

TRICARE Outpatient Satisfaction Survey (TROSS)

Air Force Annual Report

May 2008 – April 2009

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Section 1:
Executive Summary and Key Findings

Executive Summary and Key Findings

Executive Summary

The TRICARE Outpatient Satisfaction Survey (TROSS) reports on experiences of beneficiaries who receive outpatient care from the Military Health System Direct Care (DC) military treatment facilities (MTFs) and through its civilian network of providers, also known as Purchased Care (PC).

The survey includes questions from the Clinician and Group Consumer Assessment of Healthcare Providers and Systems (C&G CAHPS®) survey instrument where adults and sponsors of children are asked about either their or their child's recent experiences as an outpatient, specifically focusing on: (1) access to care, (2) doctor or provider communication and courtesy, (3) effectiveness of the clerks/receptionists at the doctor's office, and (4) overall satisfaction with TRICARE. Administration guidelines follow the most current instructions from the CAHPS Quality Assurance Guidelines.

The 2009 Direct Care network had 22.8 million encounters. The 2009 Direct Care sample consisted of 293,195 TRICARE beneficiaries receiving care at military treatment facilities (MTF)s. Of the total number sampled, 43,178 responded to the mail survey for an overall Direct Care AAPOR response rate of 16.3%. The Direct Care report is broken out by Service and includes further breakouts by military treatment facility.

This report summarizes the satisfaction of beneficiaries who received care at Air Force MTFs between May 1, 2008 and April 30, 2009. Statistical comparisons to the 2009 Direct Care Civilian Benchmark are provided. For the Air Force MTFs, 79,250 beneficiaries received a survey and 13,056 beneficiaries responded. The AAPOR response rate for the Air Force was 17.5%. Details on the full survey are included in Appendix A: Methodology Report.

The 2009 Civilian Benchmark is derived from a random sample selected from Synovate's Consumer Opinion Panel, which is a cross-section of American households. The panel members complete the same questionnaire used on the TROSS. The results of the Civilian Benchmark survey are adjusted to match the beneficiary population in terms of gender, age, and type of care.

Highlights of Results

Military Health System Overall: For both of the key indicators of satisfaction (*Overall rating of health care* and *Overall rating of provider*) the MHS is significantly different from the MHS Wide Civilian Benchmark. Fifty percent (50%) of MHS beneficiaries rated their health care with a 9 or 10, compared with 53% of Civilian respondents rating their overall health care with a 9 or 10. Eight-six percent (86%) of MHS beneficiaries rated their provider with an 8, 9, or 10, compared with Civilian respondents, of whom 83% rated their provider with an 8, 9, or 10. MHS satisfaction is significantly higher than MHS Wide Civilian Benchmark for all CAHPS Composites: *Access to Care*, *Doctors Communicate*, and *Office Staff*. MHS satisfaction is also significantly higher than the MHS Civilian Benchmark for *Timely appt for routine care* and *Talk about prescriptions*. Between Direct and Purchased Care networks, Direct Care beneficiaries are less satisfied with their care. Among beneficiary categories, Active Duty are the least satisfied and Retirees and Family Members 65+ are the most satisfied in their outpatient care. Overall, MHS Wide outpatient satisfaction scores increased from 2008 to 2009 (46% to 50%).

Direct Care Results: The proportion that rated their health care a 9 or 10 is significantly lower among Direct Care beneficiaries (33%) when compared to the Direct Care Civilian Benchmark (44%). This trend is consistent across the Services. Direct Care beneficiary satisfaction is significantly lower than the Civilian Benchmark for all Balanced Scorecard questions: *Ease of making appt by phone*, *Overall rating of health care*, *Doctor knew your important medical hx*, *Timely appt for routine care*, and *Get results on test or X-ray*. This pattern is also consistent across the Services. However, Direct Care satisfaction is significantly higher than the Civilians (64% vs. 61%) for *Talk about prescriptions*. Among beneficiary categories, Retirees and Family Members 65+ are the most satisfied in their outpatient care.

Air Force Results: Similar to results for Direct Care beneficiaries, the proportion of Air Force beneficiaries that rated their health care a 9 or 10 is significantly lower (31%) when compared to the Direct Care Civilian Benchmark (44%). Among Air Force beneficiaries, *Office Staff* is significantly higher (73%) than the Civilian Benchmark (70%). Air Force beneficiary satisfaction is significantly lower than the Civilian Benchmark for all Balanced Scorecard questions: *Ease of making appt by phone*, *Overall rating of health care*, *Doctor knew your important medical hx*, *Timely appt for routine care*, and *Get results on test or X-ray*.

TRICARE Outpatient Satisfaction Survey

MHS Wide 2009 Report - May 2008 through April 2009 Encounters

	MHS Wide 2009 Overall	Direct Care	Purchased Care	Primary Care	Specialty Care	Active Duty	Active Duty Family Members	Retirees & Family Members Under 65	Retirees & Family Members 65+	MHS Wide Civilian Benchmark ¹	MHS Wide 2008 Overall
Overall Satisfaction											
Overall rating of health care ²	50%	33%	60%	52%	48%	27%	38%	51%	72%	53%	46%
Overall rating of provider	86%	78%	89%	85%	86%	77%	79%	87%	93%	83%	84%
CAHPS Composites											
Access to Care	70%	55%	76%	70%	71%	58%	65%	72%	78%	67%	70%
Doctors Communicate	84%	79%	87%	84%	85%	78%	80%	86%	89%	81%	83%
Office Staff	83%	72%	88%	81%	84%	72%	74%	84%	92%	76%	81%
DoD Composites											
Feelings Toward MHS	57%	43%	63%	58%	56%	37%	43%	55%	75%	N/A	53%
Mental Health Care	66%	58%	71%	66%	66%	57%	59%	68%	82%	N/A	64%
Balanced Scorecard											
Ease making appt by phone	93%	83%	97%	92%	94%	86%	87%	95%	98%	95%	92%
Overall rating of health care ²	70%	54%	79%	72%	68%	48%	60%	74%	88%	75%	66%
Doctor knew your important medical hx	77%	65%	82%	76%	77%	65%	68%	79%	86%	76%	75%
Timely appt for routine care	79%	61%	86%	79%	80%	63%	71%	81%	88%	77%	78%
Get results on test or X-ray	76%	60%	83%	76%	77%	63%	66%	77%	85%	75%	74%
DoD Wide											
Saw my provider when needed	80%	65%	86%	80%	79%	66%	71%	81%	90%	N/A	N/A
# days from appt to visit (Same day)	20%	20%	20%	26%	13%	21%	26%	18%	18%	N/A	N/A
# days from appt to visit (1 to 7 days)	52%	45%	55%	53%	49%	46%	45%	53%	57%	N/A	N/A
# days from appt to visit (8 to 30 days)	24%	32%	20%	18%	32%	30%	25%	24%	20%	N/A	N/A
# days from appt to visit (31 days +)	4%	3%	5%	3%	6%	3%	4%	4%	5%	N/A	N/A
Overall satisfaction of care	86%	80%	88%	86%	86%	80%	83%	87%	90%	N/A	N/A
Take prescription medicine	86%	82%	88%	90%	82%	79%	80%	91%	91%	N/A	N/A
Talk about prescriptions	66%	64%	67%	70%	60%	63%	66%	68%	66%	62%	N/A

¹ Numbers in bold represent statistically significant differences, at the 95% confidence level, from the 2009 MHS Wide Civilian Benchmark score

² All rating question scales are 0-10, 10 = best possible score. Overall rating of health care is reported using two methods to calculate the score. Under the Overall Satisfaction section, this rating question score is calculated using the CAHPS method by combining the percentage of individuals who rated health care 9 or 10. For the Balanced Scorecard section, this rating question is calculated using a combined percentage of individuals who rated health care with 8 or higher.

TRICARE Outpatient Satisfaction Survey

Purchased Care 2009 Report - May 2008 through April 2009 Encounters

	Purchased Care 2009 Overall	North	South	West	USFHP	Active Duty	Active Duty Family Members	Retirees & Family Members Under 65	Retirees & Family Members 65+	Purchased Care Civilian Benchmark ¹	Purchased Care 2008 Overall
Overall Satisfaction											
Overall rating of health care ²	60%	59%	61%	59%	72%	32%	45%	53%	72%	58%	56%
Overall rating of provider	89%	89%	89%	89%	92%	82%	82%	88%	93%	87%	88%
CAHPS Composites											
Access to Care	76%	78%	75%	76%	78%	72%	74%	75%	79%	71%	76%
Doctors Communicate	87%	88%	87%	87%	88%	83%	83%	87%	89%	84%	87%
Office Staff	88%	88%	88%	88%	89%	84%	80%	86%	92%	80%	87%
DoD Composites											
Feelings Toward MHS	63%	61%	64%	63%	74%	40%	46%	55%	75%	N/A	59%
Mental Health Care	71%	72%	70%	72%	73%	57%	60%	68%	83%	N/A	70%
Balanced Scorecard											
Ease making appt by phone	97%	97%	97%	97%	97%	94%	93%	97%	98%	96%	96%
Overall rating of health care ²	79%	79%	80%	79%	87%	54%	66%	75%	89%	79%	75%
Doctor knew your important medical hx	82%	83%	82%	81%	85%	73%	74%	81%	86%	79%	81%
Timely appt for routine care	86%	87%	87%	85%	90%	80%	82%	85%	89%	81%	87%
Get results on test or X-ray	83%	82%	83%	82%	86%	77%	74%	81%	86%	78%	81%
DoD Wide											
Saw my provider when needed	86%	86%	87%	85%	91%	75%	80%	83%	91%	N/A	N/A
# days from appt to visit (Same day)	20%	22%	20%	19%	20%	18%	30%	19%	18%	N/A	N/A
# days from appt to visit (1 to 7 days)	55%	52%	56%	55%	58%	52%	47%	55%	57%	N/A	N/A
# days from appt to visit (8 to 30 days)	20%	21%	19%	21%	18%	27%	19%	21%	19%	N/A	N/A
# days from appt to visit (31 days +)	5%	5%	5%	5%	4%	4%	3%	5%	5%	N/A	N/A
Overall satisfaction of care	88%	88%	88%	88%	92%	84%	85%	87%	90%	N/A	N/A
Take prescription medicine	88%	88%	90%	86%	92%	83%	81%	90%	90%	N/A	N/A
Talk about prescriptions	67%	67%	67%	66%	70%	67%	68%	69%	66%	63%	N/A

¹ Numbers in bold represent statistically significant differences, at the 95% confidence level, from the 2009 MHS Wide Civilian Benchmark score

² All rating question scales are 0-10, 10 = best possible score. Overall rating of health care is reported using two methods to calculate the score. Under the Overall Satisfaction section, this rating question score is calculated using the CAHPS method by combining the percentage of individuals who rated health care 9 or 10. For the Balanced Scorecard section, this rating question is calculated using a combined percentage of individuals who rated health care with 8 or higher.

TRICARE Outpatient Satisfaction Survey

Direct Care 2009 Report - May 2008 through April 2009 Encounters

	Direct Care 2009 Overall	Army	Navy	Air Force	OCONUS	Active Duty	Active Duty Family Members	Retirees & Family Members Under 65	Retirees & Family Members 65+	Direct Care Civilian Benchmark ¹	Direct Care 2008 Overall
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Overall Satisfaction

Overall rating of health care ²	33%	34%	32%	31%	31%	26%	31%	47%	69%	44%	30%
Overall rating of provider	78%	79%	77%	78%	77%	76%	76%	84%	92%	77%	77%

CAHPS Composites

Access to Care	55%	55%	55%	54%	60%	54%	52%	58%	70%	61%	56%
Doctors Communicate	79%	79%	79%	79%	79%	78%	77%	83%	89%	77%	78%
Office Staff	72%	72%	70%	73%	72%	70%	66%	80%	89%	70%	71%

DoD Composites

Feelings Toward MHS	43%	45%	42%	42%	41%	36%	39%	53%	74%	N/A	41%
Mental Health Care	58%	57%	57%	62%	57%	57%	57%	64%	75%	N/A	56%

Balanced Scorecard

Ease making appt by phone	83%	84%	83%	83%	84%	84%	79%	87%	92%	94%	83%
Overall rating of health care ²	54%	55%	55%	54%	53%	48%	53%	70%	87%	67%	52%
Doctor knew your important medical hx	65%	67%	65%	64%	66%	63%	61%	73%	82%	70%	64%
Timely appt for routine care	61%	61%	61%	61%	65%	60%	56%	65%	76%	69%	62%
Get results on test or X-ray	60%	62%	59%	57%	60%	60%	55%	62%	71%	69%	59%

DoD Wide

Saw my provider when needed	65%	62%	67%	67%	69%	65%	60%	69%	80%	N/A	N/A
# days from appt to visit (Same day)	20%	22%	18%	18%	21%	21%	20%	15%	16%	N/A	N/A
# days from appt to visit (1 to 7 days)	45%	42%	45%	48%	47%	45%	43%	46%	43%	N/A	N/A
# days from appt to visit (8 to 30 days)	32%	32%	33%	31%	28%	30%	33%	36%	38%	N/A	N/A
# days from appt to visit (31 days +)	3%	4%	4%	2%	3%	3%	4%	4%	3%	N/A	N/A
Overall satisfaction of care	80%	80%	81%	80%	83%	79%	80%	84%	88%	N/A	N/A
Take prescription medicine	82%	82%	80%	83%	80%	78%	79%	93%	93%	N/A	N/A
Talk about prescriptions	64%	65%	64%	63%	65%	62%	64%	67%	69%	61%	N/A

¹ Numbers in bold represent statistically significant differences, at the 95% confidence level, from the 2009 MHS Wide Civilian Benchmark score

² All rating question scales are 0-10, 10 = best possible score. Overall rating of health care is reported using two methods to calculate the score. Under the Overall Satisfaction section, this rating question score is calculated using the CAHPS method by combining the percentage of individuals who rated health care 9 or 10. For the Balanced Scorecard section, this rating question is calculated using a combined percentage of individuals who rated health care with 8 or higher.

