8%	66.1%*	82.8%*	65.9%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	72.1%*	67.8%*	N/A	74.0%**
2007	74.7%*	72.0%*	N/A	69.7%*
Madigan Army Medical Center—Ft. Lewis				
2008	76.0%	73.8%	65.9%	86.4%*
2007	64.5%	58.6%	68.8%	68.4%*
Martin Army Community Hospital—Ft. Benning				
2008	76.6%	75.6%*	85.2%**	66.4%**
2007	63.3%	64.2%*	82.2%**	50.5%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	76.5%**	N/A	N/A	N/A
2007	80.5%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	62.5%* ↓	59.9%*	N/A	64.1%**
2007	68.5%	67.6%*	N/A	70.1%*
Tripler Army Medical Center—Ft. Shafter				
2008	70.4%	64.1%	77.7%*	70.7%
2007	70.1%	72.4%	82.6%*	60.9%
Walter Reed Army Medical Center—Washington, DC				
2008	84.0% ↑	82.2%	86.4%	N/A
2007	76.2%	72.8%	81.0%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	67.3%**	N/A	N/A	N/A
2007	48.9%**	N/A	N/A	49.9%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	75.4%	78.5%	91.3%*	32.7%**
2007	71.7%	79.2%	69.9%*	58.4%*
Winn Army Community Hospital—Ft. Stewart				
2008	80.5%*	N/A	N/A	74.6%**
2007	55.2%*	61.6%**	N/A	44.6%**
Womack Army Medical Center—Ft. Bragg				
2008	69.9%	72.4%	71.0%*	67.2%
2007	72.6%	79.5%	71.7%*	67.0%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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**

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>Overall—MHS 2008</b>	<b>82.2%</b>	<b>82.3%</b>	<b>86.7%</b>	<b>78.4%</b>
<b>Overall—MHS 2007</b>	<b>80.7%</b>	<b>82.7%</b>	<b>83.8%</b>	<b>76.1%</b>
<b>Army, Overall</b>	<b>81.0%</b>	<b>81.7%</b>	<b>85.7%</b>	<b>76.7%</b>
121st General Hospital—Seoul				
2008	84.1%**	N/A	N/A	N/A
2007	88.0%*	N/A	96.9%*	66.0%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	87.4%*	N/A	N/A	85.9%**
2007	73.3%*	N/A	N/A	66.9%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	73.3%*	N/A	N/A	63.9%**
2007	83.0%*	N/A	N/A	70.2%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	77.6%	60.9%*	83.8%*	80.0%*
2007	75.2%	75.3%*	76.0%*	74.9%
Brooke Army Medical Center—Ft. Sam Houston				
2008	83.5%	86.1%	80.3%	N/A
2007	85.4%	90.0%	79.6%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	72.2% ↓	82.3%*	87.7%**	62.5%*
2007	72.6%	76.0%*	75.3%*	70.0%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	82.4%	90.5%*	74.9%**	80.3%*
2007	79.7%	85.2%*	93.7%**	73.9%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	83.9%	82.8%*	85.4%*	N/A
2007	83.0%	81.6%	85.3%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	83.0%	76.3%*	91.1%*	83.7%*
2007	82.7%	89.2%*	78.9%*	81.7%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	89.3%*	N/A	N/A	77.1%**
Ireland Army Community Hospital—Ft. Knox				
2008	82.3%*	N/A	89.2%**	76.5%**
2007	84.8%*	N/A	88.8%**	71.8%**
Irwin Army Community Hospital—Ft. Riley				
2008	82.3%*	N/A	N/A	80.4%*
2007	70.8%*	42.3%**	78.0%**	76.7%*
Keller Army Community Hospital—West Point				
2008	82.6%*	N/A	87.1%**	N/A
2007	83.9%*	N/A	83.5%**	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				
2008	93.1%* ↑	94.3%*	95.7%**	88.7%**
2007	86.6%	87.6%*	85.2%*	87.3%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	74.6%*	58.3%*	N/A	87.0%*
2007	78.3%*	90.1%*	N/A	70.3%*
Madigan Army Medical Center—Ft. Lewis				
2008	81.5%	84.0%	80.7%	79.7%
2007	73.2%	76.4%	73.9%	68.5%
Martin Army Community Hospital—Ft. Benning				
2008	81.4%	84.5%*	87.7%*	70.0%*
2007	69.1%	68.1%*	88.0%*	56.9%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	82.1%**	N/A	N/A	N/A
2007	88.4%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	74.7%*	84.8%*	N/A	65.4%**
2007	77.1%	84.3%*	N/A	71.6%*
Tripler Army Medical Center—Ft. Shafter				
2008	82.6%	84.2%	83.2%	81.2%
2007	76.9%	73.1%	87.3%	72.5%
Walter Reed Army Medical Center—Washington, DC				
2008	86.4% ↑	83.9%	89.2%	N/A
2007	82.3%	83.8%	80.5%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	84.1%**	N/A	N/A	N/A
2007	79.6%*	N/A	N/A	79.5%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	79.7%	74.3%*	92.8%*	70.9%*
2007	79.0%	85.5%	75.6%*	73.4%*
Winn Army Community Hospital—Ft. Stewart				
2008	78.8%*	N/A	N/A	72.3%**
2007	58.5%*	N/A	N/A	56.1%*
Womack Army Medical Center—Ft. Bragg				
2008	72.3% ↓	72.8%	74.5%*	71.5%
2007	74.8%	77.1%*	76.6%*	72.5%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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.

## 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
<b>Overall—MHS 2008</b>	<b>51.5%</b>	<b>49.4%</b>	<b>58.6%</b>	<b>47.7%</b>
<b>Overall—MHS 2007</b>	<b>50.0%</b>	<b>49.3%</b>	<b>56.3%</b>	<b>45.4%</b>
<b>Army, Overall</b>	<b>50.1%</b>	<b>51.2%</b>	<b>54.6%</b>	<b>45.6%</b>
121st General Hospital—Seoul				
2008	44.6%**	N/A	N/A	N/A
2007	65.5%*	N/A	69.8%*	42.0%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	43.4%*	N/A	N/A	36.0%**
2007	35.0%*	N/A	N/A	36.6%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	39.0%*	N/A	N/A	22.5%**
2007	66.4%*	N/A	N/A	58.0%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	56.8%	45.8%*	70.4%*	54.4%*
2007	48.1%	34.1%*	47.6%*	51.8%
Brooke Army Medical Center—Ft. Sam Houston				
2008	47.8%	49.5%	45.8%	N/A
2007	53.3%	59.5%	45.3%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	40.7% ↓	40.1%*	75.8%**	33.2%*
2007	38.7%	40.1%*	45.0%*	35.8%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	56.8%	49.6%*	76.2%**	56.5%*
2007	53.6%	54.1%*	73.0%**	50.0%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	45.7%	43.8%*	48.3%*	N/A
2007	53.1%	48.1%	62.1%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	51.0%	57.2%*	66.4%*	44.6%*
2007	40.3%	49.9%*	29.9%*	40.8%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	54.2%*	N/A	N/A	43.5%**
Ireland Army Community Hospital—Ft. Knox				
2008	43.1%*	N/A	52.3%**	34.6%**
2007	56.6%*	N/A	50.3%**	52.9%**
Irwin Army Community Hospital—Ft. Riley				
2008	49.3%*	N/A	N/A	42.8%*
2007	36.8%*	46.0%**	30.1%**	36.4%*
Keller Army Community Hospital—West Point				
2008	59.3%*	N/A	65.2%**	N/A
2007	48.7%*	N/A	46.7%**	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				
2008	52.6%*	60.8%*	34.1%**	60.1%**
2007	56.6%	47.0%*	66.7%*	54.3%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	51.4%*	36.4%**	N/A	56.4%*
2007	51.6%*	54.5%*	N/A	43.3%*
Madigan Army Medical Center—Ft. Lewis				
2008	53.7%	53.7%	54.0%	53.4%
2007	43.2%	39.8%	50.0%	40.2%
Martin Army Community Hospital—Ft. Benning				
2008	54.6%	58.2%*	55.0%*	48.8%*
2007	44.3%	43.0%*	69.1%*	29.0%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	68.3%**	N/A	N/A	N/A
2007	54.3%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	42.5%*	60.0%*	N/A	31.0%**
2007	42.8%	47.5%*	N/A	38.4%*
Tripler Army Medical Center—Ft. Shafter				
2008	50.1%	51.6%	50.1%	49.2%
2007	49.2%	48.4%	58.3%	43.3%
Walter Reed Army Medical Center—Washington, DC				
2008	55.9%	55.5%	56.3%	N/A
2007	46.5%	39.8%	54.3%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	50.8%**	N/A	N/A	N/A
2007	40.7%*	N/A	N/A	40.2%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	45.0%	38.9%*	63.3%*	30.9%*
2007	47.5%	51.8%	57.2%*	31.7%*
Winn Army Community Hospital—Ft. Stewart				
2008	64.5%*	N/A	N/A	56.6%**
2007	34.4%*	N/A	N/A	31.1%*
Womack Army Medical Center—Ft. Bragg				
2008	47.0%	53.7%	54.6%*	40.4%
2007	47.1%	48.3%*	60.1%*	41.1%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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 starting your IV?**

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>Overall—MHS 2008</b>	<b>73.4%</b>	<b>73.5%</b>	<b>80.7%</b>	<b>67.1%</b>
<b>Overall—MHS 2007</b>	<b>69.9%</b>	<b>72.2%</b>	<b>75.3%</b>	<b>62.9%</b>
<b>Army, Overall</b>	<b>70.7%</b>	<b>70.5%</b>	<b>78.3%</b>	<b>65.1%</b>
121st General Hospital—Seoul				
2008	48.4%** ↓	N/A	N/A	N/A
2007	66.8%*	N/A	78.8%*	40.5%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	55.2%*	N/A	N/A	54.6%**
2007	49.5%*	N/A	N/A	46.3%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	52.1%**	N/A	N/A	41.3%**
2007	57.2%*	N/A	N/A	41.1%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	70.0%	55.2%*	75.2%*	72.3%*
2007	61.0%	62.2%*	77.3%*	56.6%
Brooke Army Medical Center—Ft. Sam Houston				
2008	75.2%	73.8%	77.0%	N/A
2007	72.6%	74.8%	69.8%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	80.1% ↑	81.8%*	90.0%**	76.8%*
2007	73.1%	75.2%*	80.9%*	69.3%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	64.6%	74.9%*	75.1%**	58.5%*
2007	68.6%	73.1%*	N/A	63.4%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	82.3% ↑	85.9%*	77.5%*	N/A
2007	71.2%	68.8%	75.6%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	74.3%	68.1%*	88.3%*	73.5%*
2007	71.8%	80.6%*	63.2%*	71.9%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	64.7%*	N/A	N/A	60.3%**
Ireland Army Community Hospital—Ft. Knox				
2008	50.6%* ↓	N/A	49.9%**	50.7%**
2007	57.3%*	N/A	74.9%**	34.3%**
Irwin Army Community Hospital—Ft. Riley				
2008	80.4%*	N/A	N/A	80.4%*
2007	51.6%*	34.4%**	67.5%**	50.7%*
Keller Army Community Hospital—West Point				
2008	73.2%*	N/A	87.1%**	N/A
2007	60.4%*	N/A	64.1%**	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				
2008	87.1%* ↑	85.1%*	88.4%**	88.7%**
2007	73.3%	67.7%*	84.5%*	64.0%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	67.7%*	72.0%*	N/A	67.5%*
2007	76.5%*	73.9%*	N/A	70.7%*
Madigan Army Medical Center—Ft. Lewis				
2008	73.8%	67.2%	76.3%	78.1%
2007	63.8%	61.5%	60.5%	69.8%
Martin Army Community Hospital—Ft. Benning				
2008	67.3%	67.2%*	82.0%*	51.9%*
2007	58.9%	62.1%*	72.5%*	43.6%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	72.4%**	N/A	N/A	N/A
2007	58.3%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	58.2%*	61.7%*	N/A	49.5%**
2007	67.9%	77.6%*	N/A	60.2%*
Tripler Army Medical Center—Ft. Shafter				
2008	63.0% ↓	59.6%	69.7%	60.7%
2007	63.0%	64.1%	70.7%	57.3%
Walter Reed Army Medical Center—Washington, DC				
2008	78.4% ↑	74.9%	82.4%	N/A
2007	74.7%	75.9%	73.2%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	65.3%**	N/A	N/A	N/A
2007	61.2%*	N/A	N/A	61.3%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	67.9%	67.8%*	83.9%*	45.0%*
2007	62.1%	71.1%	66.8%*	45.2%*
Winn Army Community Hospital—Ft. Stewart				
2008	71.2%*	N/A	N/A	64.1%**
2007	54.8%*	N/A	N/A	44.8%*
Womack Army Medical Center—Ft. Bragg				
2008	64.0%	67.5%	73.3%*	59.4%
2007	66.8%	74.1%*	73.6%*	59.5%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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
<b>Overall—MHS 2008</b>	<b>85.3%</b>	<b>85.4%</b>	<b>85.9%</b>	<b>83.1%</b>
<b>Overall—MHS 2007</b>	<b>83.3%</b>	<b>83.9%</b>	<b>85.4%</b>	<b>79.4%</b>
<b>Army, Overall</b>	<b>85.9%</b>	<b>86.5%</b>	<b>85.1%</b>	<b>84.6%</b>
121st General Hospital—Seoul				
2008	74.1%**	N/A	N/A	N/A
2007	93.1%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2008	N/A	N/A	N/A	N/A
2007	91.3%**	N/A	N/A	N/A
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	N/A	N/A	N/A	N/A
2007	95.6%**	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2008	86.7%*	86.6%**	83.2%**	N/A
2007	71.4%*	77.5%*	58.2%**	72.7%**
Brooke Army Medical Center—Ft. Sam Houston				
2008	93.3% ↑	92.0%	96.6%	N/A
2007	84.8%	87.7%	78.7%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	92.0%*	90.0%*	N/A	N/A
2007	82.4%*	83.4%*	83.0%**	N/A
Dewitt Army Community Hospital—Ft. Belvoir				
2008	85.8%*	100%**	N/A	N/A
2007	98.1%*	100%*	N/A	N/A
Eisenhower Army Medical Center—Ft. Gordon				
2008	88.8%	87.6%*	90.9%*	N/A
2007	87.7%	87.9%	87.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	82.0%*	80.7%**	69.0%**	N/A
2007	83.9%*	93.0%*	72.5%**	N/A
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2008	100%** ↑	N/A	N/A	N/A
2007	73.8%**	N/A	N/A	N/A
Irwin Army Community Hospital—Ft. Riley				
2008	N/A	N/A	N/A	N/A
2007	75.8%**	N/A	N/A	N/A
Keller Army Community Hospital—West Point				
2008	N/A ↑	N/A	N/A	N/A
2007	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				
2008	91.1%*	92.4%**	N/A	N/A
2007	85.1%*	88.3%*	77.1%*	N/A
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	68.8%*	61.5%**	N/A	N/A
2007	84.5%*	79.3%**	N/A	N/A
Madigan Army Medical Center—Ft. Lewis				
2008	82.7%	82.7%	77.7%*	94.9%**
2007	80.2%	83.9%	73.3%*	80.3%**
Martin Army Community Hospital—Ft. Benning				
2008	81.8%*	81.4%*	79.3%**	N/A
2007	80.5%*	78.6%*	97.6%**	N/A
Moncrief Army Community Hospital—Ft. Jackson				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	84.6%*	98.3%**	N/A	N/A
2007	80.5%*	84.2%*	N/A	N/A
Tripler Army Medical Center—Ft. Shafter				
2008	79.0%	85.3%*	69.7%*	81.1%**
2007	82.8%	76.3%	92.4%*	82.5%**
Walter Reed Army Medical Center—Washington, DC				
2008	86.8%	85.1%	89.4%*	N/A
2007	90.7%	88.8%	93.7%*	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2008	79.7%	70.6%*	89.3%*	N/A
2007	89.4%	86.6%	94.4%*	N/A
Winn Army Community Hospital—Ft. Stewart				
2008	73.8%**	N/A	N/A	N/A
2007	86.1%**	N/A	N/A	N/A
Womack Army Medical Center—Ft. Bragg				
2008	89.2%	92.6%	75.7%**	87.7%**
2007	78.4%	78.3%*	82.9%**	N/A
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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
<b>Overall—MHS 2008</b>	<b>77.4%</b>	<b>77.1%</b>	<b>80.8%</b>	<b>70.4%</b>
<b>Overall—MHS 2007</b>	<b>74.3%</b>	<b>75.2%</b>	<b>77.3%</b>	<b>61.3%</b>
<b>Army, Overall</b>	<b>76.0%</b>	<b>77.2%</b>	<b>76.7%</b>	<b>67.5%</b>
121st General Hospital—Seoul				
2008	70.8%**	N/A	N/A	N/A
2007	67.5%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2008	N/A	N/A	N/A	N/A
2007	61.4%**	N/A	N/A	N/A
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	N/A	N/A	N/A	N/A
2007	72.3%**	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2008	80.6%*	85.7%**	70.3%**	N/A
2007	65.9%*	51.5%*	80.1%**	72.3%**
Brooke Army Medical Center—Ft. Sam Houston				
2008	83.3% ↑	84.9%	79.3%	N/A
2007	76.1%	76.9%	74.6%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	81.1%*	74.0%*	N/A	N/A
2007	72.3%*	73.3%*	78.6%**	N/A
Dewitt Army Community Hospital—Ft. Belvoir				
2008	66.6%*	75.6%**	N/A	N/A
2007	90.9%*	88.2%**	N/A	N/A
Eisenhower Army Medical Center—Ft. Gordon				
2008	79.1%	84.7%*	68.8%*	N/A
2007	74.0%	71.7%	78.8%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	58.8%*	60.3%**	75.1%**	N/A
2007	72.0%*	75.9%*	69.6%**	N/A
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2008	54.5%**	N/A	N/A	N/A
2007	73.8%**	N/A	N/A	N/A
Irwin Army Community Hospital—Ft. Riley				
2008	N/A	N/A	N/A	N/A
2007	53.2%**	N/A	N/A	N/A
Keller Army Community Hospital—West Point				
2008	N/A	N/A	N/A	N/A
2007	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				
2008	80.6%*	84.7%**	N/A	N/A
2007	70.2%*	68.2%*	72.3%*	N/A
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	73.7%*	71.5%**	N/A	N/A
2007	78.7%*	65.6%**	N/A	N/A
Madigan Army Medical Center—Ft. Lewis				
2008	70.0%	68.6%	75.2%*	66.3%**
2007	66.2%	68.3%	67.6%*	54.4%**
Martin Army Community Hospital—Ft. Benning				
2008	77.2%*	72.9%*	79.5%**	N/A
2007	72.5%*	69.0%*	95.3%**	N/A
Moncrief Army Community Hospital—Ft. Jackson				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	63.7%*	72.8%**	N/A	N/A
2007	67.0%*	71.9%*	N/A	N/A
Tripler Army Medical Center—Ft. Shafter				
2008	70.8%	76.4%*	73.9%*	47.3%**
2007	65.6%	65.2%	70.6%*	55.9%**
Walter Reed Army Medical Center—Washington, DC				
2008	81.0%	84.2%	76.1%*	N/A
2007	83.5%	80.4%	88.5%*	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2008	72.7%	70.3%*	83.1%*	N/A
2007	76.4%	77.6%	78.7%*	N/A
Winn Army Community Hospital—Ft. Stewart				
2008	80.4%**	N/A	N/A	N/A
2007	72.0%**	N/A	N/A	N/A
Womack Army Medical Center—Ft. Bragg				
2008	78.5%	77.7%	88.6%**	70.0%**
2007	69.0%	70.6%*	76.0%**	N/A
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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: Patient Safety

This composite combines responses from three questions about patient safety.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>Overall—MHS 2008</b>	<b>67.6%</b>	<b>69.0%</b>	<b>72.0%</b>	<b>62.1%</b>
<b>Overall—MHS 2007</b>	<b>64.3%</b>	<b>67.1%</b>	<b>67.9%</b>	<b>58.2%</b>
<b>Army, Overall</b>	<b>66.9%</b>	<b>70.1%</b>	<b>71.4%</b>	<b>60.1%</b>
121st General Hospital—Seoul				
2008	65.7%*	N/A	N/A	N/A
2007	66.7%*	N/A	67.9%*	61.5%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	61.5%*	N/A	N/A	63.1%**
2007	56.8%*	N/A	N/A	55.7%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	68.8%*	N/A	N/A	60.7%**
2007	63.8%*	82.9%**	N/A	52.1%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	59.4% ↓	58.6%*	62.8%*	58.4%*
2007	52.5%	64.4%*	52.3%*	49.7%
Brooke Army Medical Center—Ft. Sam Houston				
2008	70.7%	70.8%	70.5%	N/A
2007	70.3%	74.7%	63.8%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	66.5%	68.0%*	70.3%**	64.7%*
2007	68.5%	72.6%*	71.0%*	65.7%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	62.1%	63.7%*	52.4%**	63.5%*
2007	58.7%	69.5%*	62.6%**	51.3%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	75.3% ↑	80.5%*	67.9%*	N/A
2007	64.9%	66.6%	61.7%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	67.8%	69.0%*	69.9%*	66.9%*
2007	63.3%	71.9%*	50.9%*	64.4%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	65.5%*	N/A	N/A	52.9%**
Ireland Army Community Hospital—Ft. Knox				
2008	55.0%*	N/A	53.0%**	49.7%**
2007	56.2%*	N/A	61.0%**	43.1%**
Irwin Army Community Hospital—Ft. Riley				
2008	73.5%*	N/A	N/A	67.0%*
2007	44.9%*	33.2%**	53.5%**	45.5%*
Keller Army Community Hospital—West Point				
2008	63.6%*	N/A	66.1%**	N/A
2007	61.2%*	N/A	65.7%**	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				
2008	75.9%* ↑	78.0%*	71.2%**	77.8%**
2007	67.8%	68.2%*	78.0%*	54.3%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	63.7%*	68.8%*	N/A	58.7%*
2007	71.4%*	80.8%*	N/A	59.6%*
Madigan Army Medical Center—Ft. Lewis				
2008	63.7%	64.8%	62.0%	63.6%
2007	58.6%	60.6%	58.7%	56.0%
Martin Army Community Hospital—Ft. Benning				
2008	69.0%	68.7%*	87.5%*	50.2%*
2007	56.8%	60.5%*	65.6%*	44.4%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	78.0%**	N/A	N/A	N/A
2007	62.7%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	62.3%*	69.7%*	N/A	55.9%**
2007	60.7%	67.4%*	N/A	53.5%*
Tripler Army Medical Center—Ft. Shafter				
2008	60.7% ↓	60.4%	71.0%	54.7%
2007	57.1%	61.1%	64.5%	50.0%
Walter Reed Army Medical Center—Washington, DC				
2008	75.7% ↑	73.6%	78.3%	N/A
2007	71.4%	74.9%	66.7%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	63.0%**	N/A	N/A	N/A
2007	61.5%*	N/A	N/A	58.7%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	68.3%	73.4%	74.2%*	51.0%*
2007	62.4%	74.1%	53.9%*	52.9%*
Winn Army Community Hospital—Ft. Stewart				
2008	65.5%*	N/A	N/A	60.6%**
2007	50.1%*	55.6%**	N/A	45.1%*
Womack Army Medical Center—Ft. Bragg				
2008	64.8%	72.5%	73.0%*	57.0%
2007	58.5%	66.9%	55.6%*	54.0%
Wuerzburg Meddca				
2008	N/A	N/A	N/A	N/A
2007	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: 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
<b>Overall—MHS 2008</b>	<b>66.4%</b>	<b>66.2%</b>	<b>69.9%</b>	<b>63.8%</b>
<b>Overall—MHS 2007</b>	<b>64.6%</b>	<b>66.2%</b>	<b>66.2%</b>	<b>61.5%</b>
<b>Army, Overall</b>	<b>66.2%</b>	<b>67.7%</b>	<b>68.3%</b>	<b>63.0%</b>
121st General Hospital—Seoul				
2008	75.2%*	N/A	N/A	N/A
2007	72.8%*	N/A	67.6%*	82.8%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	70.4%*	N/A	N/A	76.2%**
2007	72.3%*	N/A	N/A	70.1%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	72.7%*	N/A	N/A	64.0%**
2007	67.2%*	78.1%**	N/A	66.9%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	56.5% ↓	55.0%*	66.1%*	53.4%*
2007	57.4%	64.1%*	66.3%*	53.5%
Brooke Army Medical Center—Ft. Sam Houston				
2008	67.1%	64.6%	70.6%	N/A
2007	67.9%	73.6%	59.6%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	65.0%	67.9%*	61.5%**	63.7%*
2007	67.9%	68.3%*	64.1%*	69.1%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	59.7%	48.3%*	43.5%**	67.1%*
2007	59.6%	74.0%*	56.9%**	51.1%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	68.3%	68.4%*	68.2%*	N/A
2007	61.1%	63.6%	56.0%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	65.3%	63.6%*	73.0%*	64.1%*
2007	64.6%	64.5%*	49.3%*	70.1%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	73.6%*	N/A	N/A	70.7%**
Ireland Army Community Hospital—Ft. Knox				
2008	58.6%*	N/A	39.1%**	65.7%**
2007	67.8%*	N/A	72.6%**	51.3%**
Irwin Army Community Hospital—Ft. Riley				
2008	70.2%*	N/A	N/A	70.6%*
2007	53.7%*	44.3%**	52.5%**	56.7%*
Keller Army Community Hospital—West Point				
2008	53.3%*	N/A	59.1%**	N/A
2007	55.4%*	N/A	53.2%**	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				
2008	69.2%*	73.1%*	56.0%**	77.7%**
2007	67.0%	66.7%*	70.5%*	62.9%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	60.0%*	62.4%*	N/A	62.9%*
2007	67.9%*	82.6%*	N/A	56.3%*
Madigan Army Medical Center—Ft. Lewis				
2008	64.2%	66.6%	61.7%	63.4%
2007	62.5%	64.4%	64.5%	58.3%
Martin Army Community Hospital—Ft. Benning				
2008	72.1%	65.5%*	92.1%*	62.5%*
2007	59.6%	62.2%*	67.0%*	49.9%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	76.8%**	N/A	N/A	N/A
2007	61.5%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	60.6%*	67.3%*	N/A	63.5%**
2007	62.7%	64.8%*	N/A	60.2%*
Tripler Army Medical Center—Ft. Shafter				
2008	60.7%	56.6%	72.9%	55.8%
2007	57.4%	57.7%	62.9%	53.7%
Walter Reed Army Medical Center—Washington, DC				
2008	74.4% ↑	73.8%	75.2%	N/A
2007	71.6%	75.2%	66.9%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	64.9%**	N/A	N/A	N/A
2007	78.4%*	N/A	N/A	77.9%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	69.8%	72.9%	70.2%*	63.2%*
2007	67.5%	77.7%	54.6%*	64.1%*
Winn Army Community Hospital—Ft. Stewart				
2008	66.4%*	N/A	N/A	63.4%**
2007	54.0%*	43.2%**	N/A	51.9%*
Womack Army Medical Center—Ft. Bragg				
2008	68.1%	73.4%	83.0%*	61.1%
2007	57.5%	64.5%	49.9%*	55.7%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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: 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
<b>Overall—MHS 2008</b>	<b>69.2%</b>	<b>70.9%</b>	<b>71.2%</b>	<b>65.4%</b>
<b>Overall—MHS 2007</b>	<b>67.0%</b>	<b>68.9%</b>	<b>68.1%</b>	<b>63.9%</b>
<b>Army, Overall</b>	<b>70.8%</b>	<b>74.0%</b>	<b>74.9%</b>	<b>64.2%</b>
121st General Hospital—Seoul				
2008	73.9%*	N/A	N/A	N/A
2007	67.9%*	N/A	67.8%*	62.7%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	69.8%*	N/A	N/A	77.8%**
2007	61.3%*	N/A	N/A	60.6%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	65.8%*	N/A	N/A	57.1%**
2007	71.9%*	88.8%**	N/A	58.8%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	65.1%	61.4%*	70.5%*	64.3%*
2007	58.4%	67.9%*	49.6%*	58.3%
Brooke Army Medical Center—Ft. Sam Houston				
2008	73.2%	76.5%	68.7%	N/A
2007	76.9%	81.9%	69.6%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	57.8% ↓	57.6%*	59.2%**	57.6%*
2007	66.9%	72.2%*	70.4%*	63.1%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	68.5%	72.9%*	64.9%**	67.1%*
2007	62.8%	73.6%*	73.7%**	53.8%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	77.9% ↑	84.9%*	67.9%*	N/A
2007	72.2%	76.4%	64.1%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	69.5%	76.8%*	60.1%*	68.8%*
2007	67.5%	71.2%*	59.2%*	69.0%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	72.4%*	N/A	N/A	61.7%**
Ireland Army Community Hospital—Ft. Knox				
2008	59.1%*	N/A	65.4%**	41.7%**
2007	47.8%*	N/A	40.2%**	45.0%**
Irwin Army Community Hospital—Ft. Riley				
2008	78.7%*	N/A	N/A	64.8%*
2007	47.3%*	26.2%**	39.4%**	55.6%*
Keller Army Community Hospital—West Point				
2008	78.1%*	N/A	74.5%**	N/A
2007	67.9%*	N/A	77.4%**	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				
2008	78.0%*	83.7%*	73.8%**	73.7%**
2007	70.9%	68.4%*	79.2%*	63.3%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	67.4%*	67.1%*	N/A	61.8%*
2007	80.4%*	89.6%*	N/A	69.5%*
Madigan Army Medical Center—Ft. Lewis				
2008	67.5%	68.4%	65.2%	67.9%
2007	61.4%	62.1%	57.9%	64.0%
Martin Army Community Hospital—Ft. Benning				
2008	72.5%	70.6%*	84.2%*	63.2%*
2007	62.7%	66.2%*	63.9%*	56.1%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	76.5%**	N/A	N/A	N/A
2007	67.3%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	73.7%*	76.0%*	N/A	65.0%**
2007	66.2%	73.0%*	N/A	58.8%*
Tripler Army Medical Center—Ft. Shafter				
2008	71.8%	69.2%	81.6%	67.4%
2007	60.5%	67.2%	62.7%	54.9%
Walter Reed Army Medical Center—Washington, DC				
2008	78.7% ↑	76.3%	81.9%	N/A
2007	74.2%	77.9%	69.3%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	62.7%**	N/A	N/A	N/A
2007	62.4%*	N/A	N/A	59.2%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	73.6%	77.7%	76.3%*	61.8%*
2007	64.9%	77.3%	54.4%*	55.8%*
Winn Army Community Hospital—Ft. Stewart				
2008	62.8%*	N/A	N/A	56.5%**
2007	52.2%*	62.7%**	N/A	49.3%*
Womack Army Medical Center—Ft. Bragg				
2008	69.3%	76.8%	74.6%*	62.3%
2007	67.4%	74.7%	71.3%*	61.0%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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.

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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.

## 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
<b>Overall—MHS 2008</b>	<b>67.1%</b>	<b>70.0%</b>	<b>74.9%</b>	<b>57.0%</b>
<b>Overall—MHS 2007</b>	<b>61.4%</b>	<b>66.1%</b>	<b>69.3%</b>	<b>49.4%</b>
<b>Army, Overall</b>	<b>63.7%</b>	<b>68.5%</b>	<b>70.9%</b>	<b>53.2%</b>
121st General Hospital—Seoul				
2008	47.9%**	N/A	N/A	N/A
2007	59.5%*	N/A	68.2%*	38.9%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	44.4%* ↓	N/A	N/A	35.3%**
2007	36.7%*	N/A	N/A	36.3%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	67.9%*	N/A	N/A	61.0%**
2007	52.4%*	N/A	N/A	30.5%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	56.5%	59.4%*	51.8%*	57.4%*
2007	41.9%	61.2%*	41.0%*	37.2%
Brooke Army Medical Center—Ft. Sam Houston				
2008	71.8% ↑	71.4%	72.3%	N/A
2007	66.1%	68.7%	62.3%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	76.9% ↑	78.4%*	90.3%**	72.7%*
2007	70.6%	77.5%*	78.6%*	64.8%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	58.3%	69.8%*	48.6%**	56.2%*
2007	53.7%	61.0%*	N/A	48.8%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	79.6% ↑	88.3%*	67.5%*	N/A
2007	61.5%	59.8%	65.1%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	68.7%	66.5%*	76.7%*	67.7%*
2007	57.7%	80.2%*	44.3%*	54.2%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	50.5%*	N/A	N/A	26.1%**
Ireland Army Community Hospital—Ft. Knox				
2008	47.2%* ↓	N/A	54.5%**	41.8%**
2007	53.2%*	N/A	70.2%**	33.1%**
Irwin Army Community Hospital—Ft. Riley				
2008	71.6%*	N/A	N/A	65.6%*
2007	33.6%*	N/A	68.6%**	24.1%*
Keller Army Community Hospital—West Point				
2008	59.3%*	N/A	64.5%**	N/A
2007	60.3%*	N/A	66.6%**	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				
2008	80.5%* ↑	77.1%*	83.7%**	81.9%**
2007	65.6%	69.4%*	84.3%*	36.5%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	63.7%*	76.9%*	N/A	51.5%**
2007	65.9%*	70.2%*	N/A	52.9%*
Madigan Army Medical Center—Ft. Lewis				
2008	59.3%	59.4%	59.0%	59.4%
2007	52.0%	55.3%	53.8%	45.8%
Martin Army Community Hospital—Ft. Benning				
2008	62.4%	70.0%*	86.4%*	24.9%*
2007	48.1%	53.0%*	65.8%*	27.3%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	80.8%**	N/A	N/A	N/A
2007	59.2%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	52.7%*	65.9%*	N/A	39.3%**
2007	53.1%	64.5%*	N/A	41.4%*
Tripler Army Medical Center—Ft. Shafter				
2008	49.6% ↓	55.3%	58.4%	40.9%
2007	53.2%	58.4%	68.0%	41.2%
Walter Reed Army Medical Center—Washington, DC				
2008	73.9% ↑	70.8%	77.7%	N/A
2007	68.3%	71.7%	63.9%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	61.4%**	N/A	N/A	N/A
2007	43.6%*	N/A	N/A	39.1%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	61.5%	69.6%	76.1%*	28.0%*
2007	54.8%	67.4%	52.6%*	38.8%*
Winn Army Community Hospital—Ft. Stewart				
2008	67.4%*	N/A	N/A	61.9%**
2007	44.2%*	61.1%**	N/A	34.1%*
Womack Army Medical Center—Ft. Bragg				
2008	56.9%	67.3%	61.5%*	47.6%
2007	50.6%	61.5%	45.7%*	45.4%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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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**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
<b>Overall—MHS 2008</b>	<b>88.9%</b>	<b>88.9%</b>	<b>N/A</b>	<b>N/A</b>
<b>Overall—MHS 2007</b>	<b>88.7%</b>	<b>88.7%</b>	<b>N/A</b>	<b>N/A</b>
<b>Army, Overall</b>	<b>85.2%</b>	<b>85.2%</b>	<b>N/A</b>	<b>N/A</b>
121st General Hospital—Seoul				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2008	76.0%*	76.0%*	N/A	N/A
2007	74.9%*	74.9%*	N/A	N/A
Brooke Army Medical Center—Ft. Sam Houston				
2008	84.5%	84.5%	N/A	N/A
2007	88.9%	88.9%	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	90.6%*	90.6%*	N/A	N/A
2007	81.1%*	81.1%*	N/A	N/A
Dewitt Army Community Hospital—Ft. Belvoir				
2008	85.9%*	85.9%*	N/A	N/A
2007	89.9%*	89.9%*	N/A	N/A
Eisenhower Army Medical Center—Ft. Gordon				
2008	90.5%*	90.5%*	N/A	N/A
2007	86.6%	86.6%	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2008	90.6%**	90.6%**	N/A	N/A
2007	95.5%*	95.5%*	N/A	N/A
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Irwin Army Community Hospital—Ft. Riley				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Keller Army Community Hospital—West Point				
2008	N/A ↑	N/A	N/A	N/A
2007	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				
2008	95.1%** ↑	95.1%**	N/A	N/A
2007	90.0%**	90.0%**	N/A	N/A
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	77.8%**	77.8%**	N/A	N/A
2007	82.0%*	82.0%*	N/A	N/A
Madigan Army Medical Center—Ft. Lewis				
2008	82.4%	82.4%	N/A	N/A
2007	80.0%	80.0%	N/A	N/A
Martin Army Community Hospital—Ft. Benning				
2008	81.7%*	81.7%*	N/A	N/A
2007	85.4%*	85.4%*	N/A	N/A
Moncrief Army Community Hospital—Ft. Jackson				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	92.1%**	92.1%**	N/A	N/A
2007	98.2%*	98.2%*	N/A	N/A
Tripler Army Medical Center—Ft. Shafter				
2008	82.6%*	82.6%*	N/A	N/A
2007	82.7%*	82.7%*	N/A	N/A
Walter Reed Army Medical Center—Washington, DC				
2008	95.3% ↑	95.3%	N/A	N/A
2007	96.0%	96.0%	N/A	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	N/A ↓	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2008	80.6%*	80.6%*	N/A	N/A
2007	89.5%	89.5%	N/A	N/A
Winn Army Community Hospital—Ft. Stewart				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Womack Army Medical Center—Ft. Bragg				
2008	79.0%	79.0%	N/A	N/A
2007	82.3%*	82.3%*	N/A	N/A
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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.

## 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
<b>Overall—MHS 2008</b>	<b>71.7%</b>	<b>70.4%</b>	<b>77.3%</b>	<b>68.7%</b>
<b>Overall—MHS 2007</b>	<b>68.3%</b>	<b>67.9%</b>	<b>72.6%</b>	<b>65.4%</b>
<b>Army, Overall</b>	<b>70.3%</b>	<b>72.6%</b>	<b>76.4%</b>	<b>63.6%</b>
121st General Hospital—Seoul				
2008	77.6%**	N/A	N/A	N/A
2007	75.6%*	N/A	81.3%*	66.5%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	69.5%*	N/A	N/A	71.7%**
2007	66.2%*	N/A	N/A	68.2%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	63.4%*	N/A	N/A	49.7%**
2007	56.0%*	69.4%**	N/A	46.7%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	62.2%	58.0%*	84.5%*	55.1%*
2007	53.3%	58.3%*	61.7%*	49.9%
Brooke Army Medical Center—Ft. Sam Houston				
2008	76.7% ↑	80.2%	72.0%	N/A
2007	71.8%	73.1%	70.0%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	65.4%	72.0%*	74.5%**	59.4%*
2007	59.2%	70.0%*	64.8%*	52.4%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	75.4%	84.4%*	61.7%**	74.0%*
2007	74.2%	70.9%*	69.3%**	77.1%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	69.5%	70.3%*	68.5%*	N/A
2007	65.3%	64.1%	67.5%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	71.5%	69.3%*	83.7%*	69.6%*
2007	68.6%	76.2%*	64.5%*	67.6%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	81.1%*	N/A	N/A	76.2%**
Ireland Army Community Hospital—Ft. Knox				
2008	62.2%*	N/A	66.9%**	55.4%**
2007	73.0%*	N/A	72.2%**	65.4%**
Irwin Army Community Hospital—Ft. Riley				
2008	76.5%*	N/A	N/A	66.0%*
2007	52.1%*	45.3%**	35.3%**	58.4%*
Keller Army Community Hospital—West Point				
2008	74.0%*	N/A	70.5%**	N/A
2007	51.5%*	N/A	50.9%**	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				
2008	81.1%* ↑	86.6%*	81.0%**	73.2%**
2007	75.0%	78.0%*	85.5%*	59.5%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	68.1%*	69.9%*	N/A	64.4%*
2007	69.1%*	64.2%*	N/A	72.1%*
Madigan Army Medical Center—Ft. Lewis				
2008	66.7%	69.6%	75.0%	59.0%
2007	63.2%	64.6%	66.4%	58.5%
Martin Army Community Hospital—Ft. Benning				
2008	69.4%	62.8%*	87.2%*	60.8%*
2007	60.5%	59.8%*	71.1%*	54.1%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	68.4%**	N/A	N/A	N/A
2007	70.8%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	68.4%*	69.1%*	N/A	60.8%**
2007	59.9%	68.2%*	N/A	49.5%*
Tripler Army Medical Center—Ft. Shafter				
2008	71.3%	72.7%	72.7%	69.6%
2007	62.2%	68.3%	63.6%	57.9%
Walter Reed Army Medical Center—Washington, DC				
2008	76.8% ↑	71.7%	83.6%	N/A
2007	73.3%	76.2%	69.7%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	55.0%**	N/A	N/A	N/A
2007	73.2%*	N/A	N/A	79.9%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	74.5%	66.0%	89.1%*	72.3%*
2007	73.5%	73.6%	72.5%*	74.3%*
Winn Army Community Hospital—Ft. Stewart				
2008	59.8%*	N/A	N/A	50.6%**
2007	50.0%*	N/A	N/A	50.2%*
Womack Army Medical Center—Ft. Bragg				
2008	63.5%	70.9%	53.3%*	60.0%
2007	64.0%	72.4%	72.6%*	56.1%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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.