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Section 2:
Driver Analysis

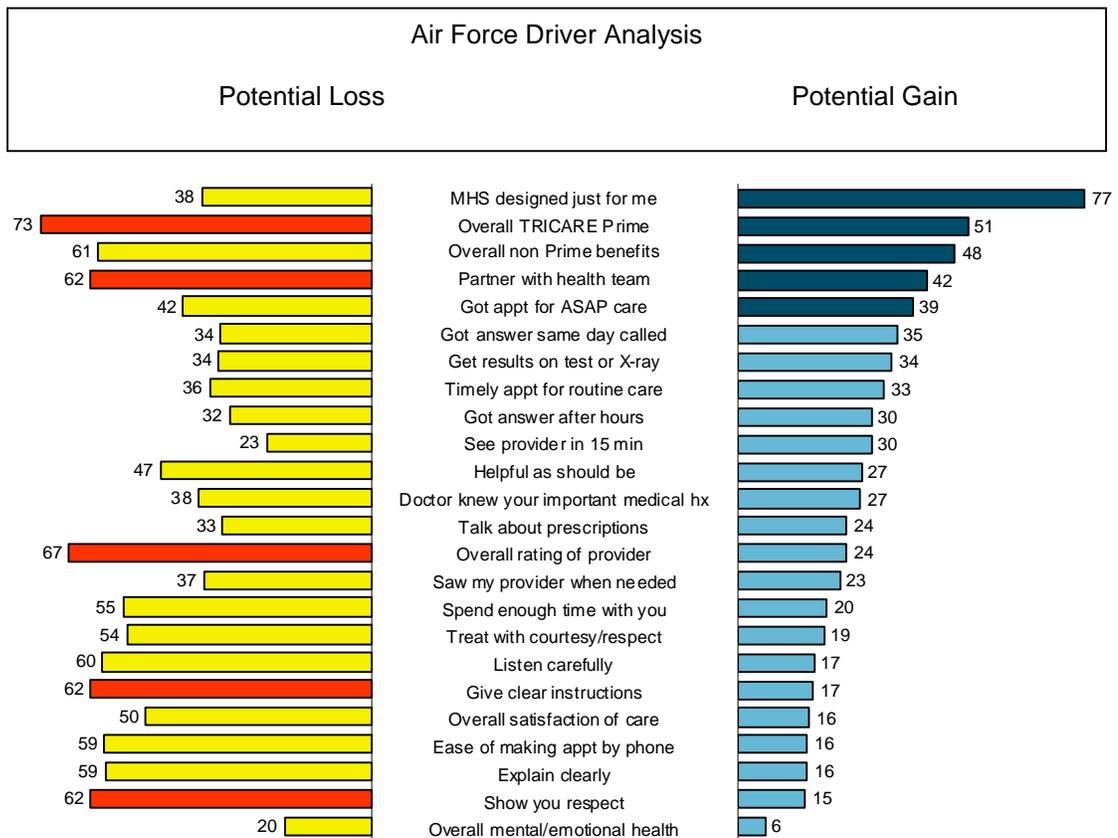
Driver Analysis

The following analyses show which factors have the greatest impact on overall satisfaction for the Air Force. The factors that would increase satisfaction the most (noted in blue) are referred to as potential gain. The top five factors for potential gain in the Air Force Driver Analysis include:

- It feels like the Military Health System was designed just for me
- Overall ratings of TRICARE Prime
- Overall ratings of TRICARE Standard, Extra, or TRICARE for Life benefits
- I am a partner with my health care team. They know and care about improving my health.
- Receive appointment as soon as need for care you need right away

The factors that would have the greatest loss in satisfaction (noted in red) are referred to as potential loss. The top five attributes for potential loss in the Air Force Driver Analysis are:

- Overall ratings of TRICARE Prime
- Overall ratings of provider
- I am a partner with my health care team. They know and care about improving my health.
- Provider gives easy to understand instructions about your health care
- Provider shows respect for what you had to say



The analysis used in the driver analysis is called attributable effects. It analyzes respondent answers between one question (the dependent variable) and other survey questions. This attributable effects model focuses specifically on levels of satisfaction and uses variable association to determine a causal or “driver” relationship. The attributable effects model graphically depicts this relationship according to two measures -- potential gain and potential loss. This driver analysis provides greater insights between *Overall rating of health care* and satisfaction among 24 questions on the TROSS.

- Potential Gain is determined by making individual comparisons between the dependent variable and each related key question. It addresses the following: of the respondents who are giving low ratings to *Overall rating of health care*, what proportion would switch to high ratings of overall health care if *all* respondents rated that driver question favorably? For example, of the respondents who rated overall health care with low ratings, what proportion would give higher ratings to overall health care if *all* respondents agreed with the question, *Receive appointment as soon as need for care you need right away*? Each question is presented in rank order for potential gain in relation to *Overall rating of health care*. *Receive appointment as soon as need for care you need right away* received a score of 39%. This indicates that 39% of those respondents who gave a low *Overall rating of health care* would switch to a high *Overall rating of health care* if their perceptions of this attribute were improved.
- Potential Loss is determined by making individual comparisons between the dependent variable and each related key question. It addresses the following: of the respondents who are giving high ratings to *Overall rating of health care*, what proportion would switch to low ratings of overall health care if *all* respondents were low on the driver? For example, of the respondents who rated overall health care with high ratings, what proportion would give lower ratings to overall health care if *all* respondents disagreed with the question, *Provider shows respect for what you had to say*? *Provider shows respect for what you had to say* received a score of 62%. This indicates that 62% of those respondents who gave a high *Overall rating of health care* would switch to a low *Overall rating of health care* if their perceptions of this attribute became poor.

Section 3:
Introduction to the Methods

Introduction to the Methods

Purpose of the TRICARE Outpatient Satisfaction Survey

The TRICARE Outpatient Satisfaction Survey (TROSS) is part of a stable of surveys the military health system (MHS) leadership uses to assess beneficiary satisfaction with health care services. The TROSS surveys beneficiaries who received outpatient care services at military treatment facilities (MTF) usually referred to as the Direct Care system and within the MHS network of civilian providers usually referred to as the Purchased Care system. The TROSS surveys DC beneficiaries worldwide and PC beneficiaries in the United States. Additionally, a Civilian Benchmark survey is conducted each quarter in which an external population is surveyed using survey instruments that are as similar as possible to the TROSS instruments to allow comparison of TRICARE beneficiary satisfaction to the civilian sector. Results are intended to assist with the continual military health system leadership's efforts to sustain and improve quality health care.

Results are made available primarily through an interactive Web site. The Web-based reports provide TRICARE regional offices, Services, and military treatment facility commanders with a comprehensive description of beneficiaries' satisfaction across TRICARE regions, across catchment areas, and with relevant Civilian Benchmarks. This report presents findings on 17 key questions: Overall Satisfaction, CAHPS Composites, DoD Composites, Balanced Scorecard, and DoD Wide questions.

Survey Methods

Survey Population: The population for the monthly TROSS Mail Survey includes beneficiaries who received outpatient medical services from the military health system's Direct Care or Purchased Care network between May 1, 2008 and April 30, 2009. The 2009 Direct Care network had 22.8 million encounters and the Direct Care sample consisted of 293,748 TRICARE beneficiaries receiving care at military treatment facilities. The 2009 Purchased Care system had 38.1 million encounters and the Purchased Care sample consisted of 219,417 TRICARE beneficiaries receiving care at civilian network facilities. TRICARE beneficiaries eligible for inclusion in the survey:

- Children ages 0-11 at the time of the encounter;
- Adults 18 years or older at the time of the encounter; and
- Had a legitimate outpatient encounter at a MTF or civilian network facility.

Beneficiaries who had been selected as part of the TROSS sample in the past 6 months were excluded from the survey sample.

Survey Instrument

The TROSS is modeled after the Adult Primary Care version of the Clinician & Group Consumer Assessment of Healthcare Providers and Systems (C & G CAHPS) survey. The TROSS has an adult and a child version. Differences between versions are minimal. The CAHPS questions have standard versions for both adults and children, and these are used as appropriate. The Mail Adult and Mail Child surveys comprise 57 and 56 questions, respectively. Other questions have slight variations in wording to pertain to either adults or children (see Appendix C). The TROSS mail surveys include 37 questions from the C & G CAHPS Adult Primary Care survey, 4 questions regarding mental health, and 5 health care questions common to all Department of Defense surveys. The questionnaires are also available on the TROSS reporting Web site. Full details on the survey methodology are presented in Appendix A.

C & G CAHPS Questions: Questions related to the same topic are grouped together in “composites” which allow easy identification of patterns in the results. Of the 37 questions, 13 questions make up the three CAHPS Composites: 5 are on Access to Care, 6 are on Doctor Communication, and 2 are on Office Staff. Table 1 provides a list of composite measures (bold lettering) and the questions within each composite. Questions identified in blue represent those appearing on the Balanced Scorecard.

DoD Questions: In addition to standard CAHPS questions, the TROSS contains a number of items specific to the DoD to allow for trending key items from previous outpatient satisfaction surveys. The surveys also include several demographic items.

- **Mental Health questions** – 37a, 37b, 37c, and 37d –added to the mail survey in September 2007 for Purchased Care and October 2007 for Direct Care. The 2008 Mental Health Care Composite, made up of 37c and 37d does not reflect a full year of data.
- **DoD Wide questions** – 3A, 3B, and 3C –added to the mail survey in September 2008 for Purchased Care and October 2008 for Direct Care. These questions will not have 2008 data in these reports. All available data for 2009 are reported.
- **Prescription Medication questions** - 24a –added as a gate question in September 2008 for Purchased Care and October 2008 for Direct Care mail surveys. Due to the change in methodology, 24a and 24 will not have 2008 data in these reports. A corresponding 2009 Civilian Benchmark is available for 24.

Table 1: Composite Measures

C & G CAHPS Composites
<p>Access to Care</p> <p>Q8 - Received appointment as soon as need for care you needed right away Q10 - Received appointment as soon as need for a check-up or routine care Q13 - Get an answer to your medical question during business hours on the same day you called Q15 - Receive answer as soon as needed after regular hours Q16 - See provider within 15 minutes of your appointment time</p>
<p>Doctors Communicate</p> <p>Q17 - Explain things in an easy to understand way Q18 - Listen carefully to you Q20 - Give easy to understand instructions about your health care Q21 - Know the important information about your medical history Q22 - Show respect for what you had to say Q23 - Spend enough time with you</p>
<p>Office Staff</p> <p>Q28 - Helpful as you thought they should be Q29 - Treat you with courtesy and respect</p>
DoD Composites
<p>Feelings Toward MHS</p> <p>Q30 - I am a partner with my health care team Q31 - Military Health System was designed just for me Q32 - Overall rating of health care Q34 - Overall rating of TRICARE Prime Q36 - Overall rating of TRICARE Standard, Extra, or TRICARE for Life benefits</p>
<p>Mental Health Care</p> <p>Q37c - How difficult to get the treatment or counseling you needed through your health plan Q37d - Overall rating of mental health treatment or counseling</p>
<p>Note. Items in blue identify questions reported on the Balanced Scorecard.</p>

Civilian Benchmark Survey

Each quarter a survey was conducted using members of Synovate's Consumer Opinion Panel who have seen a provider for themselves or their child. Panel members were sent an email invitation to participate in the study and took the survey online. The survey instruments were modified slightly to make them appropriate for civilians, but otherwise replicated the main TROSS instruments. For reporting purposes respondents were grouped by type of visit (emergency, pediatric, primary care, or specialty care) and by age and gender categories. The survey results are used as the civilian benchmark for the TROSS. The benchmark scores reported in this annual report are based on respondents from all four quarterly benchmark surveys (see Appendix B).

2009 Benchmark data are available for the Overall Satisfaction items, the C & G CAHPS Composites, the Balanced Scorecard items, and one DoD Wide question *Talk About Prescriptions*. In 2010, Benchmark comparisons and statistical testing will be available for the DoD Wide questions (3A, 3B, 3C, and 24a) and the Mental Health Care composite.

Presentation of Results and Statistical Testing

Results of the key survey questions reflect the percentage of beneficiaries who provided positive responses to each question for 2008 and 2009. For 2009 data, *t*-tests were used to determine whether responses to the 2009 TROSS were statistically different from the 2009 Civilian Benchmark. Numbers in **bold** represent statistically significant differences (either increases or decreases) at the 95% confidence level from the MHS Wide, Direct Care, or Purchased Care Benchmark, respectively. Note that results are presented as whole numbers and are rounded using Microsoft Excel rounding function.

It is important to note that statistical tests comparing results of the various subgroups have limited power when based on sample sizes of fewer than 100 respondents. Statistical testing is masked in estimates with low precision due to sample size of fewer than 30 in a cell. Additionally, for cells with fewer than 10 responses, data are not presented and are shown as an asterisk " * ".

In Section 4, the 17 key items for Purchased Care or Direct Care are presented in order by strength of correlation to the composites (See Table 2). Breakouts within Purchased Care drill-downs are divided into provider region and provider MTF service area, whereas divisions among Direct Care are provided by Sponsor of Service, Intermediate Command, and Parent DMIS for each item. Across both Purchased and Direct Care, comparisons by beneficiary category and primary/specialty percentages are provided for each question.

An analysis of those that responded on the survey with a subsample of non-respondents from the mail survey showed no statistical differences in the responses for the responding sample and those in the non-response study sample. These results were consistent for both the Purchased Care and Direct Care. (For more information, see the *TROSS Non-Response Bias Analysis Report – May 2009*).

Table 2: TROSS Key Item Correlations to Composites

Purchased Care Correlations	Direct Care Correlations
Access to Care	Access to Care
Timely appt for routine care	Timely appt for routine care
Ease making appt by phone	Ease making appt by phone
# days from appt to visit	Saw my provider when needed
Doctors Communicate	# days from appt to visit
Doctor knew your important medical hx	Doctors Communicate
Overall rating of provider	Doctor knew your important medical hx
Talk about prescriptions	Overall rating of provider
Overall satisfaction of care	Talk about prescriptions
Office Staff	Get results on test or X-ray
Get results on test or X-ray	Overall satisfaction of care
Feelings Toward MHS	Office Staff
Overall rating of health care (top 2)	Feelings Toward MHS
Overall rating of health care (top 3)	Overall rating of health care (top 2)
Saw my provider when needed	Overall rating of health care (top 3)
Take prescription medicine	Mental Health Care
Mental Health Care	Take prescription medicine

How to Read the Annual Report

Key Features

- Question by question report.
- Civilian benchmarks for MHS, Purchased Care and Direct Care.
- Results reported for total and key beneficiary categories.
- Purchased Care reported for Provider Regions North, South, West, and the U.S. Family Health Plan.
- Direct Care reported for Overall, CONUS and OCONUS.
- Statistically significant differences between TROSS results and 2009 MHS Wide Civilian Benchmark score are reported in **bold**. They represent statistically significant differences at the 95% confidence level.

The following show the basic features of the report.

Survey Question

Civilian Benchmarks

MHS Wide Results

Direct Care Results

Purchased Care Results

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

Domain: Clinician & Group CAHPS Composites
Composite 1 - Access to Care

	Responses	Total	Proportion Always					Primary Care	Specialty Care
			Active Duty	Active Duty Family Members	Retirees and Retirees and Family Members Under 65	Retirees and Retirees and Family Members 65+			
2009 MHS Wide Civilian Benchmark ¹	--	67%	--	--	--	--	--	--	
2009 Direct Care Civilian Benchmark	--	61%	--	--	--	--	--	--	
2009 Purchased Care Civilian Benchmark	--	71%	--	--	--	--	--	--	
MHS Wide									
2009	41824.4	70%	58%	65%	72%	78%	70%	71%	
2008	56923.6	70%	59%	64%	71%	79%	68%	72%	
Overall - Direct Care									
2009	16033	55%	54%	52%	58%	70%	52%	59%	
2008	17288.6	56%	57%	51%	57%	72%	52%	63%	
Direct Care - CONUS²									
2009	14399	54%	54%	52%	57%	69%	52%	58%	
2008	15760	55%	56%	51%	57%	71%	51%	62%	
Direct Care - OCONUS									
2009	1634	60%	59%	57%	65%	76%	57%	66%	
2008	1528.6	62%	63%	57%	64%	83%	58%	68%	
Overall - Purchased Care									
2009	25791.4	76%	72%	74%	75%	79%	77%	76%	
2008	39635	76%	72%	73%	75%	79%	76%	76%	
Purchased Care - North Region³									
2009	7901.2	78%	74%	75%	76%	80%	78%	76%	
2008	12219.2	77%	75%	75%	76%	80%	78%	77%	
Purchased Care - South Region³									
2009	10230.4	75%	70%	71%	73%	78%	75%	75%	
2008	15646.2	76%	69%	71%	74%	79%	75%	76%	
Purchased Care - West Region³									
2009	7322.6	76%	71%	75%	76%	78%	77%	76%	
2008	11121.4	77%	71%	73%	76%	79%	77%	77%	
Purchased Care - U.S. Family Health Plan									
2009	336.4	78%	*	74%	72%	86%	77%	83%	
2008	647.4	72%	--	66%	68%	76%	71%	75%	

¹ Numbers in bold represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.
² CONUS includes Alaska and Hawaii.
³ Region based on region where beneficiary received care.
 Note: "--" no response for the reporting period.
 Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

Section 4 - 3

Bold font represents statistical difference between score and Civilian Benchmark

Section 3 - 7

Caveats to Annual Reports

Summarized here are definitions and caveats found in the Annual Reports.