## 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
<b>Overall—MHS 2008</b>	<b>78.6%</b>	<b>75.1%</b>	<b>85.3%</b>	<b>77.0%</b>
<b>Overall—MHS 2007</b>	<b>76.5%</b>	<b>74.1%</b>	<b>83.6%</b>	<b>73.4%</b>
<b>Army, Overall</b>	<b>78.3%</b>	<b>76.1%</b>	<b>86.7%</b>	<b>74.2%</b>
121st General Hospital—Seoul				
2008	91.3%* ↑	N/A	N/A	N/A
2007	81.2%*	N/A	85.5%*	74.7%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	76.3%*	N/A	N/A	76.2%**
2007	66.6%*	N/A	N/A	69.1%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	62.5%*	N/A	N/A	54.1%**
2007	76.2%*	80.9%**	N/A	74.1%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	74.5%	66.6%*	94.0%*	69.7%*
2007	65.8%	64.5%*	60.2%*	67.5%
Brooke Army Medical Center—Ft. Sam Houston				
2008	79.5%	78.6%	80.9%	N/A
2007	79.1%	77.6%	81.4%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	67.0% ↓	75.8%*	87.4%**	57.0%*
2007	75.1%	70.3%*	84.5%*	74.3%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	78.0%	82.2%*	96.9%**	73.2%*
2007	78.3%	73.3%*	91.6%**	79.2%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	84.4%	83.2%*	86.2%*	N/A
2007	78.2%	73.6%	86.6%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	81.1%	76.9%*	88.5%*	81.2%*
2007	81.6%	85.7%*	77.3%*	81.7%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	80.9%*	N/A	N/A	75.7%**
Ireland Army Community Hospital—Ft. Knox				
2008	87.0%*	N/A	89.5%**	77.9%**
2007	83.0%*	N/A	90.5%**	72.3%**
Irwin Army Community Hospital—Ft. Riley				
2008	79.5%*	N/A	N/A	83.8%*
2007	58.3%*	18.2%**	70.8%**	66.0%*
Keller Army Community Hospital—West Point				
2008	81.7%*	N/A	83.8%**	N/A
2007	76.8%*	N/A	84.3%**	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				
2008	90.1%* ↑	86.4%*	96.5%**	88.9%**
2007	77.5%	76.7%*	86.7%*	67.1%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	79.7%*	85.8%*	N/A	66.7%*
2007	77.7%*	70.3%*	N/A	77.3%*
Madigan Army Medical Center—Ft. Lewis				
2008	75.7%	72.6%	74.2%	79.9%
2007	73.9%	72.7%	80.8%	68.2%
Martin Army Community Hospital—Ft. Benning				
2008	79.1%	67.7%*	97.4%*	78.0%*
2007	64.9%	55.4%*	84.1%*	66.2%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	75.0%**	N/A	N/A	N/A
2007	88.5%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	71.7%*	76.9%*	N/A	62.9%**
2007	73.0%	82.8%*	N/A	61.4%*
Tripler Army Medical Center—Ft. Shafter				
2008	77.5%	74.6%	84.1%	75.1%
2007	72.7%	70.1%	83.5%	67.2%
Walter Reed Army Medical Center—Washington, DC				
2008	86.0% ↑	82.3%	90.6%	N/A
2007	87.3%	87.5%	87.1%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	89.0%**	N/A	N/A	N/A
2007	75.5%*	N/A	N/A	85.8%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	79.2%	65.5%	91.8%*	88.3%*
2007	82.4%	82.4%	80.6%*	83.9%*
Winn Army Community Hospital—Ft. Stewart				
2008	61.0%* ↓	N/A	N/A	56.9%**
2007	60.5%*	N/A	N/A	54.6%*
Womack Army Medical Center—Ft. Bragg				
2008	74.2%	71.2%	89.1%*	73.5%
2007	74.1%	72.4%	78.0%*	73.7%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>Overall—MHS 2008</b>	<b>85.1%</b>	<b>84.2%</b>	<b>90.7%</b>	<b>81.4%</b>
<b>Overall—MHS 2007</b>	<b>84.5%</b>	<b>84.0%</b>	<b>90.4%</b>	<b>80.1%</b>
<b>Army, Overall</b>	<b>83.8%</b>	<b>83.8%</b>	<b>91.6%</b>	<b>77.8%</b>
<b>121st General Hospital—Seoul</b>				
2008	92.0%*	N/A	N/A	N/A
2007	93.6%*	N/A	96.9%*	88.9%**
<b>Bassett Army Community Hospital—Ft. Wainwright</b>				
2008	80.7%*	N/A	N/A	77.8%**
2007	79.4%*	N/A	N/A	74.2%*
<b>Bayne-Jones Army Community Hospital—Ft. Polk</b>				
2008	79.2%*	N/A	N/A	71.8%**
2007	83.2%*	81.3%**	N/A	81.4%**
<b>Blanchfield Army Community Hospital—Ft. Campbell</b>				
2008	78.3%	63.3%*	89.5%*	79.3%*
2007	73.8%	72.1%*	68.3%*	75.7%
<b>Brooke Army Medical Center—Ft. Sam Houston</b>				
2008	87.0%	85.9%	88.5%	N/A
2007	89.7%	89.8%	89.5%	N/A
<b>Darnall Army Community Hospital—Ft. Hood</b>				
2008	75.9% ↓	80.1%*	89.2%**	70.5%*
2007	71.9%	70.6%*	80.9%*	69.4%*
<b>Dewitt Army Community Hospital—Ft. Belvoir</b>				
2008	86.6%	95.2%*	82.4%**	83.4%*
2007	80.1%	76.9%*	82.1%**	81.8%*
<b>Eisenhower Army Medical Center—Ft. Gordon</b>				
2008	90.6% ↑	90.2%*	91.2%*	N/A
2007	91.2%	89.0%	95.5%*	N/A
<b>Evans Army Community Hospital—Ft. Carson</b>				
2008	84.8%	79.1%*	81.3%*	88.0%*
2007	87.9%	95.1%*	86.0%*	86.0%
<b>Heidelberg Meddac</b>				
2008	N/A	N/A	N/A	N/A
2007	94.8%*	N/A	N/A	88.8%**
<b>Ireland Army Community Hospital—Ft. Knox</b>				
2008	82.2%*	N/A	97.4%**	58.7%**
2007	88.0%*	N/A	80.7%**	89.5%**
<b>Irwin Army Community Hospital—Ft. Riley</b>				
2008	84.9%*	N/A	N/A	77.4%*
2007	62.6%*	49.3%**	70.9%**	63.6%*
<b>Keller Army Community Hospital—West Point</b>				
2008	80.9%*	N/A	91.0%**	N/A
2007	92.0%*	N/A	96.6%**	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
<b>Landstuhl Regional Medcen</b>				
2008	88.5%*	84.1%*	100%**	82.3%**
2007	78.5%	77.1%*	92.4%*	62.4%*
<b>Leonard Wood Army Community Hospital—Ft. Leonard Wood</b>				
2008	73.0%*	59.9%*	N/A	80.2%*
2007	86.2%*	87.9%*	N/A	80.5%*
<b>Madigan Army Medical Center—Ft. Lewis</b>				
2008	82.4%	82.4%	86.7%	79.7%
2007	80.6%	74.7%	90.0%	78.7%
<b>Martin Army Community Hospital—Ft. Benning</b>				
2008	84.5%	84.9%*	98.3%*	68.9%*
2007	79.3%	85.0%*	75.2%*	73.0%*
<b>Moncrief Army Community Hospital—Ft. Jackson</b>				
2008	87.1%**	N/A	N/A	N/A
2007	83.8%**	N/A	N/A	N/A
<b>Reynolds Army Community Hospital—Ft. Sill</b>				
2008	77.2%*	82.2%*	N/A	64.5%**
2007	71.7%	79.8%*	N/A	59.9%*
<b>Tripler Army Medical Center—Ft. Shafter</b>				
2008	82.2%	83.6%	89.8%	76.9%
2007	82.5%	79.3%	91.3%	78.6%
<b>Walter Reed Army Medical Center—Washington, DC</b>				
2008	89.0% ↑	87.1%	91.4%	N/A
2007	91.9%	91.3%	92.5%	N/A
<b>Weed Army Community Hospital—Ft. Irwin</b>				
2008	88.6%**	N/A	N/A	N/A
2007	80.4%*	N/A	N/A	89.6%**
<b>William Beaumont Army Medical Center—Ft. Bliss</b>				
2008	89.0%	87.5%	92.3%*	87.4%*
2007	81.9%	85.1%	82.8%*	76.3%*
<b>Winn Army Community Hospital—Ft. Stewart</b>				
2008	84.9%*	N/A	N/A	79.1%**
2007	74.4%*	N/A	N/A	67.7%*
<b>Womack Army Medical Center—Ft. Bragg</b>				
2008	80.7%	82.1%	92.6%*	77.1%
2007	81.2%	83.6%	84.8%*	78.3%
<b>Wuerzburg Meddac</b>				
2008	N/A	N/A	N/A	N/A
2007	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.

## 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
<b>Overall—MHS 2008</b>	<b>67.4%</b>	<b>58.5%</b>	<b>80.2%</b>	<b>67.6%</b>
<b>Overall—MHS 2007</b>	<b>66.5%</b>	<b>57.8%</b>	<b>79.0%</b>	<b>66.5%</b>
<b>Army, Overall</b>	<b>67.7%</b>	<b>61.8%</b>	<b>82.0%</b>	<b>63.5%</b>
121st General Hospital—Seoul				
2008	75.5%**	N/A	N/A	N/A
2007	82.5%*	N/A	91.2%*	70.2%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	71.0%*	N/A	N/A	75.4%**
2007	75.0%*	N/A	N/A	71.9%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	62.6%*	N/A	N/A	62.9%**
2007	58.5%*	70.9%**	N/A	52.2%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	58.9%	41.0%*	82.4%**	57.3%*
2007	61.2%	46.0%*	72.8%**	62.2%
Brooke Army Medical Center—Ft. Sam Houston				
2008	74.8% ↑	69.0%	83.1%	N/A
2007	73.0%	65.2%	84.5%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	66.0%	66.8%*	87.9%**	60.1%*
2007	63.6%	64.8%*	72.6%*	60.0%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	70.5%	75.2%*	96.7%**	64.7%*
2007	58.8%	51.3%*	N/A	60.2%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	69.8%	65.2%*	77.4%*	N/A
2007	71.9%	69.4%	76.6%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	69.6%	58.3%*	75.1%*	73.1%*
2007	69.4%	64.5%*	69.3%*	71.1%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	79.7%*	N/A	N/A	86.1%**
Ireland Army Community Hospital—Ft. Knox				
2008	71.7%*	N/A	86.9%**	50.3%**
2007	73.7%*	N/A	79.1%**	62.2%**
Irwin Army Community Hospital—Ft. Riley				
2008	60.3%*	N/A	N/A	57.3%*
2007	53.3%*	41.0%**	N/A	52.5%*
Keller Army Community Hospital—West Point				
2008	66.1%**	N/A	78.2%**	N/A
2007	80.6%*	N/A	88.2%**	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
<b>Landstuhl Regional Medcen</b>				
2008	76.5%*	63.0%*	90.5%**	82.0%**
2007	66.4%	50.6%*	83.0%*	66.8%*
<b>Leonard Wood Army Community Hospital—Ft. Leonard Wood</b>				
2008	60.1%*	48.9%*	N/A	59.8%**
2007	68.1%*	55.3%*	N/A	72.4%*
<b>Madigan Army Medical Center—Ft. Lewis</b>				
2008	68.2%	62.2%	72.5%	71.8%
2007	61.0%	50.9%	70.3%	64.7%
<b>Martin Army Community Hospital—Ft. Benning</b>				
2008	67.3%	67.0%*	80.2%*	53.6%*
2007	57.7%	47.4%*	79.7%*	56.8%*
<b>Moncrief Army Community Hospital—Ft. Jackson</b>				
2008	73.1%**	N/A	N/A	N/A
2007	43.6%**	N/A	N/A	N/A
<b>Reynolds Army Community Hospital—Ft. Sill</b>				
2008	59.8%*	63.2%*	N/A	48.2%**
2007	61.5%	72.5%*	N/A	53.5%*
<b>Tripler Army Medical Center—Ft. Shafter</b>				
2008	66.7%	64.1%	79.0%	61.2%
2007	62.6%	49.9%	81.2%	57.8%
<b>Walter Reed Army Medical Center—Washington, DC</b>				
2008	72.4%	62.9%	84.6%	N/A
2007	72.9%	66.8%	81.2%	N/A
<b>Weed Army Community Hospital—Ft. Irwin</b>				
2008	79.2%**	N/A	N/A	N/A
2007	87.3%**	N/A	N/A	88.3%**
<b>William Beaumont Army Medical Center—Ft. Bliss</b>				
2008	69.9%	58.1%	86.8%*	69.3%*
2007	68.9%	66.7%	74.7%*	67.0%*
<b>Winn Army Community Hospital—Ft. Stewart</b>				
2008	49.2%* ↓	N/A	N/A	48.2%**
2007	51.6%*	N/A	N/A	53.2%*
<b>Womack Army Medical Center—Ft. Bragg</b>				
2008	59.9% ↓	51.4%	81.5%*	62.1%
2007	59.9%	50.9%*	63.8%*	63.7%
<b>Wuerzburg Meddac</b>				
2008	N/A	N/A	N/A	N/A
2007	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.

## 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
<b>Overall—MHS 2008</b>	<b>76.6%</b>	<b>70.0%</b>	<b>89.8%</b>	<b>73.2%</b>
<b>Overall—MHS 2007</b>	<b>75.2%</b>	<b>69.9%</b>	<b>89.2%</b>	<b>69.7%</b>
<b>Army, Overall</b>	<b>74.9%</b>	<b>69.5%</b>	<b>89.9%</b>	<b>69.4%</b>
121st General Hospital—Seoul				
2008	90.9%* ↑	N/A	N/A	N/A
2007	88.3%*	N/A	90.0%*	83.2%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	90.2%* ↑	N/A	N/A	89.2%**
2007	76.8%*	N/A	N/A	73.5%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	63.7%*	N/A	N/A	55.9%**
2007	73.5%*	89.6%**	N/A	68.2%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	72.5%	57.8%*	100%*	67.0%*
2007	64.1%	64.6%*	78.1%*	60.5%
Brooke Army Medical Center—Ft. Sam Houston				
2008	78.0%	71.4%	87.4%	N/A
2007	81.6%	76.8%	88.7%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	66.3% ↓	70.6%*	97.7%**	56.8%*
2007	63.5%	59.0%*	78.3%*	60.8%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	70.4%	75.9%*	64.9%**	68.8%*
2007	76.5%	76.4%*	95.8%**	73.2%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	78.8%	72.2%*	88.1%*	N/A
2007	78.6%	75.3%	84.9%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	70.6%	69.7%*	80.1%*	68.8%*
2007	75.1%	63.3%*	89.2%*	74.2%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	79.4%*	N/A	N/A	79.9%**
Ireland Army Community Hospital—Ft. Knox				
2008	76.0%*	N/A	89.2%**	58.9%**
2007	74.9%*	N/A	76.9%**	71.3%**
Irwin Army Community Hospital—Ft. Riley				
2008	78.8%*	N/A	N/A	79.0%*
2007	62.7%*	41.0%**	86.6%**	60.8%*
Keller Army Community Hospital—West Point				
2008	86.8%*	N/A	92.2%**	N/A
2007	93.4%*	N/A	98.7%**	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				
2008	81.4%*	76.5%*	93.3%**	75.7%**
2007	75.6%	62.2%*	92.0%*	70.9%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	67.3%*	60.7%*	N/A	68.8%*
2007	77.8%*	68.6%*	N/A	81.7%*
Madigan Army Medical Center—Ft. Lewis				
2008	76.7%	70.4%	87.5%	76.3%
2007	72.3%	65.1%	85.2%	68.7%
Martin Army Community Hospital—Ft. Benning				
2008	70.6%	63.8%*	94.2%*	56.0%*
2007	71.7%	67.2%*	84.6%*	69.1%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	72.6%**	N/A	N/A	N/A
2007	83.4%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	71.6%*	69.4%*	N/A	70.2%**
2007	64.0%	65.3%*	N/A	57.6%*
Tripler Army Medical Center—Ft. Shafter				
2008	70.2%	57.2%	87.0%	67.9%
2007	67.6%	55.4%	88.5%	61.4%
Walter Reed Army Medical Center—Washington, DC				
2008	81.8% ↑	73.5%	92.5%	N/A
2007	81.5%	75.9%	89.1%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	75.8%**	N/A	N/A	N/A
2007	75.8%*	N/A	N/A	80.5%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	75.6%	59.7%	92.6%*	82.0%*
2007	74.0%	74.4%	78.8%*	68.9%*
Winn Army Community Hospital—Ft. Stewart				
2008	76.0%*	N/A	N/A	73.5%**
2007	54.4%*	N/A	N/A	50.9%*
Womack Army Medical Center—Ft. Bragg				
2008	72.2%	72.7%	94.1%*	67.2%
2007	69.9%	60.1%	87.5%*	69.7%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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.

## 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
<b>Overall—MHS 2008</b>	<b>61.8%</b>	<b>56.0%</b>	<b>75.4%</b>	<b>57.2%</b>
<b>Overall—MHS 2007</b>	<b>60.1%</b>	<b>56.7%</b>	<b>71.8%</b>	<b>54.3%</b>
<b>Army, Overall</b>	<b>59.6%</b>	<b>57.0%</b>	<b>73.6%</b>	<b>51.6%</b>
121st General Hospital—Seoul				
2008	77.4%* ↑	N/A	N/A	N/A
2007	68.9%*	N/A	81.8%*	49.9%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	66.5%*	N/A	N/A	69.0%**
2007	61.3%*	N/A	N/A	52.5%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	55.6%*	N/A	N/A	46.3%**
2007	63.4%*	70.9%**	N/A	58.4%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	55.5%	48.1%*	83.7%*	47.3%*
2007	48.0%	62.8%*	50.6%*	43.8%
Brooke Army Medical Center—Ft. Sam Houston				
2008	64.4%	62.5%	67.2%	N/A
2007	68.7%	67.7%	70.1%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	49.4% ↓	57.7%*	78.4%**	37.6%*
2007	54.8%	64.2%*	57.7%*	49.0%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	58.3%	84.2%*	48.7%**	48.3%*
2007	56.8%	54.0%*	67.5%**	56.8%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	63.6%	55.8%*	75.0%*	N/A
2007	67.6%	62.8%	76.9%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	54.3%	40.4%*	67.8%*	56.9%*
2007	56.7%	63.6%*	50.7%*	56.3%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	73.4%*	N/A	N/A	82.9%**
Ireland Army Community Hospital—Ft. Knox				
2008	59.9%*	N/A	67.7%**	50.7%**
2007	55.7%*	N/A	55.6%**	49.2%**
Irwin Army Community Hospital—Ft. Riley				
2008	66.0%*	N/A	N/A	66.6%*
2007	43.8%*	33.1%**	57.4%**	42.3%*
Keller Army Community Hospital—West Point				
2008	69.8%*	N/A	84.0%**	N/A
2007	53.0%*	N/A	56.3%**	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				
2008	69.7%* ↑	68.5%*	80.3%**	60.1%**
2007	69.3%	62.4%*	85.9%*	56.8%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	59.0%*	54.9%*	N/A	50.2%*
2007	64.1%*	57.0%*	N/A	59.9%*
Madigan Army Medical Center—Ft. Lewis				
2008	60.7%	57.5%	74.1%	55.7%
2007	55.0%	48.5%	64.9%	53.5%
Martin Army Community Hospital—Ft. Benning				
2008	62.7%	64.3%*	88.1%*	32.9%*
2007	51.8%	51.5%*	66.0%*	41.8%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	65.0%**	N/A	N/A	N/A
2007	54.2%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	48.0%*	55.5%*	N/A	39.4%**
2007	51.9%	68.3%*	N/A	32.7%*
Tripler Army Medical Center—Ft. Shafter				
2008	55.5%	47.5%	63.7%	55.3%
2007	52.0%	41.8%	68.3%	47.5%
Walter Reed Army Medical Center—Washington, DC				
2008	62.4%	52.0%	75.8%	N/A
2007	61.4%	56.3%	68.1%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	69.4%**	N/A	N/A	N/A
2007	60.3%*	N/A	N/A	66.2%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	61.4%	48.4%	83.9%*	55.7%*
2007	62.1%	65.2%	64.0%*	55.8%*
Winn Army Community Hospital—Ft. Stewart				
2008	58.4%*	N/A	N/A	56.9%**
2007	30.2%*	46.8%**	N/A	27.1%*
Womack Army Medical Center—Ft. Bragg				
2008	52.8%	58.1%	67.9%*	45.5%
2007	48.8%	49.0%	50.9%*	47.8%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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.

## Maternity Care

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>Overall—MHS 2008</b>	<b>16.4%</b>	<b>N/A</b>	<b>N/A</b>	<b>16.4%</b>
<b>Overall—MHS 2007</b>	<b>16.4%</b>	<b>N/A</b>	<b>N/A</b>	<b>16.4%</b>
<b>Army, Overall</b>	<b>20.2%</b>	<b>N/A</b>	<b>N/A</b>	<b>20.2%</b>
121st General Hospital—Seoul				
2008	N/A	N/A	N/A	N/A
2007	0.0%**	N/A	N/A	0.0%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	30.1%**	N/A	N/A	30.1%**
2007	21.7%*	N/A	N/A	21.7%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	11.9%**	N/A	N/A	11.9%**
2007	0.0%**	N/A	N/A	0.0%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	28.3%*	N/A	N/A	28.3%*
2007	32.0%	N/A	N/A	32.0%
Brooke Army Medical Center—Ft. Sam Houston				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	31.9%*	N/A	N/A	31.9%*
2007	24.6%*	N/A	N/A	24.6%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	25.7%*	N/A	N/A	25.7%*
2007	23.3%*	N/A	N/A	23.3%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2008	26.0%*	N/A	N/A	26.0%*
2007	30.4%	N/A	N/A	30.4%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	17.8%**	N/A	N/A	17.8%**
Ireland Army Community Hospital—Ft. Knox				
2008	33.2%**	N/A	N/A	33.2%**
2007	31.5%**	N/A	N/A	31.5%**
Irwin Army Community Hospital—Ft. Riley				
2008	26.6%*	N/A	N/A	26.6%*
2007	32.0%*	N/A	N/A	32.0%*
Keller Army Community Hospital—West Point				
2008	N/A ↓	N/A	N/A	N/A
2007	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				
2008	32.3%**	N/A	N/A	32.3%**
2007	20.2%*	N/A	N/A	20.2%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	15.4%*	N/A	N/A	15.4%*
2007	19.7%*	N/A	N/A	19.7%*
Madigan Army Medical Center—Ft. Lewis				
2008	9.9% ↓	N/A	N/A	9.9%
2007	14.0%	N/A	N/A	14.0%
Martin Army Community Hospital—Ft. Benning				
2008	8.3%* ↓	N/A	N/A	8.3%*
2007	7.6%*	N/A	N/A	7.6%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	36.9%**	N/A	N/A	36.9%**
2007	2.0%*	N/A	N/A	2.0%*
Tripler Army Medical Center—Ft. Shafter				
2008	13.6% ↓	N/A	N/A	13.6%
2007	12.5%	N/A	N/A	12.5%
Walter Reed Army Medical Center—Washington, DC				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	N/A ↓	N/A	N/A	N/A
2007	16.7%**	N/A	N/A	16.7%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	16.1%*	N/A	N/A	16.1%*
2007	30.1%*	N/A	N/A	30.1%*
Winn Army Community Hospital—Ft. Stewart				
2008	19.4%**	N/A	N/A	19.4%**
2007	24.8%*	N/A	N/A	24.8%*
Womack Army Medical Center—Ft. Bragg				
2008	14.3%	N/A	N/A	14.3%
2007	17.1%	N/A	N/A	17.1%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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
<b>Overall—MHS 2008</b>	<b>81.7%</b>	<b>N/A</b>	<b>N/A</b>	<b>81.7%</b>
<b>Overall—MHS 2007</b>	<b>79.9%</b>	<b>N/A</b>	<b>N/A</b>	<b>79.9%</b>
<b>Army, Overall</b>	<b>83.1%</b>	<b>N/A</b>	<b>N/A</b>	<b>83.1%</b>
121st General Hospital—Seoul				
2008	N/A	N/A	N/A	N/A
2007	78.7%**	N/A	N/A	78.7%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	83.5%**	N/A	N/A	83.5%**
2007	78.1%*	N/A	N/A	78.1%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	71.8%**	N/A	N/A	71.8%**
2007	67.5%**	N/A	N/A	67.5%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	87.2%*	N/A	N/A	87.2%*
2007	84.7%	N/A	N/A	84.7%
Brooke Army Medical Center—Ft. Sam Houston				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	83.8%*	N/A	N/A	83.8%*
2007	83.3%*	N/A	N/A	83.3%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	82.8%*	N/A	N/A	82.8%*
2007	90.5%*	N/A	N/A	90.5%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2008	82.4%*	N/A	N/A	82.4%*
2007	86.9%	N/A	N/A	86.9%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	70.9%**	N/A	N/A	70.9%**
Ireland Army Community Hospital—Ft. Knox				
2008	72.8%**	N/A	N/A	72.8%**
2007	73.8%**	N/A	N/A	73.8%**
Irwin Army Community Hospital—Ft. Riley				
2008	75.6%*	N/A	N/A	75.6%*
2007	71.3%*	N/A	N/A	71.3%*
Keller Army Community Hospital—West Point				
2008	N/A	N/A	N/A	N/A
2007	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
<b>Landstuhl Regional Medcen</b>				
2008	89.7%**	N/A	N/A	89.7%**
2007	59.5%*	N/A	N/A	59.5%*
<b>Leonard Wood Army Community Hospital—Ft. Leonard Wood</b>				
2008	91.5%*	N/A	N/A	91.5%*
2007	87.8%*	N/A	N/A	87.8%*
<b>Madigan Army Medical Center—Ft. Lewis</b>				
2008	87.0%	N/A	N/A	87.0%
2007	83.0%	N/A	N/A	83.0%
<b>Martin Army Community Hospital—Ft. Benning</b>				
2008	76.3%*	N/A	N/A	76.3%*
2007	68.9%*	N/A	N/A	68.9%*
<b>Moncrief Army Community Hospital—Ft. Jackson</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Reynolds Army Community Hospital—Ft. Sill</b>				
2008	71.6%**	N/A	N/A	71.6%**
2007	77.0%*	N/A	N/A	77.0%*
<b>Tripler Army Medical Center—Ft. Shafter</b>				
2008	85.1%	N/A	N/A	85.1%
2007	76.2%	N/A	N/A	76.2%
<b>Walter Reed Army Medical Center—Washington, DC</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Weed Army Community Hospital—Ft. Irwin</b>				
2008	N/A	N/A	N/A	N/A
2007	79.3%**	N/A	N/A	79.3%**
<b>William Beaumont Army Medical Center—Ft. Bliss</b>				
2008	91.3%*	N/A	N/A	91.3%*
2007	79.4%*	N/A	N/A	79.4%*
<b>Winn Army Community Hospital—Ft. Stewart</b>				
2008	86.3%**	N/A	N/A	86.3%**
2007	67.6%*	N/A	N/A	67.6%*
<b>Womack Army Medical Center—Ft. Bragg</b>				
2008	79.6%	N/A	N/A	79.6%
2007	82.1%	N/A	N/A	82.1%
<b>Wuerzburg Meddac</b>				
2008	N/A	N/A	N/A	N/A
2007	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