Reporting Periods

- MHS Wide 2009 comparisons include May 2008 through April 2009 combined Direct Care and Purchased Care encounters.
- MHS Wide 2008 comparisons include May 2007 through April 2008 combined Direct Care and Purchased Care encounters.
- Purchased Care 2009 comparisons include May 2008 through April 2009 encounters.
- Purchased Care 2008 comparisons include May 2007 through April 2008 encounters.
- Direct Care 2009 comparisons include May 2008 through April 2009 encounters.
- Direct Care 2008 comparisons include May 2007 through April 2008 encounters.

General Definitions

1. Active Duty includes Active Duty and Medically Eligible Guard/Reserve.
2. Active Duty Family Members includes Dependents of Active Duty and Dependents of Medically Eligible Guard/Reserve.
3. Retirees under 65 includes Retirees, Dependents of Retirees, and Dependent Survivors.
4. Retirees 65 and over includes Retirees, Dependents of Retirees, and Dependent Survivors.

Purchased Care Definitions

1. Provider Regions and Provider Service Areas are defined by the location of the provider, where the health care service was received.
 - a. Provider Region is the TRICARE Region code reflecting the TRICARE Region of the Provider Catchment Area, as defined by the official TMA DMIS ID table.
 - b. Provider MTF Service Area represents the area assigned to each provider. If a provider is within 40 miles of an MTF, then the Provider MTF Service Area is the DMIS ID for that MTF, subject to overlap rules, barriers and other override policies.
 - c. The West region includes Alaska and Hawaii.
2. U.S. Family Health Plan enrollees (DMIS IDs 190 through 198) are not included in the provider region code classifications.

Direct Care Definitions

1. CONUS results include Alaska and Hawaii.
2. Service represents the Service that operates the MTF. Marine Corps is included in Navy.
3. In July 2008, Air Force clinic, 62nd Med Squad – McChord (DMIS 0395) was transitioned to Army clinic, US Army Health Clinic – McChord AFB (DMIS 1485). Reports reflect encounters received by the TRICARE Operation Center at both clinics through April 2009.
4. DMIS 0395 is reported as its own Parent DMIS and reflects its status during the majority of 2008 and 2009. Its reporting hierarchy changed in April 2009.

Section 4:
Air Force Report Tables

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 1 - Access to Care

		Proportion Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark¹		--	61%	--	--	--	--	--	--
Overall - Direct Care									
	2009	16033	55%	54%	52%	58%	70%	52%	59%
	2008	17288.6	56%	57%	51%	57%	72%	52%	63%
Overall - Air Force									
	2009	5261.6	54%	54%	53%	55%	61%	51%	60%
	2008	6191	56%	58%	53%	55%	62%	52%	67%
Air Force - CONUS ²									
	2009	4784	54%	54%	52%	54%	59%	51%	59%
	2008	5783.8	56%	58%	52%	55%	61%	52%	67%
Air Force - OCONUS									
	2009	477.6	56%	51%	59%	64%	80%	51%	73%
	2008	407.2	60%	60%	57%	63%	84%	57%	67%

Air Force - Intermediate Commands

ACC	Air Combat Command								
		1084.6	53%	51%	54%	49%	59%	50%	61%
		1635.4	55%	58%	53%	52%	55%	52%	68%
AETC	Air Education and Training Command								
		1108.2	55%	57%	51%	55%	65%	52%	58%
		1410.4	59%	63%	56%	56%	64%	56%	67%
AFDW	Air Force District of Washington								
		167.4	53%	46%	51%	58%	78%	50%	56%
		85.2	47%	49%	37%	52%	54%	39%	57%
AFMC	Air Force Materiel Command								
		676.2	55%	54%	53%	59%	61%	56%	53%
		1074.4	55%	52%	54%	58%	66%	50%	67%
AFSOC	Air Force Special Operations Command								
		121.8	55%	58%	57%	44%	46%	54%	70%
		95.6	55%	64%	38%	57%	*	52%	66%
AFSPC	Air Force Space Command								
		442.2	50%	48%	51%	55%	58%	49%	51%
		309.4	58%	56%	56%	69%	61%	56%	69%
AMC	Air Mobility Command								
		866.4	52%	50%	49%	59%	59%	49%	65%
		994.8	55%	60%	50%	53%	52%	50%	72%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 1 - Access to Care

		Proportion Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	Pacific Air Forces								
	2009	407.4	63%	65%	62%	51%	70%	59%	67%
	2008	248.8	50%	54%	48%	46%	83%	45%	60%
USAFA	United States Air Force Academy								
	2009	113.6	62%	70%	66%	47%	61%	48%	75%
	2008	67	59%	63%	51%	53%	65%	60%	50%
USAFE	United States Air Forces in Europe								
	2009	273.8	52%	44%	56%	66%	79%	47%	71%
	2008	270	62%	64%	57%	70%	82%	59%	72%

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

² CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 1 - Access to Care

		Proportion Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
ACC	1st MEDICAL GROUP								
	2009	84.8	55%	59%	53%	39%	*	48%	63%
	2008	50.4	53%	59%	36%	49%	*	32%	65%
ACC	2nd MEDICAL GROUP								
	2009	65.2	48%	37%	45%	61%	*	52%	*
	2008	113	52%	51%	45%	58%	*	51%	69%
ACC	4th MEDICAL GROUP								
	2009	67.6	57%	59%	62%	36%	*	52%	78%
	2008	65.6	54%	54%	53%	52%	*	53%	*
ACC	5th MEDICAL GROUP								
	2009	65.2	54%	35%	62%	69%	67%	51%	57%
	2008	91.6	57%	57%	54%	76%	82%	56%	*
ACC	7th MEDICAL GROUP								
	2009	57.8	48%	38%	52%	56%	*	50%	*
	2008	99.4	54%	54%	52%	47%	*	49%	75%
ACC	9th MEDICAL GROUP								
	2009	48.2	54%	52%	51%	41%	*	52%	52%
	2008	35.4	53%	*	57%	68%	*	53%	*
ACC	20th MEDICAL GROUP								
	2009	67	63%	56%	69%	57%	*	63%	*
	2008	81.4	61%	59%	66%	54%	*	59%	70%
ACC	23rd MEDICAL GROUP								
	2009	59.2	61%	57%	59%	75%	*	62%	*
	2008	60.6	63%	66%	56%	65%	*	59%	*
ACC	28th MEDICAL GROUP								
	2009	58.8	52%	59%	41%	68%	*	51%	*
	2008	84.4	57%	56%	54%	65%	*	55%	61%
ACC	49th MEDICAL GROUP								
	2009	68.4	55%	52%	51%	48%	85%	54%	*
	2008	110.8	49%	54%	39%	39%	55%	49%	*
ACC	55th MEDICAL GROUP								
	2009	101.2	50%	42%	65%	37%	31%	47%	65%
	2008	191.8	58%	47%	66%	44%	50%	53%	71%
ACC	355th MEDICAL GROUP								
	2009	114	49%	49%	44%	59%	71%	48%	45%
	2008	192.8	58%	60%	59%	38%	54%	55%	75%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 1 - Access to Care

		Proportion Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC									
	366th MEDICAL GROUP								
	2009	62.2	53%	55%	53%	57%	*	48%	69%
	2008	103.4	63%	68%	52%	73%	76%	54%	71%
	509th MEDICAL GROUP								
	2009	65.6	52%	*	52%	74%	*	50%	*
	2008	32.8	62%	*	63%	*	*	58%	*
	MICHAEL O'CALLAGHAN FEDERAL HOSPITAL								
	2009	99.4	49%	42%	56%	40%	52%	46%	51%
	2008	322	47%	51%	43%	46%	44%	42%	57%
	12th MEDICAL GROUP								
	2009	100.6	64%	62%	73%	51%	72%	63%	60%
	2008	47.4	59%	44%	64%	49%	*	59%	*
	14th MEDICAL GROUP								
	2009	63	74%	74%	74%	74%	76%	72%	*
	2008	64.6	51%	58%	49%	68%	*	49%	*
	17th MEDICAL GROUP								
	2009	51.8	51%	37%	55%	63%	*	47%	58%
	2008	32.8	59%	*	50%	*	*	49%	*
	19th MEDICAL GROUP-LITTLE ROCK								
	2009	12.6	51%	*	*	*	*	*	*
	2008	105.8	59%	67%	47%	51%	*	59%	64%
	37th MED GROUP								
	2009	104.8	51%	60%	40%	57%	39%	42%	91%
	2008	61	36%	31%	25%	42%	*	30%	*
	42ND MEDICAL GROUP								
	2009	94.8	62%	63%	54%	55%	*	55%	83%
	2008	207	63%	65%	59%	67%	*	61%	75%
	47th MEDICAL GROUP								
	2009	61.2	71%	74%	59%	68%	*	69%	*
	2008	58	66%	70%	64%	50%	*	69%	*
	56th MEDICAL GROUP								
	2009	111.6	51%	54%	37%	54%	76%	50%	51%
	2008	176.2	58%	57%	58%	55%	76%	56%	67%
	59th MEDICAL WING								
	2009	129	57%	60%	54%	55%	44%	59%	58%
	2008	101.2	66%	76%	60%	56%	66%	38%	70%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 1 - Access to Care

		Proportion Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AETC	71st MEDICAL GROUP								
	2009	66.6	55%	40%	66%	82%	*	55%	*
	2008	63.8	77%	82%	71%	82%	*	78%	*
AETC	81st MEDICAL GROUP								
	2009	90.4	50%	52%	59%	36%	*	47%	50%
	2008	248.4	56%	69%	47%	50%	55%	43%	68%
AETC	82nd MEDICAL GROUP								
	2009	104.2	50%	51%	45%	54%	62%	47%	69%
	2008	112.4	57%	56%	55%	69%	62%	56%	58%
AETC	97th MEDICAL GROUP								
	2009	55	65%	61%	60%	79%	*	64%	*
	2008	49	72%	66%	77%	69%	*	72%	*
AETC	325th MEDICAL GROUP								
	2009	62.6	50%	53%	37%	64%	*	54%	48%
	2008	82.8	52%	54%	51%	33%	*	53%	40%
AFDW	579TH MEDICAL GROUP								
	2009	66.6	54%	40%	49%	46%	71%	52%	56%
	2008	30.8	59%	64%	*	*	*	58%	*
AFDW	779th MEDICAL GROUP								
	2009	100.8	54%	47%	52%	60%	*	51%	56%
	2008	54.4	43%	44%	33%	60%	*	29%	56%
AFMC	66th MEDICAL GROUP								
	2009	60.6	54%	50%	56%	74%	*	53%	*
	2008	59.8	33%	28%	38%	40%	*	35%	*
AFMC	72nd MEDICAL GROUP								
	2009	114.6	54%	49%	54%	58%	54%	54%	52%
	2008	57.4	45%	26%	59%	66%	*	39%	63%
AFMC	75th MEDICAL GROUP								
	2009	70.2	48%	40%	49%	51%	*	49%	38%
	2008	136.4	59%	65%	52%	65%	*	53%	79%
AFMC	78th MEDICAL GROUP								
	2009	63.4	56%	54%	54%	64%	*	65%	40%
	2008	107.2	48%	46%	55%	44%	*	48%	46%
AFMC	88th MEDICAL GROUP								
	2009	118.2	51%	40%	58%	51%	47%	52%	50%
	2008	321.4	66%	74%	64%	60%	59%	62%	70%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 1 - Access to Care

		Proportion Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AFMC	95th MEDICAL GROUP								
	2009	54.8	72%	78%	55%	65%	*	72%	68%
	2008	78.4	60%	49%	71%	51%	*	57%	83%
AFMC	96th MEDICAL GROUP								
	2009	109.2	56%	60%	49%	59%	76%	57%	55%
	2008	177.6	51%	44%	48%	59%	73%	42%	63%
AFMC	377th MEDICAL GROUP								
	2009	85.2	62%	64%	53%	62%	*	55%	82%
	2008	136.2	54%	44%	48%	67%	*	48%	77%
AFSOC	1st SPECIAL OPERATIONS MEDICAL GROUP								
	2009	66.6	53%	60%	52%	44%	*	54%	*
	2008	36.4	53%	56%	46%	*	*	50%	*
AFSOC	27th SPECIAL OPERATIONS MEDICAL GROUP								
	2009	55.2	58%	51%	66%	58%	*	52%	89%
	2008	59.2	58%	75%	35%	59%	*	60%	62%
AFSPC	21st MEDICAL GROUP								
	2009	68.8	37%	36%	38%	36%	*	34%	51%
	2008	39	46%	44%	33%	68%	*	55%	22%
AFSPC	30th MEDICAL GROUP								
	2009	66	46%	47%	48%	43%	*	45%	*
	2008	32.2	60%	49%	67%	72%	*	51%	*
AFSPC	45th MEDICAL GROUP								
	2009	86.6	64%	57%	62%	57%	*	61%	78%
	2008	48.6	54%	71%	45%	66%	*	51%	76%
AFSPC	61st MEDICAL GROUP								
	2009	69.6	47%	41%	57%	47%	*	47%	*
	2008	51	61%	57%	65%	64%	*	55%	*
AFSPC	90th MEDICAL GROUP								
	2009	47	62%	86%	46%	68%	*	60%	*
	2008	45.2	64%	77%	48%	72%	*	62%	*
AFSPC	341st MEDICAL GROUP								
	2009	66	56%	55%	52%	63%	*	55%	*
	2008	71.4	62%	51%	83%	73%	*	58%	87%
AFSPC	460th MED GRP-BUCKLEY AFB								
	2009	38.2	51%	37%	62%	*	--	52%	*
	2008	22	48%	36%	*	*	--	49%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 1 - Access to Care

		Proportion Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AMC	6th MEDICAL GROUP								
	2009	143.8	46%	64%	40%	47%	65%	45%	56%
	2008	277.8	58%	71%	46%	56%	54%	57%	59%
AMC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	68	60%	57%	59%	65%	*	57%	*
	2008	9.5	*	*	*	*	*	*	*
AMC	22nd MEDICAL GROUP								
	2009	55.4	35%	33%	36%	54%	*	33%	*
	2008	86.6	58%	63%	51%	53%	*	59%	48%
AMC	43RD MEDICAL GROUP								
	2009	44.8	52%	46%	56%	55%	*	51%	*
	2008	20.2	27%	*	*	*	*	25%	*
AMC	60th MEDICAL GROUP								
	2009	102.8	52%	44%	50%	63%	44%	46%	62%
	2008	74	48%	35%	51%	52%	66%	41%	58%
AMC	62nd MEDICAL SQUADRON								
	2009	26.4	31%	30%	*	*	*	24%	59%
	2008	28.6	45%	*	*	21%	*	43%	*
AMC	87th MEDICAL GROUP								
	2009	72	50%	58%	42%	39%	*	45%	66%
	2008	98.6	49%	64%	42%	40%	*	42%	72%
AMC	92nd MEDICAL GROUP								
	2009	56.8	50%	49%	40%	76%	*	48%	*
	2008	61.2	55%	61%	48%	69%	*	57%	42%
AMC	319th MEDICAL GROUP								
	2009	44.6	72%	64%	76%	62%	*	73%	*
	2008	35	63%	*	73%	43%	*	65%	*
AMC	375th MEDICAL GROUP								
	2009	120.2	65%	74%	55%	76%	60%	62%	75%
	2008	176.6	64%	70%	63%	59%	45%	56%	76%
AMC	436th MEDICAL GROUP								
	2009	67.6	39%	38%	41%	33%	*	38%	*
	2008	102.8	47%	48%	43%	55%	53%	44%	83%
AMC	437th MEDICAL GROUP								
	2009	64	47%	45%	47%	39%	*	45%	*
	2008	25.8	47%	*	38%	*	*	45%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 1 - Access to Care