**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
<b>Overall—MHS 2008</b>	<b>77.8%</b>	<b>N/A</b>	<b>N/A</b>	<b>77.8%</b>
<b>Overall—MHS 2007</b>	<b>75.9%</b>	<b>N/A</b>	<b>N/A</b>	<b>75.9%</b>
<b>Army, Overall</b>	<b>79.2%</b>	<b>N/A</b>	<b>N/A</b>	<b>79.2%</b>
121st General Hospital—Seoul				
2008	N/A	N/A	N/A	N/A
2007	78.7%**	N/A	N/A	78.7%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	80.4%**	N/A	N/A	80.4%**
2007	68.8%*	N/A	N/A	68.8%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	73.1%**	N/A	N/A	73.1%**
2007	56.6%**	N/A	N/A	56.6%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	81.4%*	N/A	N/A	81.4%*
2007	79.8%	N/A	N/A	79.8%
Brooke Army Medical Center—Ft. Sam Houston				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	79.3%*	N/A	N/A	79.3%*
2007	82.1%*	N/A	N/A	82.1%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	77.9%*	N/A	N/A	77.9%*
2007	82.9%*	N/A	N/A	82.9%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2008	82.1%*	N/A	N/A	82.1%*
2007	83.4%	N/A	N/A	83.4%
Heidelberg Meddacc				
2008	N/A	N/A	N/A	N/A
2007	65.9%**	N/A	N/A	65.9%**
Ireland Army Community Hospital—Ft. Knox				
2008	69.1%**	N/A	N/A	69.1%**
2007	71.7%**	N/A	N/A	71.7%**
Irwin Army Community Hospital—Ft. Riley				
2008	73.4%*	N/A	N/A	73.4%*
2007	70.2%*	N/A	N/A	70.2%*
Keller Army Community Hospital—West Point				
2008	N/A	N/A	N/A	N/A
2007	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				
2008	90.1%**	N/A	N/A	90.1%**
2007	48.9%*	N/A	N/A	48.9%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	78.8%*	N/A	N/A	78.8%*
2007	87.8%*	N/A	N/A	87.8%*
Madigan Army Medical Center—Ft. Lewis				
2008	86.3% ↑	N/A	N/A	86.3%
2007	75.1%	N/A	N/A	75.1%
Martin Army Community Hospital—Ft. Benning				
2008	67.1%*	N/A	N/A	67.1%*
2007	61.7%*	N/A	N/A	61.7%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	71.6%**	N/A	N/A	71.6%**
2007	74.1%*	N/A	N/A	74.1%*
Tripler Army Medical Center—Ft. Shafter				
2008	80.5%	N/A	N/A	80.5%
2007	69.3%	N/A	N/A	69.3%
Walter Reed Army Medical Center—Washington, DC				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	N/A ↑	N/A	N/A	N/A
2007	79.3%**	N/A	N/A	79.3%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	88.3%*	N/A	N/A	88.3%*
2007	79.1%*	N/A	N/A	79.1%*
Winn Army Community Hospital—Ft. Stewart				
2008	80.7%**	N/A	N/A	80.7%**
2007	56.7%*	N/A	N/A	56.7%*
Womack Army Medical Center—Ft. Bragg				
2008	71.9%	N/A	N/A	71.9%
2007	74.5%	N/A	N/A	74.5%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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

**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
<b>Overall—MHS 2008</b>	<b>66.7%</b>	<b>N/A</b>	<b>N/A</b>	<b>66.7%</b>
<b>Overall—MHS 2007</b>	<b>62.5%</b>	<b>N/A</b>	<b>N/A</b>	<b>62.5%</b>
<b>Army, Overall</b>	<b>66.5%</b>	<b>N/A</b>	<b>N/A</b>	<b>66.5%</b>
121st General Hospital—Seoul				
2008	N/A	N/A	N/A	N/A
2007	67.3%**	N/A	N/A	67.3%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	59.9%**	N/A	N/A	59.9%**
2007	64.8%*	N/A	N/A	64.8%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	47.8%**	N/A	N/A	47.8%**
2007	45.5%**	N/A	N/A	45.5%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	67.5%*	N/A	N/A	67.5%*
2007	62.4%	N/A	N/A	62.4%
Brooke Army Medical Center—Ft. Sam Houston				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	69.2%*	N/A	N/A	69.2%*
2007	62.5%*	N/A	N/A	62.5%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	74.0%*	N/A	N/A	74.0%*
2007	77.4%*	N/A	N/A	77.4%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2008	68.0%*	N/A	N/A	68.0%*
2007	68.4%	N/A	N/A	68.4%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	48.6%**	N/A	N/A	48.6%**
Ireland Army Community Hospital—Ft. Knox				
2008	54.9%**	N/A	N/A	54.9%**
2007	61.5%**	N/A	N/A	61.5%**
Irwin Army Community Hospital—Ft. Riley				
2008	63.6%*	N/A	N/A	63.6%*
2007	51.1%*	N/A	N/A	51.1%*
Keller Army Community Hospital—West Point				
2008	N/A ↓	N/A	N/A	N/A
2007	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				
2008	77.3%**	N/A	N/A	77.3%**
2007	42.9%*	N/A	N/A	42.9%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	72.0%*	N/A	N/A	72.0%*
2007	63.7%*	N/A	N/A	63.7%*
Madigan Army Medical Center—Ft. Lewis				
2008	72.1%	N/A	N/A	72.1%
2007	59.6%	N/A	N/A	59.6%
Martin Army Community Hospital—Ft. Benning				
2008	50.0%*	N/A	N/A	50.0%*
2007	44.5%*	N/A	N/A	44.5%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	52.3%**	N/A	N/A	52.3%**
2007	50.6%*	N/A	N/A	50.6%*
Tripler Army Medical Center—Ft. Shafter				
2008	66.1%	N/A	N/A	66.1%
2007	52.3%	N/A	N/A	52.3%
Walter Reed Army Medical Center—Washington, DC				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	N/A ↑	N/A	N/A	N/A
2007	63.4%**	N/A	N/A	63.4%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	80.6%* ↑	N/A	N/A	80.6%*
2007	57.7%*	N/A	N/A	57.7%*
Winn Army Community Hospital—Ft. Stewart				
2008	79.0%**	N/A	N/A	79.0%**
2007	54.9%*	N/A	N/A	54.9%*
Womack Army Medical Center—Ft. Bragg				
2008	59.5%	N/A	N/A	59.5%
2007	57.2%	N/A	N/A	57.2%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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, 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
<b>Overall—MHS 2008</b>	<b>74.9%</b>	<b>N/A</b>	<b>N/A</b>	<b>74.9%</b>
<b>Overall—MHS 2007</b>	<b>72.3%</b>	<b>N/A</b>	<b>N/A</b>	<b>72.3%</b>
<b>Army, Overall</b>	<b>69.1%</b>	<b>N/A</b>	<b>N/A</b>	<b>69.1%</b>
121st General Hospital—Seoul				
2008	N/A	N/A	N/A	N/A
2007	77.1%**	N/A	N/A	77.1%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	70.5%**	N/A	N/A	70.5%**
2007	77.8%*	N/A	N/A	77.8%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	75.1%**	N/A	N/A	75.1%**
2007	63.3%**	N/A	N/A	63.3%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	69.3%*	N/A	N/A	69.3%*
2007	63.8%	N/A	N/A	63.8%
Brooke Army Medical Center—Ft. Sam Houston				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	64.9%*	N/A	N/A	64.9%*
2007	73.3%*	N/A	N/A	73.3%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	69.6%*	N/A	N/A	69.6%*
2007	75.6%*	N/A	N/A	75.6%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2008	75.5%*	N/A	N/A	75.5%*
2007	75.6%	N/A	N/A	75.6%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	90.9%**	N/A	N/A	90.9%**
Ireland Army Community Hospital—Ft. Knox				
2008	66.7%**	N/A	N/A	66.7%**
2007	73.9%**	N/A	N/A	73.9%**
Irwin Army Community Hospital—Ft. Riley				
2008	58.9%*	N/A	N/A	58.9%*
2007	67.5%*	N/A	N/A	67.5%*
Keller Army Community Hospital—West Point				
2008	N/A ↑	N/A	N/A	N/A
2007	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
<b>Landstuhl Regional Medcen</b>				
2008	80.6%**	N/A	N/A	80.6%**
2007	72.3%*	N/A	N/A	72.3%*
<b>Leonard Wood Army Community Hospital—Ft. Leonard Wood</b>				
2008	77.7%*	N/A	N/A	77.7%*
2007	72.3%*	N/A	N/A	72.3%*
<b>Madigan Army Medical Center—Ft. Lewis</b>				
2008	69.6%	N/A	N/A	69.6%
2007	63.9%	N/A	N/A	63.9%
<b>Martin Army Community Hospital—Ft. Benning</b>				
2008	64.3%*	N/A	N/A	64.3%*
2007	46.8%*	N/A	N/A	46.8%*
<b>Moncrief Army Community Hospital—Ft. Jackson</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Reynolds Army Community Hospital—Ft. Sill</b>				
2008	60.9%**	N/A	N/A	60.9%**
2007	68.7%*	N/A	N/A	68.7%*
<b>Tripler Army Medical Center—Ft. Shafter</b>				
2008	72.6%	N/A	N/A	72.6%
2007	62.3%	N/A	N/A	62.3%
<b>Walter Reed Army Medical Center—Washington, DC</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Weed Army Community Hospital—Ft. Irwin</b>				
2008	N/A ↑	N/A	N/A	N/A
2007	77.0%**	N/A	N/A	77.0%**
<b>William Beaumont Army Medical Center—Ft. Bliss</b>				
2008	77.4%*	N/A	N/A	77.4%*
2007	71.5%*	N/A	N/A	71.5%*
<b>Winn Army Community Hospital—Ft. Stewart</b>				
2008	48.9%**	N/A	N/A	48.9%**
2007	56.6%*	N/A	N/A	56.6%*
<b>Womack Army Medical Center—Ft. Bragg</b>				
2008	61.7%	N/A	N/A	61.7%
2007	57.6%	N/A	N/A	57.6%
<b>Wuerzburg Meddac</b>				
2008	N/A	N/A	N/A	N/A
2007	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 doctors all the questions you wanted about your baby's care?**

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>Overall—MHS 2008</b>	<b>79.7%</b>	<b>N/A</b>	<b>N/A</b>	<b>79.7%</b>
<b>Overall—MHS 2007</b>	<b>76.7%</b>	<b>N/A</b>	<b>N/A</b>	<b>76.7%</b>
<b>Army, Overall</b>	<b>75.4%</b>	<b>N/A</b>	<b>N/A</b>	<b>75.4%</b>
121st General Hospital—Seoul				
2008	N/A ↑	N/A	N/A	N/A
2007	86.6%**	N/A	N/A	86.6%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	79.9%**	N/A	N/A	79.9%**
2007	85.8%*	N/A	N/A	85.8%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	78.7%**	N/A	N/A	78.7%**
2007	63.5%**	N/A	N/A	63.5%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	73.9%*	N/A	N/A	73.9%*
2007	65.5%	N/A	N/A	65.5%
Brooke Army Medical Center—Ft. Sam Houston				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	61.0%* ↓	N/A	N/A	61.0%*
2007	73.9%*	N/A	N/A	73.9%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	80.3%*	N/A	N/A	80.3%*
2007	78.2%*	N/A	N/A	78.2%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2008	83.9%*	N/A	N/A	83.9%*
2007	76.4%	N/A	N/A	76.4%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	84.1%**	N/A	N/A	84.1%**
Ireland Army Community Hospital—Ft. Knox				
2008	73.4%**	N/A	N/A	73.4%**
2007	78.4%**	N/A	N/A	78.4%**
Irwin Army Community Hospital—Ft. Riley				
2008	68.1%*	N/A	N/A	68.1%*
2007	81.1%*	N/A	N/A	81.1%*
Keller Army Community Hospital—West Point				
2008	N/A ↑	N/A	N/A	N/A
2007	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
<b>Landstuhl Regional Medcen</b>				
2008	84.4%**	N/A	N/A	84.4%**
2007	74.0%*	N/A	N/A	74.0%*
<b>Leonard Wood Army Community Hospital—Ft. Leonard Wood</b>				
2008	76.9%*	N/A	N/A	76.9%*
2007	75.4%*	N/A	N/A	75.4%*
<b>Madigan Army Medical Center—Ft. Lewis</b>				
2008	72.7%	N/A	N/A	72.7%
2007	69.6%	N/A	N/A	69.6%
<b>Martin Army Community Hospital—Ft. Benning</b>				
2008	65.3%*	N/A	N/A	65.3%*
2007	75.8%*	N/A	N/A	75.8%*
<b>Moncrief Army Community Hospital—Ft. Jackson</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Reynolds Army Community Hospital—Ft. Sill</b>				
2008	74.7%**	N/A	N/A	74.7%**
2007	67.7%*	N/A	N/A	67.7%*
<b>Tripler Army Medical Center—Ft. Shafter</b>				
2008	75.1%	N/A	N/A	75.1%
2007	72.1%	N/A	N/A	72.1%
<b>Walter Reed Army Medical Center—Washington, DC</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Weed Army Community Hospital—Ft. Irwin</b>				
2008	N/A ↑	N/A	N/A	N/A
2007	83.1%**	N/A	N/A	83.1%**
<b>William Beaumont Army Medical Center—Ft. Bliss</b>				
2008	82.3%*	N/A	N/A	82.3%*
2007	73.9%*	N/A	N/A	73.9%*
<b>Winn Army Community Hospital—Ft. Stewart</b>				
2008	54.0%** ↓	N/A	N/A	54.0%**
2007	57.4%*	N/A	N/A	57.4%*
<b>Womack Army Medical Center—Ft. Bragg</b>				
2008	80.4%	N/A	N/A	80.4%
2007	69.3%	N/A	N/A	69.3%
<b>Wuerzburg Meddac</b>				
2008	N/A	N/A	N/A	N/A
2007	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 the doctors checked on your baby as much as needed?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>Overall—MHS 2008</b>	<b>92.3%</b>	<b>N/A</b>	<b>N/A</b>	<b>92.3%</b>
<b>Overall—MHS 2007</b>	<b>90.4%</b>	<b>N/A</b>	<b>N/A</b>	<b>90.4%</b>
<b>Army, Overall</b>	<b>89.7%</b>	<b>N/A</b>	<b>N/A</b>	<b>89.7%</b>
121st General Hospital—Seoul				
2008	N/A	N/A	N/A	N/A
2007	94.3%**	N/A	N/A	94.3%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	100%** ↑	N/A	N/A	100%**
2007	94.1%*	N/A	N/A	94.1%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	86.7%**	N/A	N/A	86.7%**
2007	88.7%**	N/A	N/A	88.7%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	81.8%*	N/A	N/A	81.8%*
2007	91.3%	N/A	N/A	91.3%
Brooke Army Medical Center—Ft. Sam Houston				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	92.2%*	N/A	N/A	92.2%*
2007	87.2%*	N/A	N/A	87.2%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	85.9%*	N/A	N/A	85.9%*
2007	91.3%*	N/A	N/A	91.3%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2008	90.0%*	N/A	N/A	90.0%*
2007	87.8%	N/A	N/A	87.8%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	90.7%**	N/A	N/A	90.7%**
Ireland Army Community Hospital—Ft. Knox				
2008	80.5%**	N/A	N/A	80.5%**
2007	91.0%**	N/A	N/A	91.0%**
Irwin Army Community Hospital—Ft. Riley				
2008	80.3%*	N/A	N/A	80.3%*
2007	89.0%*	N/A	N/A	89.0%*
Keller Army Community Hospital—West Point				
2008	N/A ↑	N/A	N/A	N/A
2007	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
<b>Landstuhl Regional Medcen</b>				
2008	96.0%**	N/A	N/A	96.0%**
2007	90.0%*	N/A	N/A	90.0%*
<b>Leonard Wood Army Community Hospital—Ft. Leonard Wood</b>				
2008	83.3%*	N/A	N/A	83.3%*
2007	92.6%*	N/A	N/A	92.6%*
<b>Madigan Army Medical Center—Ft. Lewis</b>				
2008	90.2%	N/A	N/A	90.2%
2007	87.1%	N/A	N/A	87.1%
<b>Martin Army Community Hospital—Ft. Benning</b>				
2008	88.9%*	N/A	N/A	88.9%*
2007	82.8%*	N/A	N/A	82.8%*
<b>Moncrief Army Community Hospital—Ft. Jackson</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Reynolds Army Community Hospital—Ft. Sill</b>				
2008	94.2%**	N/A	N/A	94.2%**
2007	83.5%*	N/A	N/A	83.5%*
<b>Tripler Army Medical Center—Ft. Shafter</b>				
2008	88.7%	N/A	N/A	88.7%
2007	84.3%	N/A	N/A	84.3%
<b>Walter Reed Army Medical Center—Washington, DC</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Weed Army Community Hospital—Ft. Irwin</b>				
2008	N/A	N/A	N/A	N/A
2007	83.7%**	N/A	N/A	83.7%**
<b>William Beaumont Army Medical Center—Ft. Bliss</b>				
2008	93.8%*	N/A	N/A	93.8%*
2007	89.4%*	N/A	N/A	89.4%*
<b>Winn Army Community Hospital—Ft. Stewart</b>				
2008	95.9%**	N/A	N/A	95.9%**
2007	79.2%*	N/A	N/A	79.2%*
<b>Womack Army Medical Center—Ft. Bragg</b>				
2008	91.7%	N/A	N/A	91.7%
2007	89.5%	N/A	N/A	89.5%
<b>Wuerzburg Meddac</b>				
2008	N/A	N/A	N/A	N/A
2007	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 doctors show care and sensitivity to worries and concerns you had about your baby?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>Overall—MHS 2008</b>	<b>71.2%</b>	<b>N/A</b>	<b>N/A</b>	<b>71.2%</b>
<b>Overall—MHS 2007</b>	<b>69.2%</b>	<b>N/A</b>	<b>N/A</b>	<b>69.2%</b>
<b>Army, Overall</b>	<b>67.1%</b>	<b>N/A</b>	<b>N/A</b>	<b>67.1%</b>
121st General Hospital—Seoul				
2008	N/A	N/A	N/A	N/A
2007	77.1%**	N/A	N/A	77.1%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	72.6%**	N/A	N/A	72.6%**
2007	71.6%*	N/A	N/A	71.6%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	64.2%**	N/A	N/A	64.2%**
2007	66.5%**	N/A	N/A	66.5%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	55.1%*	N/A	N/A	55.1%*
2007	56.0%	N/A	N/A	56.0%
Brooke Army Medical Center—Ft. Sam Houston				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	62.0%*	N/A	N/A	62.0%*
2007	70.6%*	N/A	N/A	70.6%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	68.1%*	N/A	N/A	68.1%*
2007	72.6%*	N/A	N/A	72.6%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2008	69.6%*	N/A	N/A	69.6%*
2007	68.5%	N/A	N/A	68.5%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	85.8%**	N/A	N/A	85.8%**
Ireland Army Community Hospital—Ft. Knox				
2008	49.7%**	N/A	N/A	49.7%**
2007	66.7%**	N/A	N/A	66.7%**
Irwin Army Community Hospital—Ft. Riley				
2008	68.1%*	N/A	N/A	68.1%*
2007	63.6%*	N/A	N/A	63.6%*
Keller Army Community Hospital—West Point				
2008	N/A ↑	N/A	N/A	N/A
2007	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
<b>Landstuhl Regional Medcen</b>				
2008	87.5%** ↑	N/A	N/A	87.5%**
2007	63.4%*	N/A	N/A	63.4%*
<b>Leonard Wood Army Community Hospital—Ft. Leonard Wood</b>				
2008	63.0%**	N/A	N/A	63.0%**
2007	77.5%*	N/A	N/A	77.5%*
<b>Madigan Army Medical Center—Ft. Lewis</b>				
2008	61.3%	N/A	N/A	61.3%
2007	61.0%	N/A	N/A	61.0%
<b>Martin Army Community Hospital—Ft. Benning</b>				
2008	63.4%*	N/A	N/A	63.4%*
2007	64.6%*	N/A	N/A	64.6%*
<b>Moncrief Army Community Hospital—Ft. Jackson</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Reynolds Army Community Hospital—Ft. Sill</b>				
2008	76.7%**	N/A	N/A	76.7%**
2007	60.3%*	N/A	N/A	60.3%*
<b>Tripler Army Medical Center—Ft. Shafter</b>				
2008	69.8%	N/A	N/A	69.8%
2007	63.6%	N/A	N/A	63.6%
<b>Walter Reed Army Medical Center—Washington, DC</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Weed Army Community Hospital—Ft. Irwin</b>				
2008	N/A	N/A	N/A	N/A
2007	77.0%**	N/A	N/A	77.0%**
<b>William Beaumont Army Medical Center—Ft. Bliss</b>				
2008	80.6%* ↑	N/A	N/A	80.6%*
2007	66.5%*	N/A	N/A	66.5%*
<b>Winn Army Community Hospital—Ft. Stewart</b>				
2008	54.1%**	N/A	N/A	54.1%**
2007	52.3%*	N/A	N/A	52.3%*
<b>Womack Army Medical Center—Ft. Bragg</b>				
2008	71.6%	N/A	N/A	71.6%
2007	60.2%	N/A	N/A	60.2%
<b>Wuerzburg Meddac</b>				
2008	N/A	N/A	N/A	N/A
2007	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, 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
<b>Overall—MHS 2008</b>	<b>71.9%</b>	<b>N/A</b>	<b>N/A</b>	<b>71.9%</b>
<b>Overall—MHS 2007</b>	<b>68.7%</b>	<b>N/A</b>	<b>N/A</b>	<b>68.7%</b>
<b>Army, Overall</b>	<b>68.6%</b>	<b>N/A</b>	<b>N/A</b>	<b>68.6%</b>
121st General Hospital—Seoul				
2008	N/A	N/A	N/A	N/A
2007	77.8%**	N/A	N/A	77.8%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	87.3%** ↑	N/A	N/A	87.3%**
2007	71.3%*	N/A	N/A	71.3%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	65.1%**	N/A	N/A	65.1%**
2007	67.8%**	N/A	N/A	67.8%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	60.8%*	N/A	N/A	60.8%*
2007	57.4%	N/A	N/A	57.4%
Brooke Army Medical Center—Ft. Sam Houston				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	59.7%*	N/A	N/A	59.7%*
2007	73.9%*	N/A	N/A	73.9%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	66.2%*	N/A	N/A	66.2%*
2007	66.5%*	N/A	N/A	66.5%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2008	69.1%*	N/A	N/A	69.1%*
2007	64.6%	N/A	N/A	64.6%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	77.8%**	N/A	N/A	77.8%**
Ireland Army Community Hospital—Ft. Knox				
2008	78.7%**	N/A	N/A	78.7%**
2007	61.8%**	N/A	N/A	61.8%**
Irwin Army Community Hospital—Ft. Riley				
2008	67.9%*	N/A	N/A	67.9%*
2007	57.7%*	N/A	N/A	57.7%*
Keller Army Community Hospital—West Point				
2008	N/A	N/A	N/A	N/A
2007	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
<b>Landstuhl Regional Medcen</b>				
2008	81.9%**	N/A	N/A	81.9%**
2007	65.1%*	N/A	N/A	65.1%*
<b>Leonard Wood Army Community Hospital—Ft. Leonard Wood</b>				
2008	65.3%*	N/A	N/A	65.3%*
2007	76.5%*	N/A	N/A	76.5%*
<b>Madigan Army Medical Center—Ft. Lewis</b>				
2008	77.6% ↑	N/A	N/A	77.6%
2007	64.8%	N/A	N/A	64.8%
<b>Martin Army Community Hospital—Ft. Benning</b>				
2008	54.9%*	N/A	N/A	54.9%*
2007	60.8%*	N/A	N/A	60.8%*
<b>Moncrief Army Community Hospital—Ft. Jackson</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Reynolds Army Community Hospital—Ft. Sill</b>				
2008	71.5%**	N/A	N/A	71.5%**
2007	63.8%*	N/A	N/A	63.8%*
<b>Tripler Army Medical Center—Ft. Shafter</b>				
2008	68.4%	N/A	N/A	68.4%
2007	62.1%	N/A	N/A	62.1%
<b>Walter Reed Army Medical Center—Washington, DC</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Weed Army Community Hospital—Ft. Irwin</b>				
2008	N/A	N/A	N/A	N/A
2007	82.7%**	N/A	N/A	82.7%**
<b>William Beaumont Army Medical Center—Ft. Bliss</b>				
2008	73.6%*	N/A	N/A	73.6%*
2007	76.8%*	N/A	N/A	76.8%*
<b>Winn Army Community Hospital—Ft. Stewart</b>				
2008	76.8%**	N/A	N/A	76.8%**
2007	51.0%*	N/A	N/A	51.0%*
<b>Womack Army Medical Center—Ft. Bragg</b>				
2008	60.5%	N/A	N/A	60.5%
2007	63.0%	N/A	N/A	63.0%
<b>Wuerzburg Meddac</b>				
2008	N/A	N/A	N/A	N/A
2007	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
<b>Overall—MHS 2008</b>	<b>76.5%</b>	<b>N/A</b>	<b>N/A</b>	<b>76.5%</b>
<b>Overall—MHS 2007</b>	<b>73.2%</b>	<b>N/A</b>	<b>N/A</b>	<b>73.2%</b>
<b>Army, Overall</b>	<b>74.8%</b>	<b>N/A</b>	<b>N/A</b>	<b>74.8%</b>
121st General Hospital—Seoul				
2008	N/A	N/A	N/A	N/A
2007	88.6%**	N/A	N/A	88.6%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	82.9%**	N/A	N/A	82.9%**
2007	91.1%*	N/A	N/A	91.1%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	78.5%**	N/A	N/A	78.5%**
2007	76.3%**	N/A	N/A	76.3%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	62.6%*	N/A	N/A	62.6%*
2007	66.7%	N/A	N/A	66.7%
Brooke Army Medical Center—Ft. Sam Houston				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	66.2%*	N/A	N/A	66.2%*
2007	70.8%*	N/A	N/A	70.8%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	68.9%*	N/A	N/A	68.9%*
2007	71.4%*	N/A	N/A	71.4%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2008	83.2%*	N/A	N/A	83.2%*
2007	70.3%*	N/A	N/A	70.3%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	78.0%**	N/A	N/A	78.0%**
Ireland Army Community Hospital—Ft. Knox				
2008	73.9%**	N/A	N/A	73.9%**
2007	79.7%**	N/A	N/A	79.7%**
Irwin Army Community Hospital—Ft. Riley				
2008	71.2%**	N/A	N/A	71.2%**
2007	72.5%*	N/A	N/A	72.5%*
Keller Army Community Hospital—West Point				
2008	N/A	N/A	N/A	N/A
2007	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
<b>Landstuhl Regional Medcen</b>				
2008	86.9%**	N/A	N/A	86.9%**
2007	74.9%*	N/A	N/A	74.9%*
<b>Leonard Wood Army Community Hospital—Ft. Leonard Wood</b>				
2008	74.0%*	N/A	N/A	74.0%*
2007	76.5%*	N/A	N/A	76.5%*
<b>Madigan Army Medical Center—Ft. Lewis</b>				
2008	77.2%	N/A	N/A	77.2%
2007	67.3%	N/A	N/A	67.3%
<b>Martin Army Community Hospital—Ft. Benning</b>				
2008	72.5%*	N/A	N/A	72.5%*
2007	73.5%*	N/A	N/A	73.5%*
<b>Moncrief Army Community Hospital—Ft. Jackson</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Reynolds Army Community Hospital—Ft. Sill</b>				
2008	85.1%**	N/A	N/A	85.1%**
2007	73.1%*	N/A	N/A	73.1%*
<b>Tripler Army Medical Center—Ft. Shafter</b>				
2008	78.8%	N/A	N/A	78.8%
2007	70.8%	N/A	N/A	70.8%
<b>Walter Reed Army Medical Center—Washington, DC</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Weed Army Community Hospital—Ft. Irwin</b>				
2008	N/A ↑	N/A	N/A	N/A
2007	66.5%**	N/A	N/A	66.5%**
<b>William Beaumont Army Medical Center—Ft. Bliss</b>				
2008	73.2%*	N/A	N/A	73.2%*
2007	69.4%*	N/A	N/A	69.4%*
<b>Winn Army Community Hospital—Ft. Stewart</b>				
2008	56.1%**	N/A	N/A	56.1%**
2007	57.7%*	N/A	N/A	57.7%*
<b>Womack Army Medical Center—Ft. Bragg</b>				
2008	73.7%	N/A	N/A	73.7%
2007	68.0%	N/A	N/A	68.0%
<b>Wuerzburg Meddac</b>				
2008	N/A	N/A	N/A	N/A
2007	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.

## 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
<b>Overall—MHS 2008</b>	<b>62.6%</b>	<b>N/A</b>	<b>N/A</b>	<b>62.6%</b>
<b>Overall—MHS 2007</b>	<b>60.1%</b>	<b>N/A</b>	<b>N/A</b>	<b>60.1%</b>
<b>Army, Overall</b>	<b>59.2%</b>	<b>N/A</b>	<b>N/A</b>	<b>59.2%</b>
121st General Hospital—Seoul				
2008	N/A	N/A	N/A	N/A
2007	71.6%**	N/A	N/A	71.6%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	66.7%**	N/A	N/A	66.7%**
2007	67.5%*	N/A	N/A	67.5%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	66.9%**	N/A	N/A	66.9%**
2007	64.2%**	N/A	N/A	64.2%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	51.2%*	N/A	N/A	51.2%*
2007	52.5%	N/A	N/A	52.5%
Brooke Army Medical Center—Ft. Sam Houston				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	48.3%*	N/A	N/A	48.3%*
2007	53.4%*	N/A	N/A	53.4%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	61.6%*	N/A	N/A	61.6%*
2007	47.7%*	N/A	N/A	47.7%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2008	63.7%*	N/A	N/A	63.7%*
2007	57.1%	N/A	N/A	57.1%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	72.7%**	N/A	N/A	72.7%**
Ireland Army Community Hospital—Ft. Knox				
2008	60.7%**	N/A	N/A	60.7%**
2007	56.3%**	N/A	N/A	56.3%**
Irwin Army Community Hospital—Ft. Riley				
2008	58.6%*	N/A	N/A	58.6%*
2007	55.8%*	N/A	N/A	55.8%*
Keller Army Community Hospital—West Point				
2008	N/A	N/A	N/A	N/A
2007	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
<b>Landstuhl Regional Medcen</b>				
2008	78.2%** ↑	N/A	N/A	78.2%**
2007	62.2%*	N/A	N/A	62.2%*
<b>Leonard Wood Army Community Hospital—Ft. Leonard Wood</b>				
2008	49.4%*	N/A	N/A	49.4%*
2007	58.4%*	N/A	N/A	58.4%*
<b>Madigan Army Medical Center—Ft. Lewis</b>				
2008	56.5%	N/A	N/A	56.5%
2007	56.9%	N/A	N/A	56.9%
<b>Martin Army Community Hospital—Ft. Benning</b>				
2008	55.1%*	N/A	N/A	55.1%*
2007	54.0%*	N/A	N/A	54.0%*
<b>Moncrief Army Community Hospital—Ft. Jackson</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Reynolds Army Community Hospital—Ft. Sill</b>				
2008	68.7%**	N/A	N/A	68.7%**
2007	53.5%*	N/A	N/A	53.5%*
<b>Tripler Army Medical Center—Ft. Shafter</b>				
2008	61.9%	N/A	N/A	61.9%
2007	52.5%	N/A	N/A	52.5%
<b>Walter Reed Army Medical Center—Washington, DC</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Weed Army Community Hospital—Ft. Irwin</b>				
2008	N/A ↑	N/A	N/A	N/A
2007	68.2%**	N/A	N/A	68.2%**
<b>William Beaumont Army Medical Center—Ft. Bliss</b>				
2008	58.9%*	N/A	N/A	58.9%*
2007	59.9%*	N/A	N/A	59.9%*
<b>Winn Army Community Hospital—Ft. Stewart</b>				
2008	50.2%**	N/A	N/A	50.2%**
2007	35.3%*	N/A	N/A	35.3%*
<b>Womack Army Medical Center—Ft. Bragg</b>				
2008	56.5%	N/A	N/A	56.5%
2007	54.8%	N/A	N/A	54.8%
<b>Wuerzburg Meddac</b>				
2008	N/A	N/A	N/A	N/A
2007	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)

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
<b>Overall—MHS 2008</b>	<b>68.1%</b>	<b>N/A</b>	<b>N/A</b>	<b>68.1%</b>
<b>Overall—MHS 2007</b>	<b>66.6%</b>	<b>N/A</b>	<b>N/A</b>	<b>66.6%</b>
<b>Army, Overall</b>	<b>67.1%</b>	<b>N/A</b>	<b>N/A</b>	<b>67.1%</b>
121st General Hospital—Seoul				
2008	N/A ↑	N/A	N/A	N/A
2007	84.6%**	N/A	N/A	84.6%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	61.7%**	N/A	N/A	61.7%**
2007	75.6%*	N/A	N/A	75.6%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	57.2%**	N/A	N/A	57.2%**
2007	70.4%**	N/A	N/A	70.4%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	66.4%*	N/A	N/A	66.4%*
2007	58.1%	N/A	N/A	58.1%
Brooke Army Medical Center—Ft. Sam Houston				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	68.2%*	N/A	N/A	68.2%*
2007	66.9%*	N/A	N/A	66.9%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	74.8%*	N/A	N/A	74.8%*
2007	76.5%*	N/A	N/A	76.5%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2008	71.7%*	N/A	N/A	71.7%*
2007	75.8%	N/A	N/A	75.8%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	59.5%**	N/A	N/A	59.5%**
Ireland Army Community Hospital—Ft. Knox				
2008	54.7%**	N/A	N/A	54.7%**
2007	59.3%**	N/A	N/A	59.3%**
Irwin Army Community Hospital—Ft. Riley				
2008	62.9%*	N/A	N/A	62.9%*
2007	52.4%*	N/A	N/A	52.4%*
Keller Army Community Hospital—West Point				
2008	N/A	N/A	N/A	N/A
2007	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				
2008	84.8%** ↑	N/A	N/A	84.8%**
2007	56.9%*	N/A	N/A	56.9%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	71.8%*	N/A	N/A	71.8%*
2007	85.0%*	N/A	N/A	85.0%*
Madigan Army Medical Center—Ft. Lewis				
2008	62.9%	N/A	N/A	62.9%
2007	59.6%	N/A	N/A	59.6%
Martin Army Community Hospital—Ft. Benning				
2008	58.3%*	N/A	N/A	58.3%*
2007	59.7%*	N/A	N/A	59.7%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	51.3%**	N/A	N/A	51.3%**
2007	56.2%*	N/A	N/A	56.2%*
Tripler Army Medical Center—Ft. Shafter				
2008	66.8%	N/A	N/A	66.8%
2007	61.3%	N/A	N/A	61.3%
Walter Reed Army Medical Center—Washington, DC				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	N/A	N/A	N/A	N/A
2007	72.7%**	N/A	N/A	72.7%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	81.1%* ↑	N/A	N/A	81.1%*
2007	61.3%*	N/A	N/A	61.3%*
Winn Army Community Hospital—Ft. Stewart				
2008	74.7%**	N/A	N/A	74.7%**
2007	52.4%*	N/A	N/A	52.4%*
Womack Army Medical Center—Ft. Bragg				
2008	64.1%	N/A	N/A	64.1%
2007	60.2%	N/A	N/A	60.2%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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.

## 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
<b>Overall—MHS 2008</b>	<b>88.3%</b>	<b>N/A</b>	<b>88.3%</b>	<b>N/A</b>
<b>Overall—MHS 2007</b>	<b>86.9%</b>	<b>N/A</b>	<b>86.9%</b>	<b>N/A</b>
<b>Army, Overall</b>	<b>89.5%</b>	<b>N/A</b>	<b>89.5%</b>	<b>N/A</b>
121st General Hospital—Seoul				
2008	N/A	N/A	N/A	N/A
2007	93.9%*	N/A	93.9%*	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2008	97.3%* ↑	N/A	97.3%*	N/A
2007	74.8%*	N/A	74.8%*	N/A
Brooke Army Medical Center—Ft. Sam Houston				
2008	90.2%	N/A	90.2%	N/A
2007	85.7%	N/A	85.7%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	90.3%**	N/A	90.3%**	N/A
2007	85.2%*	N/A	85.2%*	N/A
Dewitt Army Community Hospital—Ft. Belvoir				
2008	58.7%**	N/A	58.7%**	N/A
2007	100%**	N/A	100%**	N/A
Eisenhower Army Medical Center—Ft. Gordon				
2008	87.1%*	N/A	87.1%*	N/A
2007	95.4%*	N/A	95.4%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	95.0%*	N/A	95.0%*	N/A
2007	78.3%*	N/A	78.3%*	N/A
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2008	89.2%**	N/A	89.2%**	N/A
2007	57.8%**	N/A	57.8%**	N/A
Irwin Army Community Hospital—Ft. Riley				
2008	N/A	N/A	N/A	N/A
2007	68.0%**	N/A	68.0%**	N/A
Keller Army Community Hospital—West Point				
2008	84.3%**	N/A	84.3%**	N/A
2007	73.4%**	N/A	73.4%**	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				
2008	100%** ↑	N/A	100%**	N/A
2007	89.0%*	N/A	89.0%*	N/A
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Madigan Army Medical Center—Ft. Lewis				
2008	88.9%	N/A	88.9%	N/A
2007	81.4%	N/A	81.4%	N/A
Martin Army Community Hospital—Ft. Benning				
2008	82.9%*	N/A	82.9%*	N/A
2007	83.6%*	N/A	83.6%*	N/A
Moncrief Army Community Hospital—Ft. Jackson				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Tripler Army Medical Center—Ft. Shafter				
2008	86.1%	N/A	86.1%	N/A
2007	91.7%	N/A	91.7%	N/A
Walter Reed Army Medical Center—Washington, DC				
2008	95.2% ↑	N/A	95.2%	N/A
2007	85.9%	N/A	85.9%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2008	89.6%*	N/A	89.6%*	N/A
2007	86.6%*	N/A	86.6%*	N/A
Winn Army Community Hospital—Ft. Stewart				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Womack Army Medical Center—Ft. Bragg				
2008	95.3%*	N/A	95.3%*	N/A
2007	82.8%*	N/A	82.8%*	N/A
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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.

## 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
<b>Overall—MHS 2008</b>	<b>79.0%</b>	<b>N/A</b>	<b>79.0%</b>	<b>N/A</b>
<b>Overall—MHS 2007</b>	<b>76.3%</b>	<b>N/A</b>	<b>76.3%</b>	<b>N/A</b>
<b>Army, Overall</b>	<b>81.2%</b>	<b>N/A</b>	<b>81.2%</b>	<b>N/A</b>
121st General Hospital—Seoul				
2008	N/A	N/A	N/A	N/A
2007	93.1%*	N/A	93.1%*	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2008	88.6%*	N/A	88.6%*	N/A
2007	64.7%*	N/A	64.7%*	N/A
Brooke Army Medical Center—Ft. Sam Houston				
2008	84.8%	N/A	84.8%	N/A
2007	77.8%	N/A	77.8%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	87.7%**	N/A	87.7%**	N/A
2007	69.0%*	N/A	69.0%*	N/A
Dewitt Army Community Hospital—Ft. Belvoir				
2008	76.0%**	N/A	76.0%**	N/A
2007	95.8%**	N/A	95.8%**	N/A
Eisenhower Army Medical Center—Ft. Gordon				
2008	86.2%*	N/A	86.2%*	N/A
2007	80.6%*	N/A	80.6%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	70.6%*	N/A	70.6%*	N/A
2007	70.6%*	N/A	70.6%*	N/A
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2008	98.6%** ↑	N/A	98.6%**	N/A
2007	67.3%**	N/A	67.3%**	N/A
Irwin Army Community Hospital—Ft. Riley				
2008	N/A	N/A	N/A	N/A
2007	33.8%**	N/A	33.8%**	N/A
Keller Army Community Hospital—West Point				
2008	72.9%**	N/A	72.9%**	N/A
2007	70.3%**	N/A	70.3%**	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
<b>Landstuhl Regional Medcen</b>				
2008	95.0%** ↑	N/A	95.0%**	N/A
2007	82.8%*	N/A	82.8%*	N/A
<b>Leonard Wood Army Community Hospital—Ft. Leonard Wood</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Madigan Army Medical Center—Ft. Lewis</b>				
2008	70.8%	N/A	70.8%	N/A
2007	69.8%	N/A	69.8%	N/A
<b>Martin Army Community Hospital—Ft. Benning</b>				
2008	92.4%* ↑	N/A	92.4%*	N/A
2007	79.9%*	N/A	79.9%*	N/A
<b>Moncrief Army Community Hospital—Ft. Jackson</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Reynolds Army Community Hospital—Ft. Sill</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Tripler Army Medical Center—Ft. Shafter</b>				
2008	74.4%	N/A	74.4%	N/A
2007	77.4%	N/A	77.4%	N/A
<b>Walter Reed Army Medical Center—Washington, DC</b>				
2008	77.6%	N/A	77.6%	N/A
2007	76.0%	N/A	76.0%	N/A
<b>Weed Army Community Hospital—Ft. Irwin</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>William Beaumont Army Medical Center—Ft. Bliss</b>				
2008	88.7%*	N/A	88.7%*	N/A
2007	73.4%*	N/A	73.4%*	N/A
<b>Winn Army Community Hospital—Ft. Stewart</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Womack Army Medical Center—Ft. Bragg</b>				
2008	80.0%*	N/A	80.0%*	N/A
2007	77.1%*	N/A	77.1%*	N/A
<b>Wuerzburg Meddac</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A