		Proportion Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	3rd MEDICAL GROUP								
	2009	92.4	60%	68%	53%	48%	62%	50%	63%
	2008	56.4	34%	35%	39%	43%	*	30%	49%
PACAF	8th MEDICAL GROUP								
	2009	11.4	73%	*	--	*	--	*	*
	2008	15.6	60%	*	*	*	*	60%	*
PACAF	15th MEDICAL GROUP								
	2009	71.4	61%	54%	67%	55%	*	63%	40%
	2008	33.8	45%	54%	45%	48%	*	45%	*
PACAF	18th MEDICAL GROUP								
	2009	44.8	56%	56%	52%	59%	*	54%	*
	2008	22.8	50%	*	48%	*	*	49%	*
PACAF	35th MEDICAL GROUP								
	2009	37.6	79%	81%	72%	74%	*	80%	71%
	2008	33.2	69%	75%	63%	*	*	64%	77%
PACAF	36th MEDICAL GROUP								
	2009	45.8	67%	64%	70%	78%	*	67%	*
	2008	24.6	47%	*	*	*	*	45%	*
PACAF	51st MEDICAL GROUP								
	2009	35.2	59%	52%	72%	*	*	59%	53%
	2008	23.8	25%	16%	*	*	*	28%	*
PACAF	354th MEDICAL GROUP								
	2009	39.8	63%	65%	48%	59%	*	61%	*
	2008	21.4	65%	*	*	*	*	65%	*
PACAF	374th MEDICAL GROUP								
	2009	38	62%	61%	61%	36%	*	35%	75%
	2008	21.5	46%	*	*	*	*	41%	*
USAFA	10TH MEDICAL GROUP								
	2009	113.6	62%	70%	66%	47%	61%	48%	75%
	2008	67	59%	63%	51%	53%	65%	60%	50%
USAFE	31st MEDICAL GROUP								
	2009	43.8	52%	41%	65%	72%	*	50%	70%
	2008	44.6	55%	50%	52%	*	*	51%	71%
USAFE	39th MEDICAL GROUP								
	2009	25.4	60%	55%	*	*	*	55%	*
	2008	20.6	75%	*	74%	*	*	72%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 1 - Access to Care

		Responses	Proportion Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
USAFE	48th MEDICAL GROUP								
	2009	82.4	54%	41%	62%	62%	*	43%	68%
	2008	127.8	59%	60%	50%	76%	89%	54%	71%
USAFE	52nd MEDICAL GROUP								
	2009	45.8	44%	32%	64%	77%	*	40%	*
	2008	38	58%	47%	56%	*	*	57%	*
USAFE	65th MEDICAL GROUP								
	2009	16.6	82%	*	*	*	*	82%	*
	2008	14.2	66%	*	*	*	*	48%	*
USAFE	425TH ABS MEDICAL FLIGHT								
	2009	1.7	*	*	--	--	--	*	--
	2008	--	--	--	--	--	--	--	--
USAFE	435th MEDICAL GROUP								
	2009	58.8	49%	51%	40%	59%	*	47%	*
	2008	24.8	69%	66%	*	*	*	71%	*

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q10 - Timely appt for routine care

		Percent Always							
			Active Duty		Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care	
		Responses	Total						
Direct Care 2009 Civilian Benchmark¹		--	69%	--	--	--	--	--	
Overall - Direct Care									
	2009	21475	61%	60%	56%	65%	76%	58%	65%
	2008	23252	62%	63%	57%	64%	78%	58%	69%
Overall - Air Force									
	2009	7010	61%	61%	57%	61%	70%	57%	68%
	2008	8278	62%	64%	58%	62%	75%	59%	71%
Air Force - CONUS²									
	2009	6364	60%	61%	57%	60%	69%	56%	68%
	2008	7722	62%	64%	57%	62%	74%	58%	71%
Air Force - OCONUS									
	2009	646	64%	60%	64%	71%	84%	60%	73%
	2008	556	64%	62%	64%	69%	89%	64%	66%

Air Force - Intermediate Commands

ACC	Air Combat Command								
	2009	1412	57%	56%	59%	53%	65%	55%	62%
	2008	2166	61%	65%	55%	59%	72%	58%	72%
AETC	Air Education and Training Command								
	2009	1488	64%	66%	59%	64%	69%	58%	71%
	2008	1885	64%	67%	56%	63%	78%	59%	72%
AFDW	Air Force District of Washington								
	2009	230	60%	64%	44%	63%	79%	55%	66%
	2008	113	45%	46%	37%	51%	56%	43%	50%
AFMC	Air Force Materiel Command								
	2009	905	61%	59%	64%	60%	66%	60%	62%
	2008	1425	62%	59%	57%	67%	82%	58%	69%
AFSOC	Air Force Special Operations Command								
	2009	158	56%	50%	61%	59%	74%	54%	72%
	2008	123	60%	67%	36%	69%	57%	56%	67%
AFSPC	Air Force Space Command								
	2009	591	55%	55%	53%	56%	62%	52%	67%
	2008	416	67%	64%	67%	76%	62%	66%	69%
AMC	Air Mobility Command								
	2009	1153	58%	61%	48%	59%	74%	53%	70%
	2008	1365	63%	67%	59%	57%	62%	56%	78%

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q10 - Timely appt for routine care

		Responses	Percent Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	Pacific Air Forces								
	2009	561	68%	68%	65%	70%	79%	65%	73%
	2008	316	65%	64%	70%	51%	87%	63%	70%
USAFA	United States Air Force Academy								
	2009	146	65%	71%	51%	62%	71%	53%	76%
	2008	86	64%	66%	63%	59%	70%	58%	70%
USAFE	United States Air Forces in Europe								
	2009	366	60%	53%	60%	75%	85%	56%	68%
	2008	383	61%	59%	58%	77%	90%	61%	62%

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

² CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q10 - Timely appt for routine care

		Percent Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
ACC	1st MEDICAL GROUP								
	2009	109	45%	44%	48%	41%	*	36%	56%
	2008	63	53%	47%	54%	68%	*	48%	61%
ACC	2nd MEDICAL GROUP								
	2009	87	51%	44%	62%	62%	64%	54%	41%
	2008	137	72%	84%	47%	74%	*	68%	95%
ACC	4th MEDICAL GROUP								
	2009	90	73%	78%	71%	53%	87%	66%	87%
	2008	85	53%	52%	51%	60%	*	47%	84%
ACC	5th MEDICAL GROUP								
	2009	82	50%	46%	52%	44%	69%	42%	84%
	2008	129	65%	64%	61%	69%	83%	65%	62%
ACC	7th MEDICAL GROUP								
	2009	71	45%	*	46%	52%	46%	48%	*
	2008	133	67%	80%	59%	58%	*	56%	95%
ACC	9th MEDICAL GROUP								
	2009	62	55%	56%	46%	52%	71%	47%	69%
	2008	44	60%	*	55%	58%	*	53%	*
ACC	20th MEDICAL GROUP								
	2009	99	61%	61%	56%	66%	71%	61%	62%
	2008	102	63%	72%	61%	39%	*	62%	68%
ACC	23rd MEDICAL GROUP								
	2009	79	70%	69%	63%	78%	89%	73%	61%
	2008	76	74%	85%	63%	63%	*	73%	*
ACC	28th MEDICAL GROUP								
	2009	74	52%	58%	30%	80%	*	49%	78%
	2008	103	62%	73%	41%	64%	*	60%	74%
ACC	49th MEDICAL GROUP								
	2009	83	61%	62%	53%	56%	84%	57%	*
	2008	139	55%	54%	47%	64%	63%	53%	69%
ACC	55th MEDICAL GROUP								
	2009	131	63%	70%	69%	38%	59%	63%	62%
	2008	264	66%	65%	69%	58%	79%	61%	73%
ACC	355th MEDICAL GROUP								
	2009	148	59%	57%	52%	66%	82%	59%	60%
	2008	263	62%	66%	53%	60%	77%	60%	74%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q10 - Timely appt for routine care

		Responses	Percent Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	366th MEDICAL GROUP								
	2009	80	56%	50%	63%	34%	83%	55%	59%
	2008	144	57%	52%	59%	68%	79%	60%	53%
ACC	509th MEDICAL GROUP								
	2009	76	54%	40%	47%	68%	87%	47%	*
	2008	40	70%	67%	79%	38%	*	61%	*
ACC	MICHAEL O'CALLAGHAN FEDERAL HOSPITAL								
	2009	141	62%	61%	69%	53%	40%	59%	66%
	2008	444	57%	68%	46%	52%	64%	50%	68%
AETC	12th MEDICAL GROUP								
	2009	162	67%	68%	67%	61%	69%	63%	84%
	2008	67	55%	41%	59%	54%	*	49%	*
AETC	14th MEDICAL GROUP								
	2009	85	75%	74%	78%	62%	79%	75%	*
	2008	90	70%	76%	60%	67%	78%	67%	93%
AETC	17th MEDICAL GROUP								
	2009	67	69%	*	74%	70%	*	60%	87%
	2008	44	69%	*	47%	68%	*	56%	*
AETC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	17	42%	*	*	*	--	45%	*
	2008	126	57%	62%	44%	62%	*	56%	62%
AETC	37th MED GROUP								
	2009	132	52%	53%	53%	49%	54%	48%	*
	2008	88	41%	30%	37%	54%	70%	36%	*
AETC	42ND MEDICAL GROUP								
	2009	119	63%	57%	58%	82%	*	53%	91%
	2008	271	65%	60%	60%	77%	*	64%	72%
AETC	47th MEDICAL GROUP								
	2009	91	65%	79%	47%	73%	*	64%	76%
	2008	79	64%	59%	71%	62%	*	71%	*
AETC	56th MEDICAL GROUP								
	2009	147	49%	42%	46%	56%	87%	49%	47%
	2008	236	68%	68%	69%	63%	95%	65%	76%
AETC	59th MEDICAL WING								
	2009	161	69%	71%	62%	77%	68%	55%	72%
	2008	132	74%	84%	63%	58%	73%	50%	78%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q10 - Timely appt for routine care

		Percent Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AETC	71st MEDICAL GROUP								
	2009	96	65%	54%	70%	79%	100%	64%	*
	2008	96	82%	84%	75%	92%	88%	82%	*
AETC	81st MEDICAL GROUP								
	2009	113	63%	76%	58%	43%	*	52%	74%
	2008	339	66%	80%	53%	57%	72%	58%	72%
AETC	82nd MEDICAL GROUP								
	2009	138	59%	49%	62%	65%	75%	57%	63%
	2008	146	62%	62%	50%	79%	78%	65%	53%
AETC	97th MEDICAL GROUP								
	2009	78	87%	92%	78%	77%	*	87%	*
	2008	61	77%	64%	88%	88%	*	77%	*
AETC	325th MEDICAL GROUP								
	2009	82	64%	67%	53%	72%	*	70%	52%
	2008	110	50%	54%	43%	52%	*	55%	41%
AFDW	579TH MEDICAL GROUP								
	2009	109	46%	45%	40%	49%	63%	40%	79%
	2008	47	58%	59%	57%	*	*	58%	62%
AFDW	779th MEDICAL GROUP								
	2009	121	63%	67%	46%	67%	*	60%	65%
	2008	66	41%	41%	27%	53%	*	36%	48%
AFMC	66th MEDICAL GROUP								
	2009	88	45%	40%	39%	60%	71%	45%	*
	2008	79	33%	26%	31%	57%	*	34%	*
AFMC	72nd MEDICAL GROUP								
	2009	146	73%	75%	68%	67%	82%	73%	73%
	2008	80	60%	47%	69%	77%	*	48%	90%
AFMC	75th MEDICAL GROUP								
	2009	96	56%	49%	60%	63%	75%	54%	66%
	2008	172	64%	70%	51%	68%	*	61%	73%
AFMC	78th MEDICAL GROUP								
	2009	83	65%	65%	58%	77%	*	65%	64%
	2008	119	54%	52%	62%	47%	--	52%	60%
AFMC	88th MEDICAL GROUP								
	2009	158	55%	50%	69%	58%	46%	55%	56%
	2008	454	68%	64%	66%	67%	83%	66%	69%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q10 - Timely appt for routine care

		Percent Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AFMC	95th MEDICAL GROUP								
	2009	83	77%	78%	85%	61%	*	79%	73%
	2008	109	74%	75%	79%	74%	*	69%	91%
AFMC	96th MEDICAL GROUP								
	2009	140	57%	55%	62%	52%	64%	55%	60%
	2008	231	57%	55%	47%	69%	82%	53%	62%
AFMC	377th MEDICAL GROUP								
	2009	111	65%	73%	55%	60%	*	54%	89%
	2008	181	67%	72%	48%	70%	*	58%	82%
AFSOC	1st SPECIAL OPERATIONS MEDICAL GROUP								
	2009	87	50%	40%	56%	57%	*	52%	*
	2008	45	53%	63%	37%	*	*	48%	*
AFSOC	27th SPECIAL OPERATIONS MEDICAL GROUP								
	2009	71	73%	73%	77%	65%	72%	61%	97%
	2008	78	65%	70%	34%	77%	*	66%	63%
AFSPC	21st MEDICAL GROUP								
	2009	93	50%	45%	61%	45%	*	44%	67%
	2008	57	63%	66%	62%	65%	*	72%	47%
AFSPC	30th MEDICAL GROUP								
	2009	88	43%	42%	56%	22%	*	40%	67%
	2008	45	66%	57%	64%	88%	*	54%	88%
AFSPC	45th MEDICAL GROUP								
	2009	113	67%	69%	61%	64%	*	64%	76%
	2008	65	77%	81%	67%	84%	*	78%	73%
AFSPC	61st MEDICAL GROUP								
	2009	96	47%	38%	59%	51%	*	50%	*
	2008	67	64%	58%	66%	79%	*	58%	*
AFSPC	90th MEDICAL GROUP								
	2009	64	71%	83%	48%	76%	82%	67%	*
	2008	55	69%	74%	51%	79%	*	67%	*
AFSPC	341st MEDICAL GROUP								
	2009	85	56%	70%	40%	48%	48%	50%	75%
	2008	101	73%	68%	90%	70%	55%	70%	84%
AFSPC	460th MED GRP-BUCKLEY AFB								
	2009	52	49%	49%	30%	*	--	50%	47%
	2008	26	44%	42%	*	*	--	49%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q10 - Timely appt for routine care

		Responses	Percent Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AMC	6th MEDICAL GROUP								
	2009	197	54%	54%	46%	55%	77%	50%	64%
	2008	377	66%	71%	60%	62%	69%	63%	74%
AMC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	88	61%	73%	48%	48%	*	57%	74%
	2008	10	64%	*	*	*	--	*	*
AMC	22nd MEDICAL GROUP								
	2009	66	37%	36%	38%	35%	*	34%	*
	2008	113	49%	52%	28%	65%	67%	49%	47%
AMC	43RD MEDICAL GROUP								
	2009	55	71%	69%	65%	*	84%	71%	*
	2008	22	45%	*	*	*	*	39%	*
AMC	60th MEDICAL GROUP								
	2009	140	58%	63%	50%	64%	52%	50%	73%
	2008	100	63%	74%	55%	47%	56%	52%	85%
AMC	62nd MEDICAL SQUADRON								
	2009	34	49%	52%	65%	30%	*	35%	73%
	2008	48	48%	59%	41%	34%	*	45%	*
AMC	87th MEDICAL GROUP								
	2009	104	48%	53%	26%	44%	*	40%	67%
	2008	129	61%	64%	60%	49%	*	49%	88%
AMC	92nd MEDICAL GROUP								
	2009	77	54%	65%	19%	64%	*	51%	74%
	2008	93	66%	67%	54%	74%	*	63%	75%
AMC	319th MEDICAL GROUP								
	2009	53	74%	80%	61%	84%	*	76%	*
	2008	41	72%	74%	78%	41%	--	68%	79%
AMC	375th MEDICAL GROUP								
	2009	161	74%	74%	67%	84%	95%	75%	74%
	2008	247	67%	70%	69%	58%	67%	61%	75%
AMC	436th MEDICAL GROUP								
	2009	91	50%	49%	42%	57%	87%	52%	44%
	2008	151	63%	68%	52%	66%	44%	61%	76%
AMC	437th MEDICAL GROUP								
	2009	87	49%	54%	43%	37%	*	45%	83%
	2008	34	50%	*	56%	*	*	50%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q10 - Timely appt for routine care