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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
<b>Overall—MHS 2008</b>	<b>79.5%</b>	<b>79.8%</b>	<b>85.2%</b>	<b>74.4%</b>
<b>Overall—MHS 2007</b>	<b>78.7%</b>	<b>80.3%</b>	<b>82.6%</b>	<b>73.6%</b>
<b>Army, Overall</b>	<b>76.8%</b>	<b>77.5%</b>	<b>83.8%</b>	<b>70.9%</b>
121st General Hospital—Seoul				
2008	70.0%*	N/A	N/A	N/A
2007	85.1%*	N/A	86.5%*	83.2%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	83.2%*	N/A	N/A	77.5%**
2007	81.9%*	N/A	N/A	82.8%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	58.7%*	N/A	N/A	42.2%**
2007	87.2%*	N/A	N/A	89.4%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	80.1%	62.2%*	94.7%*	80.6%*
2007	73.8%	72.9%*	84.2%*	71.4%
Brooke Army Medical Center—Ft. Sam Houston				
2008	80.1%	77.6%	83.4%	N/A
2007	83.0%	85.1%	80.1%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	77.2%	79.0%*	97.6%**	71.9%*
2007	69.7%	76.1%*	63.7%*	68.7%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	86.7% ↑	95.0%*	64.9%**	86.7%*
2007	77.4%	87.0%*	81.6%**	71.4%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	83.7%	85.2%*	81.6%*	N/A
2007	79.2%	75.4%	85.9%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	67.4% ↓	74.6%*	89.8%*	60.1%*
2007	72.8%	80.9%*	77.8%*	68.0%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	82.0%*	N/A	N/A	88.5%**
Ireland Army Community Hospital—Ft. Knox				
2008	75.0%*	N/A	76.2%**	78.9%**
2007	64.6%*	N/A	60.8%**	65.1%**
Irwin Army Community Hospital—Ft. Riley				
2008	74.9%*	N/A	N/A	69.1%*
2007	69.7%*	65.1%**	81.2%**	67.0%*
Keller Army Community Hospital—West Point				
2008	92.5%* ↑	N/A	98.8%**	N/A
2007	85.4%*	N/A	90.0%**	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				
2008	81.9%*	72.9%*	93.3%**	81.4%**
2007	79.2%	82.6%*	79.3%*	75.1%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	75.8%*	60.7%*	N/A	87.4%*
2007	77.8%*	83.9%*	N/A	72.3%*
Madigan Army Medical Center—Ft. Lewis				
2008	75.4%	82.8%	73.7%	69.1%
2007	67.2%	68.0%	72.3%	61.4%
Martin Army Community Hospital—Ft. Benning				
2008	70.0%	79.0%*	74.2%**	51.6%*
2007	72.2%	70.8%*	79.6%*	68.5%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	61.8%**	N/A	N/A	N/A
2007	72.0%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	81.0%*	71.9%*	N/A	84.1%**
2007	75.4%	78.2%*	N/A	75.2%*
Tripler Army Medical Center—Ft. Shafter				
2008	74.8%	78.2%	76.3%	71.8%
2007	68.8%	70.5%	81.5%	59.9%
Walter Reed Army Medical Center—Washington, DC				
2008	87.4% ↑	84.1%	91.1%	N/A
2007	80.6%	83.9%	76.6%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	85.5%**	N/A	N/A	N/A
2007	79.5%**	N/A	N/A	89.9%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	80.9%	76.2%	95.3%*	70.0%*
2007	82.7%	87.7%	83.7%*	74.7%*
Winn Army Community Hospital—Ft. Stewart				
2008	82.8%*	N/A	N/A	82.4%**
2007	65.6%*	N/A	N/A	68.0%*
Womack Army Medical Center—Ft. Bragg				
2008	64.3% ↓	71.2%	71.3%*	58.3%
2007	77.3%	82.8%*	80.7%*	72.5%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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
<b>Overall—MHS 2008</b>	<b>55.2%</b>	<b>54.8%</b>	<b>59.0%</b>	<b>50.9%</b>
<b>Overall—MHS 2007</b>	<b>53.8%</b>	<b>53.1%</b>	<b>56.7%</b>	<b>50.7%</b>
<b>Army, Overall</b>	<b>51.7%</b>	<b>55.4%</b>	<b>54.4%</b>	<b>44.7%</b>
121st General Hospital—Seoul				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2008	46.8%*	N/A	N/A	49.2%**
2007	47.9%*	N/A	41.7%**	41.9%**
Brooke Army Medical Center—Ft. Sam Houston				
2008	63.5%	66.9%*	60.5%*	N/A
2007	56.2%	57.1%*	55.4%*	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	59.1%**	N/A	N/A	N/A
2007	60.9%*	N/A	N/A	74.2%**
Dewitt Army Community Hospital—Ft. Belvoir				
2008	58.4%**	N/A	N/A	54.1%**
2007	52.6%**	N/A	N/A	N/A
Eisenhower Army Medical Center—Ft. Gordon				
2008	62.1%*	66.0%**	59.7%*	N/A
2007	48.2%*	45.9%*	51.7%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	45.2%*	N/A	N/A	N/A
2007	58.7%**	N/A	N/A	62.7%**
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Irwin Army Community Hospital—Ft. Riley				
2008	N/A	N/A	N/A	N/A
2007	31.9%**	N/A	N/A	N/A
Keller Army Community Hospital—West Point				
2008	N/A	N/A	N/A	N/A
2007	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				
2008	N/A	N/A	N/A	N/A
2007	52.0%**	N/A	69.9%**	N/A
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	N/A	N/A	N/A	N/A
2007	70.3%**	N/A	N/A	N/A
Madigan Army Medical Center—Ft. Lewis				
2008	42.0%	34.9%*	44.3%*	47.2%**
2007	35.0%	49.6%*	29.4%*	21.9%**
Martin Army Community Hospital—Ft. Benning				
2008	52.0%**	N/A	N/A	N/A
2007	33.4%**	N/A	N/A	N/A
Moncrief Army Community Hospital—Ft. Jackson				
2008	N/A ↓	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	46.5%**	N/A	N/A	N/A
2007	61.7%**	N/A	N/A	N/A
Tripler Army Medical Center—Ft. Shafter				
2008	42.0%*	46.6%**	39.1%**	40.8%**
2007	47.7%*	54.8%**	59.2%**	37.9%*
Walter Reed Army Medical Center—Washington, DC				
2008	61.0%*	57.5%*	63.4%*	N/A
2007	57.6%*	62.4%*	53.4%*	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2008	55.2%*	52.4%**	57.3%**	N/A
2007	47.6%*	53.3%*	48.8%**	N/A
Winn Army Community Hospital—Ft. Stewart				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Womack Army Medical Center—Ft. Bragg				
2008	43.4%*	48.9%**	N/A	32.8%**
2007	47.3%*	55.4%**	N/A	26.0%**
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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

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
<b>Overall—MHS 2008</b>	<b>97.9%</b>	<b>97.2%</b>	<b>98.3%</b>	<b>98.3%</b>
<b>Overall—MHS 2007</b>	<b>97.6%</b>	<b>96.9%</b>	<b>98.5%</b>	<b>97.7%</b>
<b>Army, Overall</b>	<b>97.8%</b>	<b>97.6%</b>	<b>98.6%</b>	<b>97.4%</b>
121st General Hospital—Seoul				
2008	98.9%**	N/A	N/A	N/A
2007	88.7%*	N/A	93.7%*	82.8%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	100%* ↑	N/A	N/A	100%**
2007	100%*	N/A	N/A	100%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	100%* ↑	N/A	N/A	100%**
2007	94.6%*	84.7%**	N/A	100%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	96.9%	100%*	100%*	94.7%*
2007	98.8%	100%*	100%*	98.2%
Brooke Army Medical Center—Ft. Sam Houston				
2008	99.1% ↑	98.7%	99.7%	N/A
2007	98.9%	98.7%	99.3%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	98.0%	96.9%*	100%**	98.4%*
2007	97.8%	97.9%*	96.8%*	98.2%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	96.1%	100%*	100%**	93.8%*
2007	98.3%	100%*	100%**	96.9%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	96.5%	95.5%*	97.8%*	N/A
2007	97.6%	96.8%	99.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	98.2%	100%*	98.6%*	97.4%*
2007	99.6%	98.3%*	100%*	100%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	100%*	N/A	N/A	100%**
Ireland Army Community Hospital—Ft. Knox				
2008	100%* ↑	N/A	100%**	100%**
2007	98.7%*	N/A	100%**	96.4%**
Irwin Army Community Hospital—Ft. Riley				
2008	95.9%*	N/A	N/A	93.1%*
2007	98.1%*	100%**	97.2%**	97.9%*
Keller Army Community Hospital—West Point				
2008	100%* ↑	N/A	100%**	N/A
2007	97.9%*	N/A	100%**	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
<b>Landstuhl Regional Medcen</b>				
2008	100%* ↑	100%*	100%**	100%**
2007	98.8%	100%*	98.8%*	97.4%*
<b>Leonard Wood Army Community Hospital—Ft. Leonard Wood</b>				
2008	100%* ↑	100%*	N/A	100%**
2007	98.2%*	95.4%*	N/A	100%*
<b>Madigan Army Medical Center—Ft. Lewis</b>				
2008	97.8%	99.1%	98.6%	95.9%
2007	95.7%	94.6%	99.0%	93.5%
<b>Martin Army Community Hospital—Ft. Benning</b>				
2008	96.0%	97.3%*	89.9%*	100%*
2007	92.3%	85.6%*	100%*	97.9%*
<b>Moncrief Army Community Hospital—Ft. Jackson</b>				
2008	93.2%**	N/A	N/A	N/A
2007	89.7%**	N/A	N/A	N/A
<b>Reynolds Army Community Hospital—Ft. Sill</b>				
2008	98.9%*	98.6%*	N/A	100%**
2007	96.2%	97.6%*	N/A	94.2%*
<b>Tripler Army Medical Center—Ft. Shafter</b>				
2008	98.0%	99.2%	98.8%	96.9%
2007	98.9%	99.1%	99.2%	98.5%
<b>Walter Reed Army Medical Center—Washington, DC</b>				
2008	98.7%	98.3%	99.1%	N/A
2007	98.3%	97.7%	99.0%	N/A
<b>Weed Army Community Hospital—Ft. Irwin</b>				
2008	100%** ↑	N/A	N/A	N/A
2007	100%*	N/A	N/A	100%**
<b>William Beaumont Army Medical Center—Ft. Bliss</b>				
2008	95.4%	92.2%	98.8%*	97.0%*
2007	98.2%	96.6%	99.1%*	100%*
<b>Winn Army Community Hospital—Ft. Stewart</b>				
2008	99.0%*	N/A	N/A	100%**
2007	95.7%*	100%**	N/A	93.7%*
<b>Womack Army Medical Center—Ft. Bragg</b>				
2008	95.6%	94.0%	92.9%*	97.5%
2007	97.5%	99.3%	97.1%*	96.5%
<b>Wuerzburg Meddac</b>				
2008	N/A	N/A	N/A	N/A
2007	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.

## 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
<b>Overall—MHS 2008</b>	<b>71.2%</b>	<b>69.3%</b>	<b>73.9%</b>	<b>75.3%</b>
<b>Overall—MHS 2007</b>	<b>68.7%</b>	<b>66.5%</b>	<b>71.6%</b>	<b>73.1%</b>
<b>Army, Overall</b>	<b>73.9%</b>	<b>74.0%</b>	<b>74.7%</b>	<b>70.6%</b>
121st General Hospital—Seoul				
2008	67.0%**	N/A	N/A	N/A
2007	66.9%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2008	N/A	N/A	N/A	N/A
2007	74.8%**	N/A	N/A	N/A
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	N/A	N/A	N/A	N/A
2007	95.6%**	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2008	79.6%*	73.3%**	81.2%**	N/A
2007	60.8%*	47.3%*	52.7%**	82.7%**
Brooke Army Medical Center—Ft. Sam Houston				
2008	80.5% ↑	80.1%	81.5%	N/A
2007	73.6%	77.7%	65.3%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	81.5%*	75.9%*	N/A	N/A
2007	63.3%*	56.1%*	68.4%**	N/A
Dewitt Army Community Hospital—Ft. Belvoir				
2008	79.6%*	91.4%**	N/A	N/A
2007	82.6%*	88.6%*	N/A	N/A
Eisenhower Army Medical Center—Ft. Gordon				
2008	75.7%	75.9%*	75.2%*	N/A
2007	68.4%	65.7%	74.4%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	63.8%*	66.6%**	73.5%**	N/A
2007	77.7%*	88.7%*	53.9%**	N/A
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2008	80.0%**	N/A	N/A	N/A
2007	62.0%**	N/A	N/A	N/A
Irwin Army Community Hospital—Ft. Riley				
2008	N/A	N/A	N/A	N/A
2007	62.7%**	N/A	N/A	N/A
Keller Army Community Hospital—West Point				
2008	N/A	N/A	N/A	N/A
2007	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
<b>Landstuhl Regional Medcen</b>				
2008	73.0%*	77.8%**	N/A	N/A
2007	68.5%*	70.4%*	60.0%*	N/A
<b>Leonard Wood Army Community Hospital—Ft. Leonard Wood</b>				
2008	64.1%*	57.1%**	N/A	N/A
2007	66.7%*	52.0%**	N/A	N/A
<b>Madigan Army Medical Center—Ft. Lewis</b>				
2008	67.6%	65.0%	69.3%*	76.9%**
2007	60.6%	60.8%	58.6%*	64.2%**
<b>Martin Army Community Hospital—Ft. Benning</b>				
2008	78.1%*	71.6%*	83.8%**	N/A
2007	68.0%*	65.3%*	86.3%**	N/A
<b>Moncrief Army Community Hospital—Ft. Jackson</b>				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Reynolds Army Community Hospital—Ft. Sill</b>				
2008	70.5%*	89.0%**	N/A	N/A
2007	64.9%*	65.2%*	N/A	N/A
<b>Tripler Army Medical Center—Ft. Shafter</b>				
2008	65.5%	70.0%*	62.4%*	58.9%**
2007	66.1%	56.2%	83.4%*	59.3%**
<b>Walter Reed Army Medical Center—Washington, DC</b>				
2008	72.9%	69.8%	77.8%*	N/A
2007	71.7%	71.3%	72.5%*	N/A
<b>Weed Army Community Hospital—Ft. Irwin</b>				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>William Beaumont Army Medical Center—Ft. Bliss</b>				
2008	68.8%	59.2%*	81.9%*	N/A
2007	75.4%	69.2%	89.4%*	N/A
<b>Winn Army Community Hospital—Ft. Stewart</b>				
2008	60.5%**	N/A	N/A	N/A
2007	53.5%**	N/A	N/A	N/A
<b>Womack Army Medical Center—Ft. Bragg</b>				
2008	81.1%	83.5%	76.9%**	73.6%**
2007	65.1%	65.6%*	68.9%**	N/A
<b>Wuerzburg Meddac</b>				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A

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## 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
<b>Overall—MHS 2008</b>	<b>74.0%</b>	<b>73.2%</b>	<b>77.6%</b>	<b>71.9%</b>
<b>Overall—MHS 2007</b>	<b>71.2%</b>	<b>71.3%</b>	<b>73.9%</b>	<b>69.0%</b>
<b>Army, Overall</b>	<b>75.2%</b>	<b>74.4%</b>	<b>81.1%</b>	<b>71.6%</b>
121st General Hospital—Seoul				
2008	75.4%*	N/A	N/A	N/A
2007	85.7%*	N/A	83.5%*	86.6%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	74.1%*	N/A	N/A	75.0%**
2007	61.2%*	N/A	N/A	55.7%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	83.2%*	N/A	N/A	76.4%**
2007	82.0%*	95.4%**	N/A	82.6%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	73.7%	59.2%*	78.4%*	76.7%*
2007	70.4%	81.0%*	54.3%*	72.1%
Brooke Army Medical Center—Ft. Sam Houston				
2008	81.0% ↑	81.7%	80.1%	N/A
2007	77.1%	79.8%	73.3%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	68.2%	62.9%*	95.4%**	65.8%*
2007	63.3%	69.1%*	68.4%*	58.8%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	73.3%	72.2%*	72.1%**	74.1%*
2007	70.5%	74.5%*	84.0%**	65.8%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	81.8%	85.0%*	77.2%*	N/A
2007	70.3%	70.1%	70.5%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	76.0%	76.5%*	81.7%*	74.5%*
2007	75.7%	89.6%*	65.1%*	74.6%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	64.3%*	N/A	N/A	56.7%**
Ireland Army Community Hospital—Ft. Knox				
2008	87.7%* ↑	N/A	79.9%**	89.7%**
2007	80.0%*	N/A	68.4%**	90.9%**
Irwin Army Community Hospital—Ft. Riley				
2008	71.7%*	N/A	N/A	65.6%*
2007	64.5%*	42.5%**	73.3%**	67.7%*
Keller Army Community Hospital—West Point				
2008	96.6%* ↑	N/A	96.1%**	N/A
2007	96.1%*	N/A	98.7%**	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
<b>Landstuhl Regional Medcen</b>				
2008	81.5%*	90.1%*	84.5%**	64.7%**
2007	76.5%	81.6%*	73.8%*	74.2%*
<b>Leonard Wood Army Community Hospital—Ft. Leonard Wood</b>				
2008	73.3%*	70.1%*	N/A	81.0%*
2007	84.5%*	77.3%*	N/A	86.9%*
<b>Madigan Army Medical Center—Ft. Lewis</b>				
2008	65.5% ↓	72.4%	66.8%	57.8%
2007	59.8%	57.5%	60.5%	62.0%
<b>Martin Army Community Hospital—Ft. Benning</b>				
2008	75.6%	74.1%*	87.0%*	65.7%*
2007	68.0%	71.7%*	73.3%*	58.1%*
<b>Moncrief Army Community Hospital—Ft. Jackson</b>				
2008	82.0%**	N/A	N/A	N/A
2007	68.1%**	N/A	N/A	N/A
<b>Reynolds Army Community Hospital—Ft. Sill</b>				
2008	74.3%*	85.0%*	N/A	60.8%**
2007	67.4%	63.1%*	N/A	71.1%*
<b>Tripler Army Medical Center—Ft. Shafter</b>				
2008	70.3%	59.9%	78.0%	71.8%
2007	61.6%	61.0%	75.2%	53.1%
<b>Walter Reed Army Medical Center—Washington, DC</b>				
2008	78.6%	74.8%	83.4%	N/A
2007	72.1%	73.3%	70.4%	N/A
<b>Weed Army Community Hospital—Ft. Irwin</b>				
2008	67.4%**	N/A	N/A	N/A
2007	68.8%*	N/A	N/A	60.8%**
<b>William Beaumont Army Medical Center—Ft. Bliss</b>				
2008	74.7%	59.9%	90.5%*	81.4%*
2007	65.8%	69.5%	61.8%*	64.1%*
<b>Winn Army Community Hospital—Ft. Stewart</b>				
2008	76.3%*	N/A	N/A	76.6%**
2007	64.9%*	63.0%**	N/A	67.7%*
<b>Womack Army Medical Center—Ft. Bragg</b>				
2008	77.4%	72.7%	85.8%*	79.4%
2007	62.6%	76.6%	74.8%*	49.3%
<b>Wuerzburg Meddac</b>				
2008	N/A	N/A	N/A	N/A
2007	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.

## 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
<b>Overall—MHS 2008</b>	<b>21.5%</b>	<b>23.8%</b>	<b>23.3%</b>	<b>17.3%</b>
<b>Overall—MHS 2007</b>	<b>11.4%</b>	<b>11.5%</b>	<b>12.0%</b>	<b>10.7%</b>
<b>Army, Overall</b>	<b>25.0%</b>	<b>27.7%</b>	<b>27.0%</b>	<b>20.7%</b>
121st General Hospital—Seoul				
2008	30.4%*	N/A	N/A	N/A
2007	14.3%*	N/A	16.6%*	11.5%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	19.2%*	N/A	N/A	12.4%**
2007	7.0%*	N/A	N/A	3.8%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	26.9%*	N/A	N/A	13.9%**
2007	6.1%*	0.0%**	N/A	8.4%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	30.5%	40.4%*	14.4%*	33.6%*
2007	16.0%	19.2%*	13.6%*	15.9%
Brooke Army Medical Center—Ft. Sam Houston				
2008	24.7%	24.3%	25.2%	N/A
2007	12.1%	11.0%	13.9%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	19.1%	21.8%*	16.4%**	18.0%*
2007	8.7%	14.4%*	8.6%*	5.9%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	23.4%	23.6%*	25.9%**	22.9%*
2007	13.4%	20.7%*	4.2%**	10.3%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	32.0%	31.8%*	32.2%*	N/A
2007	13.0%	13.5%	11.8%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	23.1%	35.9%*	16.8%*	19.8%*
2007	11.2%	11.0%*	8.6%*	12.2%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	12.2%*	N/A	N/A	20.9%**
Ireland Army Community Hospital—Ft. Knox				
2008	33.2%*	N/A	30.8%**	30.5%**
2007	23.0%*	N/A	12.3%**	22.9%**
Irwin Army Community Hospital—Ft. Riley				
2008	26.6%*	N/A	N/A	29.7%*
2007	10.9%*	15.5%**	5.3%**	11.5%*
Keller Army Community Hospital—West Point				
2008	38.3%*	N/A	40.8%**	N/A
2007	38.9%*	N/A	43.0%**	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
<b>Landstuhl Regional Medcen</b>				
2008	30.3%*	28.3%*	39.3%**	23.5%**
2007	8.3%	5.2%*	12.8%*	6.0%*
<b>Leonard Wood Army Community Hospital—Ft. Leonard Wood</b>				
2008	33.5%*	38.2%*	N/A	33.1%*
2007	20.0%*	16.6%*	N/A	21.5%*
<b>Madigan Army Medical Center—Ft. Lewis</b>				
2008	25.4%	29.7%	31.0%	17.6%
2007	10.8%	10.5%	10.0%	12.0%
<b>Martin Army Community Hospital—Ft. Benning</b>				
2008	25.2%	36.1%*	26.7%*	5.4%*
2007	14.8%	17.7%*	16.7%*	8.6%*
<b>Moncrief Army Community Hospital—Ft. Jackson</b>				
2008	12.7%**	N/A	N/A	N/A
2007	12.0%**	N/A	N/A	N/A
<b>Reynolds Army Community Hospital—Ft. Sill</b>				
2008	28.1%*	32.8%*	N/A	21.1%**
2007	10.9%	11.4%*	N/A	8.6%*
<b>Tripler Army Medical Center—Ft. Shafter</b>				
2008	14.9% ↓	11.6%	12.6%	18.1%
2007	7.9%	8.5%	8.3%	7.3%
<b>Walter Reed Army Medical Center—Washington, DC</b>				
2008	28.9%	28.4%	29.5%	N/A
2007	10.7%	8.2%	14.0%	N/A
<b>Weed Army Community Hospital—Ft. Irwin</b>				
2008	26.7%**	N/A	N/A	N/A
2007	14.7%*	N/A	N/A	26.2%**
<b>William Beaumont Army Medical Center—Ft. Bliss</b>				
2008	26.0%	26.5%	30.1%*	19.5%*
2007	11.7%	10.9%	15.0%*	9.9%*
<b>Winn Army Community Hospital—Ft. Stewart</b>				
2008	23.2%*	N/A	N/A	26.8%**
2007	13.8%*	N/A	N/A	13.8%*
<b>Womack Army Medical Center—Ft. Bragg</b>				
2008	24.7%	28.0%	36.9%*	19.8%
2007	8.7%	10.6%	1.8%*	9.9%
<b>Wuerzburg Meddac</b>				
2008	N/A	N/A	N/A	N/A
2007	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.

## The Hospital Environment

### How often was the temperature in your room comfortable?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>Overall—MHS 2008</b>	<b>51.4%</b>	<b>52.8%</b>	<b>59.1%</b>	<b>43.0%</b>
<b>Overall—MHS 2007</b>	<b>49.2%</b>	<b>52.3%</b>	<b>55.4%</b>	<b>40.5%</b>
<b>Army, Overall</b>	<b>49.9%</b>	<b>53.8%</b>	<b>59.5%</b>	<b>38.4%</b>
121st General Hospital—Seoul				
2008	62.7%*	N/A	N/A	N/A
2007	50.0%*	N/A	51.8%*	32.7%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	42.4%*	N/A	N/A	29.1%**
2007	54.0%*	N/A	N/A	48.3%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	44.8%*	N/A	N/A	45.3%**
2007	50.3%*	85.9%**	N/A	31.2%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	45.2%	50.6%*	63.7%*	36.2%*
2007	40.1%	56.7%*	47.4%*	34.1%
Brooke Army Medical Center—Ft. Sam Houston				
2008	57.4% ↑	61.7%	51.5%	N/A
2007	51.2%	52.9%	48.8%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	42.2%	49.8%*	44.4%**	36.7%*
2007	42.3%	48.7%*	50.6%*	36.3%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	33.2% ↓	33.0%*	61.6%**	28.5%*
2007	27.1%	52.7%*	46.0%**	6.2%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	55.1%	54.6%*	55.8%*	N/A
2007	53.7%	51.4%	58.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	43.7%	52.7%*	50.0%*	38.6%*
2007	39.6%	58.8%*	36.0%*	33.6%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	59.6%*	N/A	N/A	34.4%**
Ireland Army Community Hospital—Ft. Knox				
2008	58.8%*	N/A	74.6%**	27.9%**
2007	50.3%*	N/A	66.6%**	36.5%**
Irwin Army Community Hospital—Ft. Riley				
2008	53.2%*	N/A	N/A	47.3%*
2007	26.8%*	24.2%**	34.1%**	25.1%*
Keller Army Community Hospital—West Point				
2008	67.1%*	N/A	73.5%**	N/A
2007	55.2%*	N/A	50.5%**	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				
2008	61.2%* ↑	73.4%*	62.7%**	40.1%**
2007	53.1%	54.9%*	68.1%*	31.9%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	51.0%*	46.9%*	N/A	53.6%*
2007	48.4%*	55.7%*	N/A	42.0%*
Madigan Army Medical Center—Ft. Lewis				
2008	47.3%	55.4%	54.1%	34.5%
2007	43.2%	46.0%	44.4%	38.5%
Martin Army Community Hospital—Ft. Benning				
2008	52.8%	46.7%*	71.3%*	43.2%*
2007	48.0%	60.3%*	58.5%*	20.0%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	63.6%**	N/A	N/A	N/A
2007	67.1%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	49.3%*	52.0%*	N/A	42.2%**
2007	42.3%	50.2%*	N/A	31.0%*
Tripler Army Medical Center—Ft. Shafter				
2008	47.8%	47.9%	60.1%	40.2%
2007	44.9%	43.3%	59.2%	36.6%
Walter Reed Army Medical Center—Washington, DC				
2008	47.4%	42.8%	53.2%	N/A
2007	49.5%	46.3%	53.6%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	52.8%**	N/A	N/A	N/A
2007	50.0%*	N/A	N/A	47.3%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	50.1%	41.9%	64.5%*	45.9%*
2007	45.8%	55.0%	51.4%*	26.3%*
Winn Army Community Hospital—Ft. Stewart				
2008	38.8%*	N/A	N/A	27.4%**
2007	25.9%*	24.7%**	N/A	22.9%*
Womack Army Medical Center—Ft. Bragg				
2008	50.5%	64.8%	54.4%*	38.5%
2007	42.1%	52.0%	38.5%*	36.9%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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.

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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.

## The Hospital Environment

### How often did the equipment in your room work properly?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>Overall—MHS 2008</b>	<b>68.8%</b>	<b>71.2%</b>	<b>75.0%</b>	<b>60.7%</b>
<b>Overall—MHS 2007</b>	<b>66.8%</b>	<b>70.2%</b>	<b>73.0%</b>	<b>57.5%</b>
<b>Army, Overall</b>	<b>68.2%</b>	<b>72.8%</b>	<b>74.2%</b>	<b>58.6%</b>
121st General Hospital—Seoul				
2008	70.7%*	N/A	N/A	N/A
2007	80.5%*	N/A	77.9%*	79.5%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	83.9%* ↑	N/A	N/A	79.9%**
2007	68.9%*	N/A	N/A	64.5%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	69.6%*	N/A	N/A	55.5%**
2007	86.3%*	95.4%**	N/A	78.1%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	68.1%	64.2%*	80.7%*	64.8%*
2007	62.4%	74.4%*	72.0%*	56.9%
Brooke Army Medical Center—Ft. Sam Houston				
2008	77.7% ↑	84.3%	68.4%	N/A
2007	75.7%	77.2%	73.5%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	68.0%	78.3%*	62.8%**	62.3%*
2007	68.5%	76.3%*	74.8%*	62.4%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	45.6% ↓	68.3%*	49.0%**	35.0%*
2007	48.9%	62.1%*	63.7%**	37.8%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	75.0%	79.2%*	68.7%*	N/A
2007	67.0%	65.2%	70.6%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	65.1%	72.7%*	60.0%*	63.2%*
2007	65.0%	77.7%*	66.3%*	59.6%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	72.0%*	N/A	N/A	39.5%**
Ireland Army Community Hospital—Ft. Knox				
2008	69.3%*	N/A	85.6%**	57.5%**
2007	65.9%*	N/A	67.0%**	58.4%**
Irwin Army Community Hospital—Ft. Riley				
2008	82.8%* ↑	N/A	N/A	85.6%*
2007	55.5%*	53.5%**	53.1%**	56.8%*
Keller Army Community Hospital—West Point				
2008	82.9%* ↑	N/A	89.4%**	N/A
2007	76.1%*	N/A	73.6%**	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				
2008	72.8%*	88.8%*	75.6%**	44.8%**
2007	54.6%	60.4%*	69.9%*	27.5%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	71.4%*	71.4%*	N/A	74.7%*
2007	78.0%*	79.2%*	N/A	73.6%*
Madigan Army Medical Center—Ft. Lewis				
2008	68.3%	72.1%	74.3%	60.7%
2007	67.9%	69.2%	68.3%	65.9%
Martin Army Community Hospital—Ft. Benning				
2008	66.8%	79.7%*	80.7%*	30.7%*
2007	61.7%	71.4%*	75.2%*	35.9%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	82.2%**	N/A	N/A	N/A
2007	76.5%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	63.4%*	55.4%*	N/A	66.4%**
2007	69.2%	76.7%*	N/A	58.8%*
Tripler Army Medical Center—Ft. Shafter				
2008	62.0%	60.7%	63.6%	61.9%
2007	57.7%	58.5%	67.0%	50.8%
Walter Reed Army Medical Center—Washington, DC				
2008	59.2% ↓	52.5%	67.8%	N/A
2007	66.0%	69.1%	61.9%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	62.7%**	N/A	N/A	N/A
2007	58.3%*	N/A	N/A	40.7%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	73.3%	80.0%	83.8%*	44.0%*
2007	66.3%	65.9%	71.4%*	62.1%*
Winn Army Community Hospital—Ft. Stewart				
2008	69.4%*	N/A	N/A	60.4%**
2007	54.5%*	68.3%**	N/A	56.2%*
Womack Army Medical Center—Ft. Bragg				
2008	64.2%	70.9%	84.9%*	54.7%
2007	61.9%	70.5%	76.1%*	50.6%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A

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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
<b>Overall—MHS 2008</b>	<b>67.1%</b>	<b>68.5%</b>	<b>69.5%</b>	<b>55.9%</b>
<b>Overall—MHS 2007</b>	<b>64.8%</b>	<b>66.8%</b>	<b>67.1%</b>	<b>51.9%</b>
<b>Army, Overall</b>	<b>67.2%</b>	<b>68.8%</b>	<b>71.9%</b>	<b>56.8%</b>
121st General Hospital—Seoul				
2008	N/A	N/A	N/A	N/A
2007	71.3%*	N/A	78.5%**	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2008	66.2%**	N/A	N/A	N/A
2007	46.8%*	N/A	N/A	45.0%*
Brooke Army Medical Center—Ft. Sam Houston				
2008	71.0%	69.3%	73.0%	N/A
2007	77.5%	79.3%	75.4%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	62.1%*	81.8%**	N/A	N/A
2007	55.8%*	69.9%**	43.2%**	N/A
Dewitt Army Community Hospital—Ft. Belvoir				
2008	57.3%*	N/A	N/A	58.1%*
2007	68.3%*	N/A	N/A	64.5%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	79.5%* ↑	86.9%**	74.3%*	N/A
2007	76.8%*	75.6%*	78.6%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	56.6%*	67.4%**	66.1%**	51.8%*
2007	57.1%*	N/A	47.4%**	N/A
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2008	70.6%**	N/A	N/A	N/A
2007	61.6%**	N/A	53.9%**	N/A
Irwin Army Community Hospital—Ft. Riley				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Keller Army Community Hospital—West Point				
2008	N/A	N/A	N/A	N/A
2007	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				
2008	72.8%*	79.3%**	69.5%**	N/A
2007	57.2%	58.5%*	62.2%*	45.1%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	73.3%**	61.8%**	N/A	N/A
2007	80.2%**	86.1%**	N/A	N/A
Madigan Army Medical Center—Ft. Lewis				
2008	66.1%	72.3%	67.5%	58.4%*
2007	60.8%	60.4%	66.9%	53.0%*
Martin Army Community Hospital—Ft. Benning				
2008	71.6%**	60.2%**	N/A	N/A
2007	52.1%*	51.7%**	N/A	N/A
Moncrief Army Community Hospital—Ft. Jackson				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Tripler Army Medical Center—Ft. Shafter				
2008	54.5% ↓	47.1%*	56.5%*	N/A
2007	57.9%	55.4%*	62.1%*	N/A
Walter Reed Army Medical Center—Washington, DC				
2008	75.5%	69.1%	82.0%*	N/A
2007	68.4%	65.7%*	71.2%*	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	N/A	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2008	72.0%	74.0%*	73.5%*	N/A
2007	58.8%	62.6%*	54.4%*	N/A
Winn Army Community Hospital—Ft. Stewart				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
Womack Army Medical Center—Ft. Bragg				
2008	65.4%	68.0%*	63.1%**	63.2%*
2007	59.0%	64.2%*	59.9%*	53.4%*
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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.

## 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
<b>Overall—MHS 2008</b>	<b>79.2%</b>	<b>83.2%</b>	<b>63.8%</b>	<b>90.7%</b>
<b>Overall—MHS 2007</b>	<b>88.8%</b>	<b>82.3%</b>	<b>92.2%</b>	<b>91.1%</b>
<b>Army, Overall</b>	<b>80.0%</b>	<b>83.1%</b>	<b>66.6%</b>	<b>89.2%</b>
121st General Hospital—Seoul				
2008	56.9%** ↓	N/A	N/A	N/A
2007	95.8%*	N/A	96.8%*	100%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	83.7%*	N/A	N/A	84.7%**
2007	77.5%*	N/A	N/A	75.7%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	87.4%**	N/A	N/A	N/A
2007	92.4%**	N/A	N/A	88.3%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	82.4%	85.0%**	54.8%*	94.6%*
2007	83.4%	71.6%**	90.5%*	83.5%
Brooke Army Medical Center—Ft. Sam Houston				
2008	72.4% ↓	88.0%	59.6%	N/A
2007	91.3%	89.7%	92.7%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	84.4%	84.0%**	71.2%**	88.0%*
2007	90.8%	82.5%**	93.0%*	92.9%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	92.5% ↑	80.9%**	86.0%**	98.5%*
2007	92.9%*	97.7%**	92.8%**	90.9%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	71.0%	79.8%*	63.8%*	N/A
2007	87.2%	82.5%*	93.1%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	82.6%	62.5%**	79.3%*	90.5%*
2007	87.6%	83.4%**	86.3%*	89.3%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	93.5%*	N/A	N/A	89.6%**
Ireland Army Community Hospital—Ft. Knox				
2008	69.8%*	N/A	58.5%**	65.8%**
2007	85.1%*	N/A	81.1%**	85.5%**
Irwin Army Community Hospital—Ft. Riley				
2008	86.0%*	N/A	N/A	92.5%**
2007	88.2%*	N/A	94.5%**	89.8%*
Keller Army Community Hospital—West Point				
2008	89.9%**	N/A	86.1%**	N/A
2007	96.7%*	N/A	96.9%**	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				
2008	78.0%*	84.3%**	61.8%**	89.5%**
2007	82.2%	67.2%*	91.9%*	86.6%*
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	80.5%*	92.5%**	N/A	82.8%**
2007	86.1%*	66.4%**	N/A	90.8%**
Madigan Army Medical Center—Ft. Lewis				
2008	82.6%	85.7%	78.2%	83.2%*
2007	84.2%	80.0%	86.5%	86.5%*
Martin Army Community Hospital—Ft. Benning				
2008	77.4%*	81.8%*	68.8%**	82.4%**
2007	95.3%	97.7%*	91.5%*	95.6%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	61.9%**	N/A	N/A	N/A
2007	86.5%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	75.8%*	70.5%**	N/A	100%**
2007	92.0%*	98.1%**	N/A	92.9%*
Tripler Army Medical Center—Ft. Shafter				
2008	78.3%	74.7%*	63.5%	89.7%
2007	89.0%	71.7%*	92.2%	95.7%
Walter Reed Army Medical Center—Washington, DC				
2008	81.7%	94.5%	70.5%	N/A
2007	89.1%	85.4%	92.4%	N/A
Weed Army Community Hospital—Ft. Irwin				
2008	N/A	N/A	N/A	N/A
2007	85.1%**	N/A	N/A	86.3%**
William Beaumont Army Medical Center—Ft. Bliss				
2008	84.9%	80.4%*	80.8%*	97.9%*
2007	89.5%	89.3%*	80.1%*	100%*
Winn Army Community Hospital—Ft. Stewart				
2008	87.7%*	N/A	N/A	95.4%**
2007	82.5%*	N/A	N/A	82.3%*
Womack Army Medical Center—Ft. Bragg				
2008	83.5%	71.3%*	83.5%*	91.1%
2007	84.1%	68.8%*	82.7%*	92.8%
Wuerzburg Meddac				
2008	N/A	N/A	N/A	N/A
2007	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.

## 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
<b>Overall—MHS 2008</b>	<b>67.7%</b>	<b>96.2%</b>	<b>97.6%</b>	<b>36.5%</b>
<b>Overall—MHS 2007</b>	<b>66.7%</b>	<b>95.5%</b>	<b>97.7%</b>	<b>34.9%</b>
<b>Army, Overall</b>	<b>68.3%</b>	<b>97.1%</b>	<b>98.0%</b>	<b>39.5%</b>
121st General Hospital—Seoul				
2008	71.6%**	N/A	N/A	N/A
2007	75.8%*	N/A	100%**	41.5%**
Bassett Army Community Hospital—Ft. Wainwright				
2008	58.7%*	N/A	N/A	44.6%**
2007	41.3%*	N/A	N/A	31.5%*
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	55.6%**	N/A	N/A	41.0%**
2007	55.8%*	N/A	N/A	34.6%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	45.8% ↓	92.6%**	100%**	27.6%*
2007	43.1%	92.5%**	100%**	31.6%
Brooke Army Medical Center—Ft. Sam Houston				
2008	96.9% ↑	95.3%	99.1%	N/A
2007	97.1%	95.1%	99.6%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	63.3%	92.3%**	N/A	48.3%*
2007	55.7%	98.4%**	100%**	36.0%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	55.2% ↓	93.6%**	N/A	42.7%*
2007	56.9%*	97.2%**	N/A	38.9%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	98.8%	100%*	97.5%*	N/A
2007	92.5%	92.3%*	92.8%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	48.8% ↓	100%**	100%**	30.4%*
2007	55.1%	100%**	94.9%**	38.8%
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
2007	68.0%**	N/A	N/A	55.2%**
Ireland Army Community Hospital—Ft. Knox				
2008	66.2%*	N/A	N/A	39.5%**
2007	67.9%*	N/A	N/A	42.5%**
Irwin Army Community Hospital—Ft. Riley				
2008	66.2%*	N/A	N/A	53.4%*
2007	54.3%*	N/A	N/A	43.1%*
Keller Army Community Hospital—West Point				
2008	87.7%** ↑	N/A	N/A	N/A
2007	85.1%**	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
<b>Landstuhl Regional Medcen</b>				
2008	79.4%* ↑	100%**	N/A	54.1%**
2007	71.3%	96.3%**	100%*	38.8%*
<b>Leonard Wood Army Community Hospital—Ft. Leonard Wood</b>				
2008	60.4%*	97.4%**	N/A	36.3%*
2007	48.3%*	97.7%**	N/A	16.5%*
<b>Madigan Army Medical Center—Ft. Lewis</b>				
2008	68.2%	97.1%	94.3%*	39.0%
2007	73.3%	95.5%	98.9%	37.9%
<b>Martin Army Community Hospital—Ft. Benning</b>				
2008	77.3%*	100%**	100%**	48.7%*
2007	69.0%	92.6%*	100%**	28.9%*
<b>Moncrief Army Community Hospital—Ft. Jackson</b>				
2008	N/A ↑	N/A	N/A	N/A
2007	N/A	N/A	N/A	N/A
<b>Reynolds Army Community Hospital—Ft. Sill</b>				
2008	52.4%* ↓	97.7%**	N/A	28.1%**
2007	70.6%*	91.4%*	N/A	54.5%*
<b>Tripler Army Medical Center—Ft. Shafter</b>				
2008	60.6% ↓	98.5%*	99.3%*	38.2%
2007	60.1%	97.5%*	98.5%*	35.4%
<b>Walter Reed Army Medical Center—Washington, DC</b>				
2008	97.1% ↑	98.4%	95.9%	N/A
2007	95.4%	94.1%	97.2%	N/A
<b>Weed Army Community Hospital—Ft. Irwin</b>				
2008	N/A	N/A	N/A	N/A
2007	46.0%**	N/A	N/A	21.4%**
<b>William Beaumont Army Medical Center—Ft. Bliss</b>				
2008	81.4% ↑	95.8%*	100%*	48.5%*
2007	75.3%	98.3%*	98.9%*	38.0%*
<b>Winn Army Community Hospital—Ft. Stewart</b>				
2008	45.7%* ↓	N/A	N/A	36.2%**
2007	50.0%*	N/A	N/A	38.1%*
<b>Womack Army Medical Center—Ft. Bragg</b>				
2008	54.3% ↓	96.2%*	100%**	31.8%
2007	51.0%	96.7%*	88.9%**	30.0%
<b>Wuerzburg Meddac</b>				
2008	N/A	N/A	N/A	N/A
2007	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
<b>Overall—MHS 2008</b>	<b>76.1%</b>	<b>73.8%</b>	<b>81.8%</b>	<b>74.2%</b>
<b>Army, Overall</b>	<b>76.5%</b>	<b>76.9%</b>	<b>82.8%</b>	<b>71.2%</b>
121st General Hospital—Seoul				
2008	84.5%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2008	78.1%*	N/A	N/A	80.0%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	66.7%*	N/A	N/A	65.3%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	70.6%	62.1%*	98.1%*	62.9%*
Brooke Army Medical Center—Ft. Sam Houston				
2008	79.8%	78.0%	82.4%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	78.7%	87.8%*	85.4%**	71.4%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	79.9%	80.3%*	90.5%**	78.0%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	84.9% ↑	88.1%*	80.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	74.6%	73.4%*	82.4%*	73.2%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2008	68.0%*	N/A	68.3%**	61.8%**
Irwin Army Community Hospital—Ft. Riley				
2008	76.3%*	N/A	N/A	72.7%*
Keller Army Community Hospital—West Point				
2008	93.9%* ↑	N/A	92.2%**	N/A
Landstuhl Regional Medcen				
2008	83.6%*	83.0%*	85.2%**	82.9%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	79.5%*	74.4%*	N/A	85.6%*
Madigan Army Medical Center—Ft. Lewis				
2008	71.6%	69.8%	73.0%	72.6%
Martin Army Community Hospital—Ft. Benning				
2008	74.7%	76.0%*	73.2%*	74.2%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	70.1%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	71.4%*	77.0%*	N/A	55.4%**
Tripler Army Medical Center—Ft. Shafter				
2008	77.3%	79.0%	85.5%	71.5%

(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
Walter Reed Army Medical Center—Washington, DC 2008	79.5%	77.1%	82.4%	N/A
Weed Army Community Hospital—Ft. Irwin 2008	73.9%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss 2008	79.1%	72.0%	84.6%*	85.5%*
Winn Army Community Hospital—Ft. Stewart 2008	64.6%*	N/A	N/A	57.1%**
Womack Army Medical Center—Ft. Bragg 2008	71.4%	71.2%	94.6%*	66.7%
Wuerzburg Meddac 2008	N/A	N/A	N/A	N/A

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## Trust Question

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>Overall—MHS 2008</b>	<b>86.2%</b>	<b>84.5%</b>	<b>91.1%</b>	<b>84.1%</b>
<b>Army, Overall</b>	<b>85.5%</b>	<b>85.1%</b>	<b>92.2%</b>	<b>80.8%</b>
121st General Hospital—Seoul				
2008	95.0%* ↑	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2008	87.4%*	N/A	N/A	86.2%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	79.0%*	N/A	N/A	70.9%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	78.7%	70.2%*	92.7%*	76.1%*
Brooke Army Medical Center—Ft. Sam Houston				
2008	89.3%	85.6%	94.4%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	83.8%	88.1%*	88.0%**	80.0%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	90.9%	95.2%*	100%**	87.5%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	92.0% ↑	95.2%*	87.3%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	85.7%	89.9%*	85.5%*	84.0%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2008	83.6%*	N/A	90.7%**	82.6%**
Irwin Army Community Hospital—Ft. Riley				
2008	81.8%*	N/A	N/A	81.4%*
Keller Army Community Hospital—West Point				
2008	93.9%*	N/A	92.2%**	N/A
Landstuhl Regional Medcen				
2008	94.0%* ↑	91.4%*	100%**	91.4%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	79.9%*	70.8%*	N/A	90.1%*
Madigan Army Medical Center—Ft. Lewis				
2008	80.8%	76.4%	86.3%	81.7%
Martin Army Community Hospital—Ft. Benning				
2008	83.2%	82.7%*	98.3%*	67.0%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	95.6%** ↑	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	83.0%*	83.2%*	N/A	76.3%**
Tripler Army Medical Center—Ft. Shafter				
2008	82.3%	83.3%	85.3%	79.9%

(continued)

## Trust Question

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Walter Reed Army Medical Center—Washington, DC 2008	89.5%	83.8%	96.8%	N/A
Weed Army Community Hospital—Ft. Irwin 2008	82.6%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss 2008	89.3%	85.9%	94.7%*	88.4%*
Winn Army Community Hospital—Ft. Stewart 2008	72.3%*	N/A	N/A	67.2%**
Womack Army Medical Center—Ft. Bragg 2008	84.2%	85.3%	97.0%*	80.6%
Wuerzburg Meddac 2008	N/A	N/A	N/A	N/A

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## Trust Question

**You completely trusted your health care providers decisions about which medical treatments were best for you. (% Strongly or Somewhat Agree)**

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>Overall—MHS 2008</b>	<b>85.9%</b>	<b>83.5%</b>	<b>92.3%</b>	<b>83.4%</b>
<b>Army, Overall</b>	<b>84.9%</b>	<b>83.8%</b>	<b>92.7%</b>	<b>80.1%</b>
121st General Hospital—Seoul				
2008	87.2%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2008	86.3%*	N/A	N/A	84.1%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	78.3%*	N/A	N/A	72.9%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	76.1% ↓	69.1%*	98.8%*	69.6%*
Brooke Army Medical Center—Ft. Sam Houston				
2008	90.8% ↑	89.8%	92.2%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	79.8%	81.5%*	88.0%**	76.9%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	86.7%	96.5%*	96.9%**	80.7%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	89.2%	90.5%*	87.4%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	86.4%	76.2%*	88.7%*	89.9%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2008	86.9%*	N/A	90.3%**	77.4%**
Irwin Army Community Hospital—Ft. Riley				
2008	87.4%*	N/A	N/A	85.9%*
Keller Army Community Hospital—West Point				
2008	91.1%*	N/A	92.2%**	N/A
Landstuhl Regional Medcen				
2008	89.2%*	86.1%*	95.7%**	86.9%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	86.4%*	77.4%*	N/A	92.8%*
Madigan Army Medical Center—Ft. Lewis				
2008	81.8%	77.1%	88.1%	82.7%
Martin Army Community Hospital—Ft. Benning				
2008	78.9%	77.0%*	97.4%*	61.9%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	83.0%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	82.5%*	80.2%*	N/A	78.2%**
Tripler Army Medical Center—Ft. Shafter				
2008	83.7%	84.8%	89.3%	79.8%