		Percent Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
PACAF	3rd MEDICAL GROUP								
	2009	116	68%	69%	61%	74%	79%	66%	71%
	2008	69	57%	58%	55%	47%	84%	55%	59%
PACAF	8th MEDICAL GROUP								
	2009	17	54%	54%	--	*	--	35%	*
	2008	22	62%	58%	*	*	*	62%	--
PACAF	15th MEDICAL GROUP								
	2009	108	63%	57%	62%	80%	56%	66%	40%
	2008	46	48%	46%	49%	43%	*	48%	--
PACAF	18th MEDICAL GROUP								
	2009	50	66%	67%	62%	62%	*	63%	*
	2008	30	76%	*	76%	*	*	74%	*
PACAF	35th MEDICAL GROUP								
	2009	55	92%	94%	95%	82%	*	92%	91%
	2008	47	78%	72%	85%	*	*	70%	92%
PACAF	36th MEDICAL GROUP								
	2009	60	79%	75%	85%	86%	82%	80%	*
	2008	31	71%	75%	60%	*	*	70%	*
PACAF	51st MEDICAL GROUP								
	2009	44	52%	53%	55%	36%	*	37%	74%
	2008	22	40%	28%	*	*	*	35%	*
PACAF	354th MEDICAL GROUP								
	2009	57	63%	57%	71%	58%	*	59%	77%
	2008	28	75%	*	62%	*	*	73%	*
PACAF	374th MEDICAL GROUP								
	2009	54	62%	68%	47%	57%	*	54%	68%
	2008	21	82%	*	*	*	*	86%	*
USAFA	10TH MEDICAL GROUP								
	2009	146	65%	71%	51%	62%	71%	53%	76%
	2008	86	64%	66%	63%	59%	70%	58%	70%
USAFE	31st MEDICAL GROUP								
	2009	55	60%	45%	68%	83%	*	58%	70%
	2008	60	56%	56%	55%	*	*	58%	52%
USAFE	39th MEDICAL GROUP								
	2009	33	59%	49%	*	*	*	60%	*
	2008	30	59%	*	60%	*	*	49%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q10 - Timely appt for routine care

		Percent Always							
				Active Duty		Retirees and Family Members Under 65		Retirees and Family Members 65+	
		Responses	Total	Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
USAFE	48th MEDICAL GROUP								
	2009	117	58%	53%	62%	62%	91%	52%	64%
	2008	187	59%	56%	56%	87%	88%	58%	61%
USAFE	52nd MEDICAL GROUP								
	2009	59	64%	59%	55%	89%	*	61%	*
	2008	52	72%	70%	63%	100%	*	71%	*
USAFE	65th MEDICAL GROUP								
	2009	23	74%	*	*	*	*	69%	*
	2008	21	77%	*	86%	*	*	75%	*
USAFE	425TH ABS MEDICAL FLIGHT								
	2009	2	*	*	--	--	--	*	--
	2008	--	--	--	--	--	--	--	--
USAFE	435th MEDICAL GROUP								
	2009	77	58%	50%	46%	74%	88%	55%	*
	2008	33	74%	72%	73%	*	*	78%	*

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q6 - Ease making appt by phone

		Responses	Percent Excellent Top 3						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark¹		--	94%	--	--	--	--	--	--
Overall - Direct Care									
	2009	26277	83%	84%	79%	87%	92%	82%	86%
	2008	28294	83%	84%	78%	86%	94%	80%	87%
Overall - Air Force									
	2009	8908	83%	83%	80%	85%	91%	81%	86%
	2008	10462	83%	82%	81%	85%	91%	80%	88%
Air Force - CONUS²									
	2009	8082	83%	83%	80%	85%	90%	81%	86%
	2008	9745	83%	83%	80%	84%	91%	80%	88%
Air Force - OCONUS									
	2009	826	84%	84%	81%	86%	97%	84%	84%
	2008	717	83%	81%	84%	90%	90%	82%	84%
Air Force - Intermediate Commands									
ACC	Air Combat Command								
	2009	1858	84%	83%	82%	87%	91%	82%	88%
	2008	2792	82%	83%	78%	84%	91%	80%	89%
AETC	Air Education and Training Command								
	2009	1829	83%	84%	79%	83%	91%	79%	87%
	2008	2302	83%	84%	79%	85%	90%	81%	88%
AFDW	Air Force District of Washington								
	2009	278	78%	78%	69%	88%	95%	74%	81%
	2008	152	71%	72%	62%	74%	82%	71%	70%
AFMC	Air Force Materiel Command								
	2009	1141	85%	84%	85%	82%	90%	85%	85%
	2008	1805	84%	81%	84%	87%	93%	81%	88%
AFSOC	Air Force Special Operations Command								
	2009	201	84%	82%	82%	93%	94%	84%	86%
	2008	170	81%	87%	67%	85%	100%	78%	92%
AFSPC	Air Force Space Command								
	2009	755	81%	83%	78%	84%	82%	80%	89%
	2008	520	85%	82%	87%	90%	96%	84%	89%
AMC	Air Mobility Command								
	2009	1472	80%	81%	75%	83%	90%	78%	87%
	2008	1698	82%	81%	81%	83%	90%	79%	90%

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q6 - Ease making appt by phone

		Responses	Percent Excellent Top 3						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	Pacific Air Forces								
	2009	700	81%	81%	80%	81%	94%	81%	82%
	2008	427	82%	82%	85%	76%	99%	84%	79%
USAFA	United States Air Force Academy								
	2009	198	92%	92%	92%	93%	87%	90%	94%
	2008	115	88%	84%	90%	91%	100%	85%	92%
USAFE	United States Air Forces in Europe								
	2009	476	85%	84%	81%	90%	96%	87%	79%
	2008	481	83%	81%	82%	94%	86%	81%	88%

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

² CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q6 - Ease making appt by phone

		Percent Excellent Top 3							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
ACC	1st MEDICAL GROUP								
	2009	132	81%	80%	77%	87%	*	78%	84%
	2008	79	79%	79%	73%	90%	*	74%	88%
ACC	2nd MEDICAL GROUP								
	2009	114	74%	73%	59%	84%	93%	71%	91%
	2008	193	75%	77%	68%	82%	*	74%	84%
ACC	4th MEDICAL GROUP								
	2009	115	91%	99%	76%	86%	100%	88%	98%
	2008	114	88%	88%	89%	89%	*	86%	98%
ACC	5th MEDICAL GROUP								
	2009	112	84%	82%	87%	88%	84%	84%	88%
	2008	159	82%	74%	90%	98%	93%	80%	100%
ACC	7th MEDICAL GROUP								
	2009	97	80%	74%	87%	81%	61%	86%	48%
	2008	166	87%	89%	82%	92%	100%	86%	87%
ACC	9th MEDICAL GROUP								
	2009	89	76%	81%	58%	75%	94%	73%	83%
	2008	54	71%	*	90%	60%	*	69%	*
ACC	20th MEDICAL GROUP								
	2009	115	85%	76%	90%	90%	100%	82%	99%
	2008	134	77%	83%	72%	66%	*	74%	89%
ACC	23rd MEDICAL GROUP								
	2009	108	82%	81%	79%	82%	100%	80%	86%
	2008	102	81%	79%	81%	84%	*	79%	89%
ACC	28th MEDICAL GROUP								
	2009	107	82%	86%	70%	86%	*	80%	*
	2008	154	78%	81%	73%	79%	*	75%	88%
ACC	49th MEDICAL GROUP								
	2009	116	86%	95%	76%	86%	83%	86%	*
	2008	186	83%	86%	68%	92%	98%	82%	98%
ACC	55th MEDICAL GROUP								
	2009	181	90%	85%	94%	99%	88%	88%	94%
	2008	337	87%	90%	83%	82%	91%	81%	97%
ACC	355th MEDICAL GROUP								
	2009	197	85%	89%	77%	85%	96%	80%	97%
	2008	332	82%	85%	71%	82%	85%	82%	82%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q6 - Ease making appt by phone

		Percent Excellent Top 3							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	366th MEDICAL GROUP								
	2009	102	80%	76%	82%	88%	86%	80%	79%
	2008	176	85%	88%	79%	90%	100%	83%	89%
ACC	509th MEDICAL GROUP								
	2009	109	83%	90%	76%	83%	100%	84%	81%
	2008	56	80%	75%	87%	81%	*	78%	*
ACC	MICHAEL O'CALLAGHAN FEDERAL HOSPITAL								
	2009	164	87%	84%	90%	89%	88%	85%	91%
	2008	550	82%	88%	70%	84%	85%	78%	87%
AETC	12th MEDICAL GROUP								
	2009	177	86%	88%	80%	88%	92%	85%	93%
	2008	84	80%	84%	75%	83%	*	79%	90%
AETC	14th MEDICAL GROUP								
	2009	102	88%	82%	91%	84%	100%	86%	*
	2008	108	92%	100%	89%	86%	89%	90%	100%
AETC	17th MEDICAL GROUP								
	2009	84	79%	84%	71%	88%	*	85%	65%
	2008	52	72%	75%	63%	69%	*	63%	*
AETC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	19	67%	*	*	*	--	67%	*
	2008	176	80%	88%	71%	72%	*	77%	94%
AETC	37th MED GROUP								
	2009	189	78%	78%	84%	74%	71%	75%	99%
	2008	105	67%	66%	63%	78%	58%	65%	74%
AETC	42ND MEDICAL GROUP								
	2009	140	72%	67%	75%	81%	100%	63%	97%
	2008	312	84%	84%	86%	82%	*	82%	93%
AETC	47th MEDICAL GROUP								
	2009	100	88%	97%	77%	100%	*	88%	91%
	2008	87	88%	88%	86%	95%	*	89%	*
AETC	56th MEDICAL GROUP								
	2009	188	77%	70%	77%	97%	96%	74%	85%
	2008	301	87%	88%	84%	87%	100%	86%	92%
AETC	59th MEDICAL WING								
	2009	202	86%	89%	80%	83%	96%	83%	87%
	2008	152	79%	83%	66%	84%	88%	63%	82%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q6 - Ease making appt by phone

		Percent Excellent Top 3							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AETC	71st MEDICAL GROUP								
	2009	101	90%	98%	80%	85%	100%	90%	*
	2008	107	91%	90%	92%	97%	86%	91%	*
AETC	81st MEDICAL GROUP								
	2009	162	86%	90%	80%	81%	100%	82%	90%
	2008	425	94%	97%	92%	95%	93%	91%	98%
AETC	82nd MEDICAL GROUP								
	2009	175	84%	87%	81%	84%	84%	82%	90%
	2008	181	84%	80%	87%	93%	95%	85%	83%
AETC	97th MEDICAL GROUP								
	2009	81	95%	98%	86%	98%	100%	95%	*
	2008	82	96%	95%	95%	100%	*	96%	--
AETC	325th MEDICAL GROUP								
	2009	109	73%	72%	70%	81%	*	78%	65%
	2008	130	66%	59%	65%	76%	*	57%	83%
AFDW	579TH MEDICAL GROUP								
	2009	105	71%	62%	71%	82%	96%	72%	64%
	2008	52	82%	78%	88%	*	*	80%	94%
AFDW	779th MEDICAL GROUP								
	2009	173	79%	80%	68%	90%	94%	74%	82%
	2008	100	68%	71%	55%	73%	82%	68%	69%
AFMC	66th MEDICAL GROUP								
	2009	111	80%	74%	83%	96%	100%	82%	*
	2008	94	83%	83%	82%	86%	*	83%	*
AFMC	72nd MEDICAL GROUP								
	2009	190	83%	84%	80%	79%	100%	76%	94%
	2008	96	70%	66%	75%	73%	*	63%	91%
AFMC	75th MEDICAL GROUP								
	2009	126	84%	80%	88%	87%	90%	84%	83%
	2008	247	82%	83%	77%	85%	100%	83%	77%
AFMC	78th MEDICAL GROUP								
	2009	109	92%	90%	95%	91%	*	91%	94%
	2008	169	83%	83%	78%	88%	*	81%	92%
AFMC	88th MEDICAL GROUP								
	2009	194	82%	80%	88%	83%	85%	86%	79%
	2008	535	86%	81%	90%	88%	94%	87%	86%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q6 - Ease making appt by phone

		Percent Excellent Top 3							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AFMC	95th MEDICAL GROUP								
	2009	97	91%	90%	92%	88%	100%	93%	87%
	2008	135	85%	80%	93%	88%	*	82%	100%
AFMC	96th MEDICAL GROUP								
	2009	180	84%	88%	81%	75%	88%	84%	84%
	2008	280	84%	81%	81%	94%	84%	79%	91%
AFMC	377th MEDICAL GROUP								
	2009	134	89%	91%	85%	93%	90%	84%	100%
	2008	249	85%	88%	82%	81%	*	81%	95%
AFSOC	1st SPECIAL OPERATIONS MEDICAL GROUP								
	2009	112	84%	83%	81%	94%	*	86%	*
	2008	66	76%	82%	58%	*	*	76%	*
AFSOC	27th SPECIAL OPERATIONS MEDICAL GROUP								
	2009	89	83%	80%	84%	91%	100%	75%	100%
	2008	104	86%	94%	75%	84%	*	83%	93%
AFSPC	21st MEDICAL GROUP								
	2009	125	80%	83%	78%	71%	*	76%	93%
	2008	68	79%	59%	90%	96%	*	73%	92%
AFSPC	30th MEDICAL GROUP								
	2009	106	82%	79%	83%	92%	*	83%	74%
	2008	55	93%	94%	89%	94%	*	94%	89%
AFSPC	45th MEDICAL GROUP								
	2009	145	82%	81%	80%	86%	*	80%	94%
	2008	79	86%	*	87%	88%	*	82%	96%
AFSPC	61st MEDICAL GROUP								
	2009	126	77%	80%	74%	73%	*	76%	85%
	2008	86	79%	75%	83%	81%	*	83%	*
AFSPC	90th MEDICAL GROUP								
	2009	70	91%	100%	80%	95%	*	90%	*
	2008	72	88%	92%	74%	100%	*	87%	*
AFSPC	341st MEDICAL GROUP								
	2009	113	78%	76%	81%	85%	70%	77%	82%
	2008	119	87%	83%	96%	84%	90%	84%	95%
AFSPC	460th MED GRP-BUCKLEY AFB								
	2009	70	84%	92%	66%	*	--	83%	*
	2008	41	90%	92%	89%	*	--	91%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q6 - Ease making appt by phone

		Percent Excellent Top 3							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AMC	6th MEDICAL GROUP								
	2009	257	78%	84%	65%	77%	92%	74%	91%
	2008	473	77%	79%	66%	77%	84%	76%	78%
AMC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	114	82%	89%	72%	88%	*	82%	87%
	2008	15	81%	*	*	*	--	77%	*
AMC	22nd MEDICAL GROUP								
	2009	90	79%	75%	88%	82%	62%	77%	91%
	2008	140	69%	70%	65%	70%	72%	65%	86%
AMC	43RD MEDICAL GROUP								
	2009	84	92%	96%	84%	88%	100%	93%	*
	2008	34	62%	51%	*	79%	*	60%	*
AMC	60th MEDICAL GROUP								
	2009	168	74%	73%	72%	78%	91%	70%	82%
	2008	122	81%	82%	71%	90%	93%	75%	92%
AMC	62nd MEDICAL SQUADRON								
	2009	46	90%	90%	86%	89%	*	88%	96%
	2008	49	90%	*	85%	80%	*	88%	*
AMC	87th MEDICAL GROUP								
	2009	119	69%	62%	75%	73%	*	65%	79%
	2008	166	90%	85%	98%	91%	*	87%	96%
AMC	92nd MEDICAL GROUP								
	2009	104	92%	99%	81%	89%	*	91%	100%
	2008	112	92%	92%	88%	96%	100%	91%	100%
AMC	319th MEDICAL GROUP								
	2009	73	92%	90%	97%	91%	90%	92%	100%
	2008	64	81%	79%	91%	67%	*	81%	83%
AMC	375th MEDICAL GROUP								
	2009	200	91%	95%	83%	96%	94%	89%	96%
	2008	302	84%	84%	87%	79%	94%	82%	90%
AMC	436th MEDICAL GROUP								
	2009	110	69%	73%	57%	74%	100%	65%	88%
	2008	174	77%	76%	69%	87%	97%	76%	86%
AMC	437th MEDICAL GROUP								
	2009	107	80%	79%	77%	98%	*	80%	*
	2008	47	73%	72%	70%	85%	*	69%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q6 - Ease making appt by phone

		Percent Excellent Top 3							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
PACAF	3rd MEDICAL GROUP								
	2009	154	76%	75%	77%	75%	91%	78%	74%
	2008	91	84%	92%	78%	66%	100%	82%	86%
PACAF	8th MEDICAL GROUP								
	2009	15	87%	87%	--	*	--	82%	*
	2008	26	93%	93%	*	*	*	93%	*
PACAF	15th MEDICAL GROUP								
	2009	123	87%	90%	84%	93%	82%	87%	91%
	2008	57	84%	88%	81%	73%	*	84%	*
PACAF	18th MEDICAL GROUP								
	2009	61	67%	59%	69%	82%	*	67%	*
	2008	39	77%	*	91%	*	*	76%	*
PACAF	35th MEDICAL GROUP								
	2009	67	96%	98%	90%	95%	*	95%	100%
	2008	52	91%	90%	90%	*	*	89%	94%
PACAF	36th MEDICAL GROUP								
	2009	83	82%	76%	89%	85%	100%	80%	*
	2008	45	79%	86%	66%	*	*	78%	*
PACAF	51st MEDICAL GROUP								
	2009	62	80%	86%	79%	39%	*	80%	80%
	2008	44	65%	61%	77%	75%	*	77%	43%
PACAF	354th MEDICAL GROUP								
	2009	73	89%	92%	77%	100%	100%	86%	100%
	2008	43	77%	54%	100%	92%	*	78%	*
PACAF	374th MEDICAL GROUP								
	2009	62	93%	96%	87%	86%	*	87%	99%
	2008	30	89%	83%	*	*	*	89%	*
USAFA	10TH MEDICAL GROUP								
	2009	198	92%	92%	92%	93%	87%	90%	94%
	2008	115	88%	84%	90%	91%	100%	85%	92%
USAFE	31st MEDICAL GROUP								
	2009	73	89%	89%	90%	85%	*	89%	87%
	2008	78	90%	83%	97%	*	*	87%	98%
USAFE	39th MEDICAL GROUP								
	2009	42	95%	91%	*	100%	*	94%	*
	2008	40	98%	100%	97%	*	*	99%	96%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q6 - Ease making appt by phone

		Percent Excellent Top 3							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
USAFE	48th MEDICAL GROUP								
	2009	136	76%	75%	70%	85%	100%	78%	72%
	2008	228	76%	79%	68%	94%	81%	71%	85%
USAFE	52nd MEDICAL GROUP								
	2009	88	91%	95%	83%	96%	*	93%	*
	2008	66	82%	83%	75%	100%	*	81%	*
USAFE	65th MEDICAL GROUP								
	2009	26	100%	*	100%	*	*	100%	*
	2008	25	85%	70%	96%	*	*	81%	*
USAFE	425TH ABS MEDICAL FLIGHT								
	2009	1	*	*	--	--	--	*	--
	2008	--	--	--	--	--	--	--	--
USAFE	435th MEDICAL GROUP								
	2009	110	87%	85%	82%	96%	100%	86%	*
	2008	44	85%	77%	93%	91%	*	88%	*

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3A - Saw my provider when needed

		Responses	Percent Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark¹		--	--	--	--	--	--	--	--
Overall - Direct Care									
	2009	26953	65%	65%	60%	69%	80%	64%	67%
	2008	--	--	--	--	--	--	--	--
Overall - Air Force									
	2009	8342	67%	68%	64%	68%	80%	66%	70%
	2008	--	--	--	--	--	--	--	--
Air Force - CONUS²									
	2009	7576	67%	67%	64%	67%	79%	66%	69%
	2008	--	--	--	--	--	--	--	--
Air Force - OCONUS									
	2009	766	72%	71%	71%	75%	87%	68%	85%
	2008	--	--	--	--	--	--	--	--

Air Force - Intermediate Commands

ACC	Air Combat Command								
	2009	1709	64%	64%	62%	64%	84%	63%	68%
	2008	--	--	--	--	--	--	--	--
AETC	Air Education and Training Command								
	2009	1765	68%	70%	63%	66%	72%	66%	69%
	2008	--	--	--	--	--	--	--	--
AFDW	Air Force District of Washington								
	2009	276	56%	54%	54%	63%	73%	56%	55%
	2008	--	--	--	--	--	--	--	--
AFMC	Air Force Materiel Command								
	2009	1118	68%	68%	68%	66%	80%	66%	71%
	2008	--	--	--	--	--	--	--	--
AFSOC	Air Force Special Operations Command								
	2009	186	69%	68%	68%	68%	81%	68%	76%
	2008	--	--	--	--	--	--	--	--
AFSPC	Air Force Space Command								
	2009	673	64%	62%	66%	65%	76%	62%	72%
	2008	--	--	--	--	--	--	--	--
AMC	Air Mobility Command								
	2009	1340	66%	66%	61%	71%	79%	66%	65%
	2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3A - Saw my provider when needed

		Responses	Percent Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	Pacific Air Forces								
	2009	675	73%	73%	71%	69%	88%	71%	77%
	2008	--	--	--	--	--	--	--	--
USAFA	United States Air Force Academy								
	2009	179	81%	82%	78%	80%	90%	78%	85%
	2008	--	--	--	--	--	--	--	--
USAFE	United States Air Forces in Europe								
	2009	421	74%	73%	71%	81%	87%	70%	83%
	2008	--	--	--	--	--	--	--	--

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

² CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3A - Saw my provider when needed

		Responses	Percent Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	1st MEDICAL GROUP								
	2009	144	62%	68%	53%	42%	86%	54%	73%
	2008	--	--	--	--	--	--	--	--
ACC	2nd MEDICAL GROUP								
	2009	94	64%	61%	67%	68%	82%	62%	72%
	2008	--	--	--	--	--	--	--	--
ACC	4th MEDICAL GROUP								
	2009	103	79%	81%	82%	72%	77%	76%	88%
	2008	--	--	--	--	--	--	--	--
ACC	5th MEDICAL GROUP								
	2009	102	63%	60%	53%	80%	88%	62%	66%
	2008	--	--	--	--	--	--	--	--
ACC	7th MEDICAL GROUP								
	2009	86	71%	79%	76%	42%	75%	74%	53%
	2008	--	--	--	--	--	--	--	--
ACC	9th MEDICAL GROUP								
	2009	77	63%	59%	77%	54%	*	66%	54%
	2008	--	--	--	--	--	--	--	--
ACC	20th MEDICAL GROUP								
	2009	102	65%	67%	45%	77%	83%	67%	57%
	2008	--	--	--	--	--	--	--	--
ACC	23rd MEDICAL GROUP								
	2009	96	62%	57%	59%	81%	90%	61%	70%
	2008	--	--	--	--	--	--	--	--
ACC	28th MEDICAL GROUP								
	2009	96	65%	67%	50%	81%	*	62%	97%
	2008	--	--	--	--	--	--	--	--
ACC	49th MEDICAL GROUP								
	2009	96	58%	42%	65%	67%	89%	61%	*
	2008	--	--	--	--	--	--	--	--
ACC	55th MEDICAL GROUP								
	2009	168	63%	64%	57%	72%	72%	62%	65%
	2008	--	--	--	--	--	--	--	--
ACC	355th MEDICAL GROUP								
	2009	169	68%	71%	51%	77%	87%	65%	74%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3A - Saw my provider when needed

		Percent Agree							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
ACC	366th MEDICAL GROUP								
	2009	115	70%	73%	65%	60%	94%	72%	66%
	2008	--	--	--	--	--	--	--	--
ACC	509th MEDICAL GROUP								
	2009	99	75%	81%	73%	54%	100%	73%	95%
	2008	--	--	--	--	--	--	--	--
ACC	MICHAEL O'CALLAGHAN FEDERAL HOSPITAL								
	2009	162	60%	52%	67%	63%	87%	59%	60%
	2008	--	--	--	--	--	--	--	--
AETC	12th MEDICAL GROUP								
	2009	178	75%	81%	66%	59%	73%	77%	64%
	2008	--	--	--	--	--	--	--	--
AETC	14th MEDICAL GROUP								
	2009	99	71%	69%	70%	82%	76%	69%	91%
	2008	--	--	--	--	--	--	--	--
AETC	17th MEDICAL GROUP								
	2009	82	45%	41%	43%	39%	85%	42%	52%
	2008	--	--	--	--	--	--	--	--
AETC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	--	--	--	--	--	--	--	--
	2008	--	--	--	--	--	--	--	--
AETC	37th MED GROUP								
	2009	181	61%	57%	63%	73%	55%	62%	52%
	2008	--	--	--	--	--	--	--	--
AETC	42ND MEDICAL GROUP								
	2009	148	75%	78%	61%	87%	77%	69%	91%
	2008	--	--	--	--	--	--	--	--
AETC	47th MEDICAL GROUP								
	2009	104	82%	89%	73%	72%	*	82%	84%
	2008	--	--	--	--	--	--	--	--
AETC	56th MEDICAL GROUP								
	2009	165	65%	66%	52%	82%	95%	63%	70%
	2008	--	--	--	--	--	--	--	--
AETC	59th MEDICAL WING								
	2009	219	65%	63%	69%	62%	68%	53%	68%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3A - Saw my provider when needed

		Responses	Percent Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AETC	71st MEDICAL GROUP								
	2009	84	76%	80%	61%	92%	*	76%	*
	2008	--	--	--	--	--	--	--	--
AETC	81st MEDICAL GROUP								
	2009	158	65%	70%	55%	57%	86%	59%	70%
	2008	--	--	--	--	--	--	--	--
AETC	82nd MEDICAL GROUP								
	2009	167	73%	87%	59%	65%	75%	75%	67%
	2008	--	--	--	--	--	--	--	--
AETC	97th MEDICAL GROUP								
	2009	81	90%	97%	86%	75%	*	91%	*
	2008	--	--	--	--	--	--	--	--
AETC	325th MEDICAL GROUP								
	2009	99	76%	85%	63%	69%	*	73%	83%
	2008	--	--	--	--	--	--	--	--
AFDW	579TH MEDICAL GROUP								
	2009	100	69%	65%	75%	64%	92%	70%	65%
	2008	--	--	--	--	--	--	--	--
AFDW	779th MEDICAL GROUP								
	2009	176	54%	53%	50%	63%	68%	53%	55%
	2008	--	--	--	--	--	--	--	--
AFMC	66th MEDICAL GROUP								
	2009	97	76%	76%	75%	78%	*	75%	*
	2008	--	--	--	--	--	--	--	--
AFMC	72nd MEDICAL GROUP								
	2009	177	77%	76%	80%	75%	73%	76%	77%
	2008	--	--	--	--	--	--	--	--
AFMC	75th MEDICAL GROUP								
	2009	108	63%	63%	62%	65%	*	61%	70%
	2008	--	--	--	--	--	--	--	--
AFMC	78th MEDICAL GROUP								
	2009	101	60%	53%	69%	75%	*	59%	64%
	2008	--	--	--	--	--	--	--	--
AFMC	88th MEDICAL GROUP								
	2009	223	60%	62%	50%	60%	89%	54%	64%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3A - Saw my provider when needed

		Responses	Percent Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AFMC	95th MEDICAL GROUP								
	2009	91	85%	75%	97%	90%	*	82%	88%
	2008	--	--	--	--	--	--	--	--
AFMC	96th MEDICAL GROUP								
	2009	183	69%	70%	71%	58%	85%	67%	72%
	2008	--	--	--	--	--	--	--	--
AFMC	377th MEDICAL GROUP								
	2009	138	80%	82%	73%	86%	85%	74%	88%
	2008	--	--	--	--	--	--	--	--
AFSOC	1st SPECIAL OPERATIONS MEDICAL GROUP								
	2009	105	71%	71%	72%	68%	*	70%	*
	2008	--	--	--	--	--	--	--	--
AFSOC	27th SPECIAL OPERATIONS MEDICAL GROUP								
	2009	81	60%	58%	59%	70%	71%	60%	62%
	2008	--	--	--	--	--	--	--	--
AFSPC	21st MEDICAL GROUP								
	2009	125	61%	57%	68%	62%	*	58%	73%
	2008	--	--	--	--	--	--	--	--
AFSPC	30th MEDICAL GROUP								
	2009	98	59%	58%	64%	47%	*	60%	50%
	2008	--	--	--	--	--	--	--	--
AFSPC	45th MEDICAL GROUP								
	2009	129	73%	70%	79%	75%	66%	71%	79%
	2008	--	--	--	--	--	--	--	--
AFSPC	61st MEDICAL GROUP								
	2009	92	60%	55%	66%	68%	*	62%	46%
	2008	--	--	--	--	--	--	--	--
AFSPC	90th MEDICAL GROUP								
	2009	77	83%	92%	71%	69%	94%	81%	92%
	2008	--	--	--	--	--	--	--	--
AFSPC	341st MEDICAL GROUP								
	2009	85	50%	50%	38%	60%	77%	49%	59%
	2008	--	--	--	--	--	--	--	--
AFSPC	460th MED GRP-BUCKLEY AFB								
	2009	67	58%	56%	62%	*	--	54%	77%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3A - Saw my provider when needed

		Percent Agree							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AMC	6th MEDICAL GROUP								
	2009	213	63%	63%	61%	60%	76%	60%	69%
	2008	--	--	--	--	--	--	--	--
AMC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	110	71%	75%	66%	73%	*	71%	77%
	2008	--	--	--	--	--	--	--	--
AMC	22nd MEDICAL GROUP								
	2009	84	61%	65%	64%	47%	50%	61%	*
	2008	--	--	--	--	--	--	--	--
AMC	43RD MEDICAL GROUP								
	2009	69	73%	78%	60%	85%	85%	75%	*
	2008	--	--	--	--	--	--	--	--
AMC	60th MEDICAL GROUP								
	2009	165	67%	65%	65%	77%	89%	68%	67%
	2008	--	--	--	--	--	--	--	--
AMC	62nd MEDICAL SQUADRON								
	2009	54	58%	48%	66%	88%	*	45%	71%
	2008	--	--	--	--	--	--	--	--
AMC	87th MEDICAL GROUP								
	2009	111	49%	51%	37%	55%	*	44%	79%
	2008	--	--	--	--	--	--	--	--
AMC	92nd MEDICAL GROUP								
	2009	89	73%	68%	82%	80%	*	81%	45%
	2008	--	--	--	--	--	--	--	--
AMC	319th MEDICAL GROUP								
	2009	71	79%	75%	96%	78%	60%	83%	62%
	2008	--	--	--	--	--	--	--	--
AMC	375th MEDICAL GROUP								
	2009	193	70%	72%	61%	81%	82%	77%	55%
	2008	--	--	--	--	--	--	--	--
AMC	436th MEDICAL GROUP								
	2009	97	64%	70%	48%	80%	*	67%	54%
	2008	--	--	--	--	--	--	--	--
AMC	437th MEDICAL GROUP								
	2009	84	60%	69%	46%	51%	*	58%	*
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3A - Saw my provider when needed