(continued)

## Trust Question

**You completely trusted your health care providers decisions about which medical treatments were best for you (continued)**

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Walter Reed Army Medical Center—Washington, DC 2008	91.1% ↑	86.1%	97.5%	N/A
Weed Army Community Hospital—Ft. Irwin 2008	88.4%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss 2008	90.1%	85.5%	94.5%*	93.0%*
Winn Army Community Hospital—Ft. Stewart 2008	76.0%*	N/A	N/A	73.8%**
Womack Army Medical Center—Ft. Bragg 2008	81.0%	80.9%	95.7%*	78.0%
Wuerzburg Meddac 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. (% *Strongly or Somewhat Agree*)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>Overall—MHS 2008</b>	<b>85.6%</b>	<b>82.1%</b>	<b>91.6%</b>	<b>84.8%</b>
<b>Army, Overall</b>	<b>84.8%</b>	<b>81.9%</b>	<b>92.3%</b>	<b>82.3%</b>
121st General Hospital—Seoul 2008	91.3%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright 2008	83.2%*	N/A	N/A	84.9%**
Bayne-Jones Army Community Hospital—Ft. Polk 2008	82.0%*	N/A	N/A	79.8%**
Blanchfield Army Community Hospital—Ft. Campbell 2008	75.3% ↓	70.0%*	92.7%*	70.4%*
Brooke Army Medical Center—Ft. Sam Houston 2008	90.2% ↑	88.5%	92.7%	N/A
Darnall Army Community Hospital—Ft. Hood 2008	81.6%	82.7%*	97.6%**	77.7%*
Dewitt Army Community Hospital—Ft. Belvoir 2008	82.6%	82.9%*	96.9%**	80.2%*
Eisenhower Army Medical Center—Ft. Gordon 2008	88.8%	88.7%*	88.9%*	N/A
Evans Army Community Hospital—Ft. Carson 2008	88.7%	81.5%*	85.4%*	92.3%*
Heidelberg Meddac 2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox 2008	81.4%*	N/A	89.2%**	72.7%**
Irwin Army Community Hospital—Ft. Riley 2008	82.7%*	N/A	N/A	78.0%*
Keller Army Community Hospital—West Point 2008	81.4%*	N/A	84.0%**	N/A
Landstuhl Regional Medcen 2008	88.0%*	75.4%*	100%**	95.2%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood 2008	76.8%*	60.8%*	N/A	93.1%*
Madigan Army Medical Center—Ft. Lewis 2008	84.7%	78.9%	92.1%	85.9%
Martin Army Community Hospital—Ft. Benning 2008	78.6%	78.0%*	92.3%*	64.4%*
Moncrief Army Community Hospital—Ft. Jackson 2008	89.5%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill 2008	81.2%*	88.4%*	N/A	68.2%**
Tripler Army Medical Center—Ft. Shafter 2008	87.0%	82.1%	96.9%	83.8%

(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
Walter Reed Army Medical Center—Washington, DC 2008	89.4%	86.1%	93.7%	N/A
Weed Army Community Hospital—Ft. Irwin 2008	97.9%** ↑	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss 2008	87.0%	84.5%	88.0%*	90.4%*
Winn Army Community Hospital—Ft. Stewart 2008	75.9%*	N/A	N/A	78.5%**
Womack Army Medical Center—Ft. Bragg 2008	81.6%	74.3%	95.7%*	84.3%
Wuerzburg Meddac 2008	N/A	N/A	N/A	N/A

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## Trust Question

**All in all, you had complete trust in your health care provider. (% Strongly or Somewhat Agree)**

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>Overall—MHS 2008</b>	<b>86.8%</b>	<b>84.4%</b>	<b>93.3%</b>	<b>84.3%</b>
<b>Army, Overall</b>	<b>85.5%</b>	<b>84.1%</b>	<b>92.8%</b>	<b>81.4%</b>
121st General Hospital—Seoul				
2008	91.3%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2008	84.5%*	N/A	N/A	89.2%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	75.9%*	N/A	N/A	66.0%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	74.4% ↓	61.3%*	92.7%*	71.9%*
Brooke Army Medical Center—Ft. Sam Houston				
2008	90.1% ↑	90.1%	90.0%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	80.9%	88.3%*	97.8%**	72.6%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	90.8%	94.0%*	96.9%**	88.4%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	87.9%	87.6%*	88.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	84.3%	82.2%*	87.0%*	84.6%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2008	89.7%*	N/A	90.5%**	83.2%**
Irwin Army Community Hospital—Ft. Riley				
2008	85.0%*	N/A	N/A	82.7%*
Keller Army Community Hospital—West Point				
2008	93.4%*	N/A	92.2%**	N/A
Landstuhl Regional Medcen				
2008	87.2%*	83.1%*	95.7%**	84.2%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	81.8%*	67.3%*	N/A	93.1%*
Madigan Army Medical Center—Ft. Lewis				
2008	84.3%	78.2%	88.9%	87.5%
Martin Army Community Hospital—Ft. Benning				
2008	81.9%	82.0%*	97.4%*	64.9%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	88.7%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	84.2%*	83.8%*	N/A	78.6%**
Tripler Army Medical Center—Ft. Shafter				
2008	84.1%	84.9%	90.1%	80.1%

(continued)

## Trust Question

### All in all, you had complete trust in your health care provider (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Walter Reed Army Medical Center—Washington, DC 2008	92.3% ↑	88.5%	97.2%	N/A
Weed Army Community Hospital—Ft. Irwin 2008	89.2%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss 2008	88.6%	79.7%	99.5%*	90.7%*
Winn Army Community Hospital—Ft. Stewart 2008	84.8%*	N/A	N/A	85.3%**
Womack Army Medical Center—Ft. Bragg 2008	83.0%	80.4%	95.7%*	82.5%
Wuerzburg Meddac 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 did not refer you to a specialist when needed. (%  
Strongly or Somewhat Disagree)**

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>Overall—MHS 2008</b>	<b>57.9%</b>	<b>61.0%</b>	<b>64.4%</b>	<b>48.8%</b>
<b>Army, Overall</b>	<b>56.2%</b>	<b>60.2%</b>	<b>63.6%</b>	<b>46.2%</b>
121st General Hospital—Seoul				
2008	48.5%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2008	46.4%*	N/A	N/A	27.8%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2008	72.9%*	N/A	N/A	69.9%**
Blanchfield Army Community Hospital—Ft. Campbell				
2008	57.0%	56.2%*	67.4%*	53.3%*
Brooke Army Medical Center—Ft. Sam Houston				
2008	67.2% ↑	67.7%	66.5%	N/A
Darnall Army Community Hospital—Ft. Hood				
2008	54.6%	56.8%*	81.0%**	47.4%*
Dewitt Army Community Hospital—Ft. Belvoir				
2008	52.0%	77.7%*	25.8%**	45.5%*
Eisenhower Army Medical Center—Ft. Gordon				
2008	63.5%	63.1%*	64.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2008	55.0%	63.5%*	68.4%*	48.8%*
Heidelberg Meddac				
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2008	47.7%*	N/A	56.3%**	35.4%**
Irwin Army Community Hospital—Ft. Riley				
2008	47.4%*	N/A	N/A	47.6%*
Keller Army Community Hospital—West Point				
2008	57.2%*	N/A	59.2%**	N/A
Landstuhl Regional Medcen				
2008	57.4%*	52.4%*	63.5%**	58.6%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2008	48.9%*	53.9%*	N/A	48.9%*
Madigan Army Medical Center—Ft. Lewis				
2008	54.3%	59.3%	58.8%	46.3%
Martin Army Community Hospital—Ft. Benning				
2008	57.0%	67.1%*	48.1%*	49.7%*
Moncrief Army Community Hospital—Ft. Jackson				
2008	50.0%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2008	53.8%*	55.3%*	N/A	45.3%**
Tripler Army Medical Center—Ft. Shafter				
2008	53.4%	60.9%	65.1%	42.0%

(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
Walter Reed Army Medical Center—Washington, DC 2008	68.6% ↑	63.2%	75.3%	N/A
Weed Army Community Hospital—Ft. Irwin 2008	53.3%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss 2008	56.6%	57.0%	63.3%*	46.4%*
Winn Army Community Hospital—Ft. Stewart 2008	49.1%*	N/A	N/A	40.6%**
Womack Army Medical Center—Ft. Bragg 2008	48.4% ↓	49.3%	81.7%*	40.8%
Wuerzburg Meddac 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. (% *Strongly or Somewhat Agree*)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
<b>Overall—MHS 2008</b>	<b>85.6%</b>	<b>84.5%</b>	<b>91.2%</b>	<b>82.4%</b>
<b>Army, Overall</b>	<b>84.1%</b>	<b>83.7%</b>	<b>90.0%</b>	<b>80.2%</b>
121st General Hospital—Seoul 2008	87.6%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright 2008	85.9%*	N/A	N/A	80.1%**
Bayne-Jones Army Community Hospital—Ft. Polk 2008	84.9%*	N/A	N/A	80.9%**
Blanchfield Army Community Hospital—Ft. Campbell 2008	74.8% ↓	66.2%*	92.7%*	71.0%*
Brooke Army Medical Center—Ft. Sam Houston 2008	89.1% ↑	89.7%	88.2%	N/A
Darnall Army Community Hospital—Ft. Hood 2008	82.4%	83.9%*	97.8%**	78.0%*
Dewitt Army Community Hospital—Ft. Belvoir 2008	83.3%	81.6%*	82.4%**	84.2%*
Eisenhower Army Medical Center—Ft. Gordon 2008	89.7%	91.3%*	87.2%*	N/A
Evans Army Community Hospital—Ft. Carson 2008	82.5%	83.7%*	82.9%*	82.0%*
Heidelberg Meddac 2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox 2008	91.3%*	N/A	100%**	77.9%**
Irwin Army Community Hospital—Ft. Riley 2008	82.5%*	N/A	N/A	81.8%*
Keller Army Community Hospital—West Point 2008	84.6%*	N/A	84.0%**	N/A
Landstuhl Regional Medcen 2008	85.1%*	80.1%*	87.7%**	90.5%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood 2008	75.4%*	61.6%*	N/A	88.7%*
Madigan Army Medical Center—Ft. Lewis 2008	83.3%	80.2%	89.3%	82.8%
Martin Army Community Hospital—Ft. Benning 2008	83.6%	80.7%*	98.1%*	72.7%*
Moncrief Army Community Hospital—Ft. Jackson 2008	89.5%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill 2008	84.9%*	89.3%*	N/A	74.9%**
Tripler Army Medical Center—Ft. Shafter 2008	82.4%	86.2%	87.2%	77.5%

(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
Walter Reed Army Medical Center—Washington, DC 2008	90.5% ↑	85.9%	96.4%	N/A
Weed Army Community Hospital—Ft. Irwin 2008	68.5%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss 2008	84.1%	77.5%	90.7%*	87.5%*
Winn Army Community Hospital—Ft. Stewart 2008	79.8%*	N/A	N/A	78.5%**
Womack Army Medical Center—Ft. Bragg 2008	82.5%	79.2%	92.7%*	83.1%
Wuerzburg Meddac 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 think your health care 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
<b>Overall—MHS 2008</b>	<b>34.3%</b>	<b>34.3%</b>	<b>41.6%</b>	<b>28.2%</b>
<b>Army, Overall</b>	<b>30.9%</b>	<b>32.0%</b>	<b>37.9%</b>	<b>24.3%</b>
121st General Hospital—Seoul 2008	34.9%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright 2008	30.3%*	N/A	N/A	23.0%**
Bayne-Jones Army Community Hospital—Ft. Polk 2008	17.1%* ↓	N/A	N/A	20.2%**
Blanchfield Army Community Hospital—Ft. Campbell 2008	21.9% ↓	26.7%*	32.0%*	16.2%*
Brooke Army Medical Center—Ft. Sam Houston 2008	32.9%	31.7%	34.5%	N/A
Darnall Army Community Hospital—Ft. Hood 2008	30.1%	32.4%*	43.9%**	25.7%*
Dewitt Army Community Hospital—Ft. Belvoir 2008	39.3%	49.2%*	40.9%**	34.5%*
Eisenhower Army Medical Center—Ft. Gordon 2008	30.9%	28.1%*	35.0%*	N/A
Evans Army Community Hospital—Ft. Carson 2008	29.4%	25.9%*	40.6%*	28.1%*
Heidelberg Meddac 2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox 2008	19.9%*	N/A	15.1%**	15.9%**
Irwin Army Community Hospital—Ft. Riley 2008	36.3%*	N/A	N/A	30.8%*
Keller Army Community Hospital—West Point 2008	39.8%*	N/A	37.8%**	N/A
Landstuhl Regional Medcen 2008	34.2%*	37.4%*	46.6%**	15.5%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood 2008	25.6%*	18.5%*	N/A	30.7%*
Madigan Army Medical Center—Ft. Lewis 2008	34.0%	32.4%	43.1%	29.9%
Martin Army Community Hospital—Ft. Benning 2008	25.1%	23.0%*	32.1%*	20.9%*
Moncrief Army Community Hospital—Ft. Jackson 2008	25.6%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill 2008	25.9%*	36.3%*	N/A	15.0%**
Tripler Army Medical Center—Ft. Shafter 2008	28.2%	35.3%	32.9%	21.1%

(continued)

## Trust Question

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Walter Reed Army Medical Center—Washington, DC 2008	44.7% ↑	43.3%	46.6%	N/A
Weed Army Community Hospital—Ft. Irwin 2008	22.6%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss 2008	31.1%	27.8%	39.5%*	25.8%*
Winn Army Community Hospital—Ft. Stewart 2008	15.5%* ↓	N/A	N/A	14.2%**
Womack Army Medical Center—Ft. Bragg 2008	29.1%	28.5%	51.5%*	24.8%
Wuerzburg Meddac 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 2008 TRISS Mail Survey

### TRISS Mail Survey Sample

The survey population for the 2008 TRICARE Inpatient Satisfaction Survey (TRISS) consisted of TRICARE beneficiaries who received inpatient hospital care from July 1, 2008, through September 30, 2008, 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 2008. 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 41,254 beneficiaries included in the Mail Survey sample, of whom 27,167 (65.9%) were DC beneficiaries and 14,087 (34.1%) were PC beneficiaries. The distribution of cases in the sample by a number of subpopulations of interest, including military service/branch, age, discharge month, etc., for the DC and PC samples is shown in **Tables A1** and **A2**.

**Table A1. Sample Distribution for July–September 2008 Direct Care Mail Survey**

	July	August	Sept	Total
<b>Age Group</b>				
18–44	5,934	6,359	6,653	18,946
45–64	1,582	1,571	1,792	4,945
65+	916	924	1,436	3,276
Total	8,432	8,854	9,881	27,167
<b>Product Type</b>				
Medical	3,033	3,148	3,690	9,871
Surgical	2,094	2,194	2,334	6,622
Childbirth	3,305	3,512	3,857	10,674
Total	8,432	8,854	9,881	27,167
<b>Military Service</b>				
Army	4,401	4,715	5,134	14,250
Navy	2,615	2,673	3,027	8,315
Air Force	1,416	1,466	1,720	4,602
Total	8,432	8,854	9,881	27,167
<b>TRICARE Region</b>				
North	2,570	2,655	3,011	8,236
South	2,197	2,280	2,473	6,950
West	2,722	2,890	3,327	8,939
OCONUS	943	1,029	1,070	3,042
Total	8,432	8,854	9,881	27,167

**Table A2. Sample Distribution for July–September 2008 Purchased Care Mail Survey**

	July	August	Sept	Total
<b>Age Group</b>				
18–44	1,609	1,632	1,481	4,722
45–64	1,216	1,137	849	3,202
65+	2,201	2,165	1,797	6,363
Total	5,026	4,934	4,127	14,087
<b>Product Type</b>				
Medical	2,398	2,279	1,892	6,569
Surgical	1,758	1,749	1,324	4,831
Childbirth	870	906	911	2,687
Total	5,026	4,934	4,127	14,087
<b>TRICARE Region</b>				
North	1,803	1,775	1,438	5,016
South	1,572	1,550	1,305	4,427
West	1,574	1,537	1,311	4,422
OCONUS	77	72	73	222
Total	5,026	4,934	4,127	14,087

## Mail Survey Data Collection

Data collection for the 2008 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 2008 TRISS Mail Survey**

Discharge Month	First Questionnaire	Second Questionnaire
<b>Direct Care Sample</b>		
July 2008	November 3, 2008	November 24, 2008
August 2008	December 1, 2008	December 29, 2008
September 2008	January 5, 2009	January 23, 2009
<b>Purchased Care Sample</b>		
July–September 2008	January 5, 2009	January 23, 2009

## Data Collection Results

Data collection resulted in obtaining a response rate of 29.9% with the DC sample, 48.5% with the PC sample, and an overall response rate of 36.2%. 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 DC and PC 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 for females (43.6%).

- **Response Rates, by Product Type.** For direct care, the response rate was identical for sample members who received medical services and surgical care (34.6% and 34.2 respectively) and lowest for obstetrics patients (22.9%). For purchased care, the response rate was highest for sample members who received surgical care (58.4%), followed by those who received medical (51.9%) and obstetrics (22.8%) services.
- **Response Rates, by Military Service.** For direct care, the response rate was highest for Air Force (36.4%), followed by the Navy (29.5%) and Army (28.1%).
- **Response Rates, by TRICARE Region.** For purchased care, the response rate was highest from sample members in the West Region (51.1%) followed closely by the South Region (49.5%). The response rate for OCONUS was the lowest at 38.0%.
- **Response Rates, by Beneficiary Category.** For both direct care and purchased care, the response rate was highest among retired military personnel at 56.5% and 63.8%, respectively.
- **Response Rates, by Discharge Month.** For both direct care and purchased care, the response rate for sample members discharged in July was highest at 33.1% for direct care and 49.2% for purchased care. Similarly, the lowest response rates by discharge month was August for both direct care (26.7%) and purchased care (47.7%).

**Table A4. Response Rates for the Direct Care Sample**

Category	Number Eligible	Number Responded	Response Rate (%)
<b>Total</b>	27,099	8,104	29.91
<b>Age Group</b>			
18–34	15,239	2,692	17.67*
35–44	3,705	959	25.88*
45–64	4,938	2,330	47.19*
65+	3,217	2,123	65.99*
<b>Gender</b>			
Male	9,309	2,857	30.69
Female	17,790	5,247	29.49
<b>Tricare Region</b>			
North	8,221	2,625	31.93*
South	6,926	2,182	31.50*
West	8,913	2,712	30.43
OCONUS	3,039	585	19.25*
<b>Product Line</b>			
Medical	9,815	3,400	34.64*
Surgical	6,610	2,265	34.27*
Obstetrics	10,674	2,439	22.85*
<b>Military Service Type</b>			
Army	14,216	3,993	28.09*
Navy	8,301	2,445	29.45
Air Force	4,582	1,666	36.36*
<b>Beneficiary Category</b>			
Active Duty	8,531	1,098	12.87*
Retired	3,972	2,243	56.47*
Dependent of Active Duty	10,098	2,534	25.09*
Dependent of Retired	3,357	1,744	51.95*
Dependent of Survivor	747	401	53.68*
Others	394	84	21.32*
<b>Month</b>			
July	8,409	2,784	33.11*
August	8,843	2,270	25.67*
September	9,847	3,050	30.97*

\*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
<b>Total</b>	13,980	6,785	48.53
<b>Age Group</b>			
18–34	3,492	667	19.10*
35–44	1,228	324	26.38*
45–64	3,192	1,645	51.54*
65+	6,068	4,149	68.38*
<b>Gender</b>			
Male	5,119	2,918	57.00*
Female	8,861	3,867	43.64*
<b>Tricare Region</b>			
North	4,977	2,365	47.52
South	4,399	2,174	49.42
West	4,382	2,163	49.36
OCONUS	222	83	37.39*
<b>Product Type</b>			
Medical	6,479	3,363	51.91*
Surgical	4,814	2,809	58.35*
Obstetrics	2,687	613	22.81*
<b>Beneficiary Category</b>			
Active Duty	890	127	14.27*
Retired	4,497	2,867	63.75*
Dependent of Active Duty	3,207	739	23.04*
Dependent of Retired	3,643	2,118	58.14*
Dependent of Survivor	1,598	908	56.82*
Others	145	26	17.93*
<b>Discharge Month</b>			
July	4,994	2,457	49.20
August	4,891	2,333	47.70
September	4,095	1,995	48.72

\* 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)**

<b>Category</b>	<b>Number Eligible</b>	<b>Number Responded</b>	<b>Response Rate (%)</b>
<b>Total</b>	41,079	14,889	36.24
<b>Age Group</b>			
18–34	18,731	3,359	17.93*
35–44	4,933	1,283	26.01*
45–64	8,130	3,975	48.89*
65+	9,285	6,272	67.55*
<b>Gender</b>			
Male	14,428	5,775	40.03*
Female	26,651	9,114	34.20*
<b>Tricare Region</b>			
North	13,198	4,990	37.81*
South	11,325	4,356	38.46*
West	13,295	4,875	36.67
OCONUS	3,261	668	20.48*
<b>Product Line</b>			
Medical	16,294	6,763	41.51*
Surgical	11,424	5,074	44.42*
Obstetrics	13,361	3,052	22.84*
<b>Military Service Type</b>			
Army	14,216	3,993	28.09*
Navy	8,301	2,445	29.45
Air Force	4,582	1,666	36.36*
<b>Beneficiary Category</b>			
Active Duty	9,421	1,225	13.00*
Retired	8,469	5,110	60.34*
Dependent of Active Duty	13,305	3,273	24.60*
Dependent of Retired	7,000	3,862	55.17*
Dependent of Survivor	2,345	1,309	55.82*
Others	539	110	20.41*
<b>Month</b>			
July	13,403	5,241	39.10*
August	13,734	4,603	33.52*
September	13,942	5,045	36.19

\* 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 2008  
TRICARE Inpatient Satisfaction Survey**

**Table B1. DRG Codes Used to Construct the Sample Frame on the 2008 TRICARE Inpatient Satisfaction Survey<sup>1</sup>**

<b>Service Line/ Product Type</b>	<b>DRG</b>
<b>Maternity Care</b>	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> )
<b>Medical</b>	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
<b>Surgical</b>	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
<b>Ineligible</b>	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.

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