		Percent Agree							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
PACAF	3rd MEDICAL GROUP								
	2009	160	75%	77%	72%	70%	85%	78%	73%
	2008	--	--	--	--	--	--	--	--
PACAF	8th MEDICAL GROUP								
	2009	22	78%	81%	*	*	--	77%	*
	2008	--	--	--	--	--	--	--	--
PACAF	15th MEDICAL GROUP								
	2009	113	72%	71%	69%	76%	*	75%	60%
	2008	--	--	--	--	--	--	--	--
PACAF	18th MEDICAL GROUP								
	2009	52	79%	69%	90%	75%	*	76%	*
	2008	--	--	--	--	--	--	--	--
PACAF	35th MEDICAL GROUP								
	2009	64	83%	84%	87%	79%	*	81%	91%
	2008	--	--	--	--	--	--	--	--
PACAF	36th MEDICAL GROUP								
	2009	69	55%	38%	71%	78%	*	50%	*
	2008	--	--	--	--	--	--	--	--
PACAF	51st MEDICAL GROUP								
	2009	71	67%	79%	61%	20%	*	58%	83%
	2008	--	--	--	--	--	--	--	--
PACAF	354th MEDICAL GROUP								
	2009	57	79%	85%	66%	79%	*	79%	78%
	2008	--	--	--	--	--	--	--	--
PACAF	374th MEDICAL GROUP								
	2009	67	54%	53%	44%	64%	*	43%	82%
	2008	--	--	--	--	--	--	--	--
USAFA	10TH MEDICAL GROUP								
	2009	179	81%	82%	78%	80%	90%	78%	85%
	2008	--	--	--	--	--	--	--	--
USAFE	31st MEDICAL GROUP								
	2009	64	77%	78%	72%	82%	*	75%	82%
	2008	--	--	--	--	--	--	--	--
USAFE	39th MEDICAL GROUP								
	2009	38	73%	62%	*	87%	*	73%	*
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3A - Saw my provider when needed

		Responses	Percent Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
USAFE	48th MEDICAL GROUP								
	2009	122	72%	71%	70%	75%	100%	64%	81%
	2008	--	--	--	--	--	--	--	--
USAFE	52nd MEDICAL GROUP								
	2009	77	69%	66%	75%	84%	*	63%	93%
	2008	--	--	--	--	--	--	--	--
USAFE	65th MEDICAL GROUP								
	2009	25	88%	*	*	*	*	85%	*
	2008	--	--	--	--	--	--	--	--
USAFE	425TH ABS MEDICAL FLIGHT								
	2009	2	*	*	--	--	--	*	--
	2008	--	--	--	--	--	--	--	--
USAFE	435th MEDICAL GROUP								
	2009	93	77%	80%	59%	91%	85%	76%	*
	2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Responses	Percent Same Day						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark¹		--	--	--	--	--	--	--	--
Overall - Direct Care									
	2009	26810	20%	21%	20%	15%	16%	23%	16%
	2008	--	--	--	--	--	--	--	--
Overall - Air Force									
	2009	8289	18%	18%	19%	14%	10%	21%	12%
	2008	--	--	--	--	--	--	--	--
Air Force - CONUS²									
	2009	7533	18%	18%	19%	14%	10%	21%	13%
	2008	--	--	--	--	--	--	--	--
Air Force - OCONUS									
	2009	756	19%	20%	22%	12%	14%	22%	11%
	2008	--	--	--	--	--	--	--	--

Air Force - Intermediate Commands

ACC	Air Combat Command									
		2009	1707	17%	17%	20%	16%	8%	20%	9%
		2008	--	--	--	--	--	--	--	--
AETC	Air Education and Training Command									
		2009	1754	19%	22%	20%	12%	11%	26%	12%
		2008	--	--	--	--	--	--	--	--
AFDW	Air Force District of Washington									
		2009	274	16%	16%	16%	22%	8%	14%	19%
		2008	--	--	--	--	--	--	--	--
AFMC	Air Force Materiel Command									
		2009	1109	17%	17%	19%	19%	12%	19%	16%
		2008	--	--	--	--	--	--	--	--
AFSOC	Air Force Special Operations Command									
		2009	187	16%	24%	5%	3%	22%	17%	1%
		2008	--	--	--	--	--	--	--	--
AFSPC	Air Force Space Command									
		2009	668	17%	17%	21%	13%	11%	20%	4%
		2008	--	--	--	--	--	--	--	--
AMC	Air Mobility Command									
		2009	1330	17%	17%	20%	14%	10%	20%	9%
		2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Responses	Percent Same Day						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	Pacific Air Forces								
	2009	668	15%	16%	17%	13%	4%	15%	16%
	2008	--	--	--	--	--	--	--	--
USAFA	United States Air Force Academy								
	2009	176	23%	24%	27%	13%	17%	29%	16%
	2008	--	--	--	--	--	--	--	--
USAFE	United States Air Forces in Europe								
	2009	416	20%	22%	22%	9%	18%	24%	9%
	2008	--	--	--	--	--	--	--	--

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

² CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent Same Day							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
ACC	1st MEDICAL GROUP								
	2009	145	15%	12%	24%	12%	9%	21%	6%
	2008	--	--	--	--	--	--	--	--
ACC	2nd MEDICAL GROUP								
	2009	94	34%	35%	54%	24%	18%	39%	16%
	2008	--	--	--	--	--	--	--	--
ACC	4th MEDICAL GROUP								
	2009	102	16%	15%	28%	5%	0%	17%	12%
	2008	--	--	--	--	--	--	--	--
ACC	5th MEDICAL GROUP								
	2009	102	20%	33%	3%	4%	6%	22%	13%
	2008	--	--	--	--	--	--	--	--
ACC	7th MEDICAL GROUP								
	2009	84	29%	47%	25%	0%	0%	31%	*
	2008	--	--	--	--	--	--	--	--
ACC	9th MEDICAL GROUP								
	2009	76	27%	29%	27%	27%	*	30%	21%
	2008	--	--	--	--	--	--	--	--
ACC	20th MEDICAL GROUP								
	2009	103	24%	20%	26%	38%	10%	26%	10%
	2008	--	--	--	--	--	--	--	--
ACC	23rd MEDICAL GROUP								
	2009	96	18%	20%	17%	7%	29%	19%	10%
	2008	--	--	--	--	--	--	--	--
ACC	28th MEDICAL GROUP								
	2009	96	21%	24%	6%	32%	*	22%	3%
	2008	--	--	--	--	--	--	--	--
ACC	49th MEDICAL GROUP								
	2009	96	22%	15%	40%	11%	0%	24%	*
	2008	--	--	--	--	--	--	--	--
ACC	55th MEDICAL GROUP								
	2009	170	9%	2%	14%	25%	9%	13%	1%
	2008	--	--	--	--	--	--	--	--
ACC	355th MEDICAL GROUP								
	2009	168	15%	18%	17%	4%	0%	19%	5%
	2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent Same Day							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
ACC	366th MEDICAL GROUP								
	2009	114	18%	21%	10%	22%	6%	17%	18%
	2008	--	--	--	--	--	--	--	--
ACC	509th MEDICAL GROUP								
	2009	100	24%	21%	32%	23%	5%	22%	40%
	2008	--	--	--	--	--	--	--	--
ACC	MICHAEL O'CALLAGHAN FEDERAL HOSPITAL								
	2009	161	9%	5%	13%	12%	5%	7%	11%
	2008	--	--	--	--	--	--	--	--
AETC	12th MEDICAL GROUP								
	2009	178	19%	19%	30%	7%	0%	22%	8%
	2008	--	--	--	--	--	--	--	--
AETC	14th MEDICAL GROUP								
	2009	99	47%	53%	51%	26%	0%	51%	9%
	2008	--	--	--	--	--	--	--	--
AETC	17th MEDICAL GROUP								
	2009	82	22%	30%	12%	13%	50%	30%	4%
	2008	--	--	--	--	--	--	--	--
AETC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	--	--	--	--	--	--	--	--
	2008	--	--	--	--	--	--	--	--
AETC	37th MED GROUP								
	2009	178	19%	25%	11%	15%	3%	20%	12%
	2008	--	--	--	--	--	--	--	--
AETC	42ND MEDICAL GROUP								
	2009	147	40%	42%	37%	34%	28%	46%	21%
	2008	--	--	--	--	--	--	--	--
AETC	47th MEDICAL GROUP								
	2009	104	28%	30%	22%	23%	*	32%	3%
	2008	--	--	--	--	--	--	--	--
AETC	56th MEDICAL GROUP								
	2009	163	19%	17%	16%	30%	23%	22%	13%
	2008	--	--	--	--	--	--	--	--
AETC	59th MEDICAL WING								
	2009	214	11%	8%	22%	4%	6%	21%	9%
	2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent Same Day							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AETC	71st MEDICAL GROUP								
	2009	82	20%	25%	8%	17%	*	21%	*
	2008	--	--	--	--	--	--	--	--
AETC	81st MEDICAL GROUP								
	2009	160	19%	24%	14%	11%	13%	16%	22%
	2008	--	--	--	--	--	--	--	--
AETC	82nd MEDICAL GROUP								
	2009	166	20%	34%	11%	6%	0%	22%	12%
	2008	--	--	--	--	--	--	--	--
AETC	97th MEDICAL GROUP								
	2009	82	45%	52%	42%	26%	*	47%	*
	2008	--	--	--	--	--	--	--	--
AETC	325th MEDICAL GROUP								
	2009	99	24%	34%	11%	3%	*	33%	6%
	2008	--	--	--	--	--	--	--	--
AFDW	579TH MEDICAL GROUP								
	2009	101	10%	15%	4%	6%	8%	11%	3%
	2008	--	--	--	--	--	--	--	--
AFDW	779th MEDICAL GROUP								
	2009	173	17%	16%	18%	27%	9%	15%	20%
	2008	--	--	--	--	--	--	--	--
AFMC	66th MEDICAL GROUP								
	2009	97	4%	5%	0%	6%	*	4%	*
	2008	--	--	--	--	--	--	--	--
AFMC	72nd MEDICAL GROUP								
	2009	175	21%	24%	19%	9%	16%	21%	20%
	2008	--	--	--	--	--	--	--	--
AFMC	75th MEDICAL GROUP								
	2009	108	16%	12%	28%	13%	*	19%	8%
	2008	--	--	--	--	--	--	--	--
AFMC	78th MEDICAL GROUP								
	2009	101	33%	25%	41%	38%	*	34%	24%
	2008	--	--	--	--	--	--	--	--
AFMC	88th MEDICAL GROUP								
	2009	223	13%	12%	16%	9%	19%	13%	13%
	2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent Same Day							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AFMC	95th MEDICAL GROUP								
	2009	91	21%	26%	17%	24%	0%	31%	5%
	2008	--	--	--	--	--	--	--	--
AFMC	96th MEDICAL GROUP								
	2009	178	15%	13%	17%	29%	0%	16%	14%
	2008	--	--	--	--	--	--	--	--
AFMC	377th MEDICAL GROUP								
	2009	136	28%	46%	4%	3%	0%	18%	43%
	2008	--	--	--	--	--	--	--	--
AFSOC	1st SPECIAL OPERATIONS MEDICAL GROUP								
	2009	105	18%	27%	4%	3%	*	19%	*
	2008	--	--	--	--	--	--	--	--
AFSOC	27th SPECIAL OPERATIONS MEDICAL GROUP								
	2009	82	10%	11%	8%	4%	29%	13%	2%
	2008	--	--	--	--	--	--	--	--
AFSPC	21st MEDICAL GROUP								
	2009	125	10%	6%	18%	19%	*	13%	0%
	2008	--	--	--	--	--	--	--	--
AFSPC	30th MEDICAL GROUP								
	2009	97	9%	13%	0%	5%	*	11%	0%
	2008	--	--	--	--	--	--	--	--
AFSPC	45th MEDICAL GROUP								
	2009	130	22%	22%	33%	5%	20%	25%	12%
	2008	--	--	--	--	--	--	--	--
AFSPC	61st MEDICAL GROUP								
	2009	90	10%	4%	21%	20%	*	10%	8%
	2008	--	--	--	--	--	--	--	--
AFSPC	90th MEDICAL GROUP								
	2009	76	41%	51%	33%	37%	*	51%	3%
	2008	--	--	--	--	--	--	--	--
AFSPC	341st MEDICAL GROUP								
	2009	84	18%	22%	23%	4%	0%	21%	0%
	2008	--	--	--	--	--	--	--	--
AFSPC	460th MED GRP-BUCKLEY AFB								
	2009	66	9%	10%	11%	*	--	11%	0%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent Same Day							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AMC	6th MEDICAL GROUP								
	2009	209	16%	20%	13%	7%	4%	18%	10%
	2008	--	--	--	--	--	--	--	--
AMC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	108	33%	26%	43%	32%	*	35%	17%
	2008	--	--	--	--	--	--	--	--
AMC	22nd MEDICAL GROUP								
	2009	82	30%	35%	18%	32%	55%	31%	*
	2008	--	--	--	--	--	--	--	--
AMC	43RD MEDICAL GROUP								
	2009	69	19%	20%	20%	29%	0%	22%	*
	2008	--	--	--	--	--	--	--	--
AMC	60th MEDICAL GROUP								
	2009	165	12%	10%	22%	0%	0%	14%	7%
	2008	--	--	--	--	--	--	--	--
AMC	62nd MEDICAL SQUADRON								
	2009	53	11%	11%	14%	5%	*	15%	7%
	2008	--	--	--	--	--	--	--	--
AMC	87th MEDICAL GROUP								
	2009	112	10%	12%	0%	16%	*	10%	12%
	2008	--	--	--	--	--	--	--	--
AMC	92nd MEDICAL GROUP								
	2009	91	19%	22%	19%	14%	*	16%	29%
	2008	--	--	--	--	--	--	--	--
AMC	319th MEDICAL GROUP								
	2009	67	45%	40%	59%	48%	32%	52%	10%
	2008	--	--	--	--	--	--	--	--
AMC	375th MEDICAL GROUP								
	2009	193	16%	13%	20%	22%	5%	20%	4%
	2008	--	--	--	--	--	--	--	--
AMC	436th MEDICAL GROUP								
	2009	97	12%	15%	8%	10%	*	15%	3%
	2008	--	--	--	--	--	--	--	--
AMC	437th MEDICAL GROUP								
	2009	84	25%	33%	15%	11%	*	23%	*
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent Same Day							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	3rd MEDICAL GROUP								
	2009	160	11%	12%	13%	11%	0%	4%	17%
	2008	--	--	--	--	--	--	--	--
PACAF	8th MEDICAL GROUP								
	2009	21	11%	9%	*	--	--	12%	*
	2008	--	--	--	--	--	--	--	--
PACAF	15th MEDICAL GROUP								
	2009	112	16%	19%	18%	5%	*	16%	18%
	2008	--	--	--	--	--	--	--	--
PACAF	18th MEDICAL GROUP								
	2009	51	13%	11%	19%	14%	*	15%	*
	2008	--	--	--	--	--	--	--	--
PACAF	35th MEDICAL GROUP								
	2009	63	22%	27%	14%	14%	*	25%	13%
	2008	--	--	--	--	--	--	--	--
PACAF	36th MEDICAL GROUP								
	2009	68	19%	21%	21%	5%	*	21%	*
	2008	--	--	--	--	--	--	--	--
PACAF	51st MEDICAL GROUP								
	2009	70	28%	23%	34%	33%	*	33%	17%
	2008	--	--	--	--	--	--	--	--
PACAF	354th MEDICAL GROUP								
	2009	56	13%	18%	9%	9%	*	13%	14%
	2008	--	--	--	--	--	--	--	--
PACAF	374th MEDICAL GROUP								
	2009	67	17%	15%	20%	18%	*	15%	22%
	2008	--	--	--	--	--	--	--	--
USAFA	10TH MEDICAL GROUP								
	2009	176	23%	24%	27%	13%	17%	29%	16%
	2008	--	--	--	--	--	--	--	--
USAFE	31st MEDICAL GROUP								
	2009	62	17%	25%	18%	3%	*	25%	0%
	2008	--	--	--	--	--	--	--	--
USAFE	39th MEDICAL GROUP								
	2009	38	28%	35%	*	0%	*	35%	*
	2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent Same Day							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
USAFE	48th MEDICAL GROUP								
	2009	120	17%	18%	18%	6%	30%	22%	11%
	2008	--	--	--	--	--	--	--	--
USAFE	52nd MEDICAL GROUP								
	2009	76	18%	17%	24%	15%	*	20%	9%
	2008	--	--	--	--	--	--	--	--
USAFE	65th MEDICAL GROUP								
	2009	25	52%	*	*	*	*	55%	*
	2008	--	--	--	--	--	--	--	--
USAFE	425TH ABS MEDICAL FLIGHT								
	2009	2	*	*	--	--	--	*	--
	2008	--	--	--	--	--	--	--	--
USAFE	435th MEDICAL GROUP								
	2009	93	21%	21%	29%	16%	8%	22%	*
	2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Responses	Percent 1-7 Days						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark¹		--	--	--	--	--	--	--	--
Overall - Direct Care									
	2009	26810	45%	45%	43%	46%	43%	48%	40%
	2008	--	--	--	--	--	--	--	--
Overall - Air Force									
	2009	8289	48%	49%	46%	47%	54%	50%	46%
	2008	--	--	--	--	--	--	--	--
Air Force - CONUS²									
	2009	7533	48%	49%	46%	46%	53%	49%	45%
	2008	--	--	--	--	--	--	--	--
Air Force - OCONUS									
	2009	756	54%	55%	47%	60%	71%	54%	55%
	2008	--	--	--	--	--	--	--	--

Air Force - Intermediate Commands

ACC	Air Combat Command								
		2009	1707	51%	55%	46%	45%	53%	51%
		2008	--	--	--	--	--	--	--
AETC	Air Education and Training Command								
		2009	1754	44%	41%	46%	49%	55%	47%
		2008	--	--	--	--	--	--	--
AFDW	Air Force District of Washington								
		2009	274	40%	43%	35%	37%	28%	44%
		2008	--	--	--	--	--	--	--
AFMC	Air Force Materiel Command								
		2009	1109	51%	52%	52%	43%	56%	53%
		2008	--	--	--	--	--	--	--
AFSOC	Air Force Special Operations Command								
		2009	187	53%	44%	65%	62%	60%	52%
		2008	--	--	--	--	--	--	--
AFSPC	Air Force Space Command								
		2009	668	45%	45%	45%	43%	48%	42%
		2008	--	--	--	--	--	--	--
AMC	Air Mobility Command								
		2009	1330	47%	50%	41%	46%	55%	48%
		2008	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Responses	Percent 1-7 Days						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	Pacific Air Forces								
	2009	668	52%	55%	46%	45%	62%	55%	44%
	2008	--	--	--	--	--	--	--	--
USAFA	United States Air Force Academy								
	2009	176	51%	55%	44%	49%	26%	54%	48%
	2008	--	--	--	--	--	--	--	--
USAFE	United States Air Forces in Europe								
	2009	416	55%	55%	45%	66%	67%	55%	56%
	2008	--	--	--	--	--	--	--	--

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

² CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 1-7 Days							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	MEDICAL GROUP								
	2009	145	47%	54%	39%	34%	54%	52%	40%
	2008	--	--	--	--	--	--	--	--
	2009	94	54%	55%	43%	65%	33%	51%	63%
	2008	--	--	--	--	--	--	--	--
	2009	102	55%	53%	41%	71%	84%	59%	45%
	2008	--	--	--	--	--	--	--	--
	2009	102	47%	45%	63%	18%	71%	47%	47%
	2008	--	--	--	--	--	--	--	--
	2009	84	41%	35%	54%	35%	50%	36%	*
	2008	--	--	--	--	--	--	--	--
	2009	76	50%	47%	53%	57%	*	59%	26%
	2008	--	--	--	--	--	--	--	--
	2009	103	49%	48%	48%	46%	67%	57%	5%
	2008	--	--	--	--	--	--	--	--
	2009	96	51%	50%	57%	49%	45%	52%	48%
	2008	--	--	--	--	--	--	--	--
	2009	96	48%	44%	61%	40%	*	46%	64%
	2008	--	--	--	--	--	--	--	--
	2009	96	42%	49%	31%	48%	40%	42%	*
	2008	--	--	--	--	--	--	--	--
	2009	170	59%	66%	58%	40%	35%	54%	69%
	2008	--	--	--	--	--	--	--	--
	2009	168	51%	58%	41%	44%	48%	47%	61%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 1-7 Days							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	366th MEDICAL GROUP								
	2009	114	57%	58%	59%	40%	65%	64%	38%
	2008	--	--	--	--	--	--	--	--
ACC	509th MEDICAL GROUP								
	2009	100	51%	48%	50%	48%	87%	50%	55%
	2008	--	--	--	--	--	--	--	--
ACC	MICHAEL O'CALLAGHAN FEDERAL HOSPITAL								
	2009	161	50%	60%	35%	46%	52%	52%	47%
	2008	--	--	--	--	--	--	--	--
AETC	12th MEDICAL GROUP								
	2009	178	57%	63%	51%	31%	69%	56%	62%
	2008	--	--	--	--	--	--	--	--
AETC	14th MEDICAL GROUP								
	2009	99	39%	35%	36%	56%	70%	35%	76%
	2008	--	--	--	--	--	--	--	--
AETC	17th MEDICAL GROUP								
	2009	82	43%	39%	39%	63%	37%	39%	53%
	2008	--	--	--	--	--	--	--	--
AETC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	--	--	--	--	--	--	--	--
	2008	--	--	--	--	--	--	--	--
AETC	37th MED GROUP								
	2009	178	40%	29%	52%	50%	63%	44%	23%
	2008	--	--	--	--	--	--	--	--
AETC	42ND MEDICAL GROUP								
	2009	147	43%	44%	39%	45%	40%	35%	66%
	2008	--	--	--	--	--	--	--	--
AETC	47th MEDICAL GROUP								
	2009	104	58%	57%	62%	65%	*	53%	92%
	2008	--	--	--	--	--	--	--	--
AETC	56th MEDICAL GROUP								
	2009	163	43%	42%	41%	51%	52%	42%	45%
	2008	--	--	--	--	--	--	--	--
AETC	59th MEDICAL WING								
	2009	214	38%	35%	36%	45%	56%	40%	37%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 1-7 Days							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AETC	71st MEDICAL GROUP								
	2009	82	73%	70%	76%	83%	*	71%	*
	2008	--	--	--	--	--	--	--	--
AETC	81st MEDICAL GROUP								
	2009	160	48%	47%	54%	43%	45%	57%	41%
	2008	--	--	--	--	--	--	--	--
AETC	82nd MEDICAL GROUP								
	2009	166	48%	36%	54%	62%	64%	49%	46%
	2008	--	--	--	--	--	--	--	--
AETC	97th MEDICAL GROUP								
	2009	82	53%	44%	58%	74%	*	51%	*
	2008	--	--	--	--	--	--	--	--
AETC	325th MEDICAL GROUP								
	2009	99	45%	39%	55%	53%	*	40%	55%
	2008	--	--	--	--	--	--	--	--
AFDW	579TH MEDICAL GROUP								
	2009	101	54%	44%	61%	65%	75%	54%	56%
	2008	--	--	--	--	--	--	--	--
AFDW	779th MEDICAL GROUP								
	2009	173	38%	43%	30%	30%	14%	41%	35%
	2008	--	--	--	--	--	--	--	--
AFMC	66th MEDICAL GROUP								
	2009	97	59%	57%	74%	46%	*	57%	*
	2008	--	--	--	--	--	--	--	--
AFMC	72nd MEDICAL GROUP								
	2009	175	59%	60%	61%	60%	38%	60%	56%
	2008	--	--	--	--	--	--	--	--
AFMC	75th MEDICAL GROUP								
	2009	108	57%	68%	32%	60%	*	55%	65%
	2008	--	--	--	--	--	--	--	--
AFMC	78th MEDICAL GROUP								
	2009	101	47%	49%	46%	48%	*	44%	63%
	2008	--	--	--	--	--	--	--	--
AFMC	88th MEDICAL GROUP								
	2009	223	49%	51%	50%	27%	54%	54%	45%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 1-7 Days							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AFMC	95th MEDICAL GROUP								
	2009	91	67%	66%	67%	63%	84%	58%	81%
	2008	--	--	--	--	--	--	--	--
AFMC	96th MEDICAL GROUP								
	2009	178	50%	49%	54%	37%	71%	50%	49%
	2008	--	--	--	--	--	--	--	--
AFMC	377th MEDICAL GROUP								
	2009	136	45%	42%	49%	60%	28%	55%	31%
	2008	--	--	--	--	--	--	--	--
AFSOC	1st SPECIAL OPERATIONS MEDICAL GROUP								
	2009	105	50%	38%	65%	70%	*	51%	*
	2008	--	--	--	--	--	--	--	--
AFSOC	27th SPECIAL OPERATIONS MEDICAL GROUP								
	2009	82	60%	65%	66%	34%	30%	55%	75%
	2008	--	--	--	--	--	--	--	--
AFSPC	21st MEDICAL GROUP								
	2009	125	48%	48%	55%	29%	*	45%	59%
	2008	--	--	--	--	--	--	--	--
AFSPC	30th MEDICAL GROUP								
	2009	97	46%	47%	55%	23%	*	41%	67%
	2008	--	--	--	--	--	--	--	--
AFSPC	45th MEDICAL GROUP								
	2009	130	44%	42%	41%	56%	38%	43%	45%
	2008	--	--	--	--	--	--	--	--
AFSPC	61st MEDICAL GROUP								
	2009	90	52%	55%	53%	39%	*	56%	32%
	2008	--	--	--	--	--	--	--	--
AFSPC	90th MEDICAL GROUP								
	2009	76	39%	38%	40%	35%	*	27%	89%
	2008	--	--	--	--	--	--	--	--
AFSPC	341st MEDICAL GROUP								
	2009	84	41%	42%	31%	42%	72%	37%	72%
	2008	--	--	--	--	--	--	--	--
AFSPC	460th MED GRP-BUCKLEY AFB								
	2009	66	45%	47%	28%	*	--	44%	50%
	2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 1-7 Days							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AMC									
	6th MEDICAL GROUP								
	2009	209	50%	45%	60%	55%	43%	54%	40%
	2008	--	--	--	--	--	--	--	--
	19th MEDICAL GROUP-LITTLE ROCK								
	2009	108	40%	47%	30%	37%	*	38%	50%
	2008	--	--	--	--	--	--	--	--
	22nd MEDICAL GROUP								
	2009	82	50%	58%	59%	26%	26%	50%	*
	2008	--	--	--	--	--	--	--	--
	43RD MEDICAL GROUP								
	2009	69	59%	64%	51%	58%	60%	64%	*
	2008	--	--	--	--	--	--	--	--
	60th MEDICAL GROUP								
	2009	165	41%	46%	27%	41%	64%	39%	46%
	2008	--	--	--	--	--	--	--	--
	62nd MEDICAL SQUADRON								
	2009	53	52%	51%	67%	40%	*	46%	57%
	2008	--	--	--	--	--	--	--	--
	87th MEDICAL GROUP								
	2009	112	40%	37%	47%	38%	*	43%	28%
	2008	--	--	--	--	--	--	--	--
	92nd MEDICAL GROUP								
	2009	91	58%	64%	36%	66%	*	61%	45%
	2008	--	--	--	--	--	--	--	--
	319th MEDICAL GROUP								
	2009	67	38%	43%	17%	41%	61%	33%	63%
	2008	--	--	--	--	--	--	--	--
	375th MEDICAL GROUP								
	2009	193	55%	60%	44%	63%	41%	55%	53%
	2008	--	--	--	--	--	--	--	--
	436th MEDICAL GROUP								
	2009	97	47%	46%	47%	32%	*	46%	49%
	2008	--	--	--	--	--	--	--	--
	437th MEDICAL GROUP								
	2009	84	52%	56%	49%	41%	*	55%	*
	2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 1-7 Days							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	3rd MEDICAL GROUP								
	2009	160	49%	54%	43%	36%	51%	61%	38%
	2008	--	--	--	--	--	--	--	--
PACAF	8th MEDICAL GROUP								
	2009	21	68%	69%	*	--	--	66%	*
	2008	--	--	--	--	--	--	--	--
PACAF	15th MEDICAL GROUP								
	2009	112	52%	60%	46%	45%	*	54%	48%
	2008	--	--	--	--	--	--	--	--
PACAF	18th MEDICAL GROUP								
	2009	51	57%	60%	44%	69%	*	58%	*
	2008	--	--	--	--	--	--	--	--
PACAF	35th MEDICAL GROUP								
	2009	63	41%	40%	34%	50%	*	43%	35%
	2008	--	--	--	--	--	--	--	--
PACAF	36th MEDICAL GROUP								
	2009	68	63%	68%	62%	44%	*	62%	*
	2008	--	--	--	--	--	--	--	--
PACAF	51st MEDICAL GROUP								
	2009	70	57%	62%	55%	32%	*	49%	70%
	2008	--	--	--	--	--	--	--	--
PACAF	354th MEDICAL GROUP								
	2009	56	58%	73%	37%	61%	*	54%	72%
	2008	--	--	--	--	--	--	--	--
PACAF	374th MEDICAL GROUP								
	2009	67	45%	36%	56%	44%	*	45%	46%
	2008	--	--	--	--	--	--	--	--
USAFA	10TH MEDICAL GROUP								
	2009	176	51%	55%	44%	49%	26%	54%	48%
	2008	--	--	--	--	--	--	--	--
USAFE	31st MEDICAL GROUP								
	2009	62	60%	68%	31%	83%	*	62%	56%
	2008	--	--	--	--	--	--	--	--
USAFE	39th MEDICAL GROUP								
	2009	38	49%	37%	*	95%	*	45%	*
	2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 1-7 Days							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
USAFE	48th MEDICAL GROUP								
	2009	120	52%	51%	50%	63%	52%	52%	53%
	2008	--	--	--	--	--	--	--	--
USAFE	52nd MEDICAL GROUP								
	2009	76	55%	58%	49%	43%	*	53%	62%
	2008	--	--	--	--	--	--	--	--
USAFE	65th MEDICAL GROUP								
	2009	25	34%	*	*	*	*	30%	*
	2008	--	--	--	--	--	--	--	--
USAFE	425TH ABS MEDICAL FLIGHT								
	2009	2	*	*	--	--	--	*	--
	2008	--	--	--	--	--	--	--	--
USAFE	435th MEDICAL GROUP								
	2009	93	62%	62%	51%	67%	76%	60%	*
	2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Responses	Percent 8-30 Days						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark¹		--	--	--	--	--	--	--	--
Overall - Direct Care									
	2009	26810	32%	30%	33%	36%	38%	27%	39%
	2008	--	--	--	--	--	--	--	--
Overall - Air Force									
	2009	8289	31%	30%	32%	36%	33%	28%	37%
	2008	--	--	--	--	--	--	--	--
Air Force - CONUS²									
	2009	7533	32%	30%	32%	38%	35%	29%	38%
	2008	--	--	--	--	--	--	--	--
Air Force - OCONUS									
	2009	756	25%	24%	29%	26%	15%	22%	32%
	2008	--	--	--	--	--	--	--	--

Air Force - Intermediate Commands

ACC	Air Combat Command									
		2009	1707	30%	27%	32%	39%	38%	27%	38%
		2008	--	--	--	--	--	--	--	--
AETC	Air Education and Training Command									
		2009	1754	32%	33%	30%	35%	29%	26%	39%
		2008	--	--	--	--	--	--	--	--
AFDW	Air Force District of Washington									
		2009	274	40%	39%	39%	40%	64%	39%	41%
		2008	--	--	--	--	--	--	--	--
AFMC	Air Force Materiel Command									
		2009	1109	30%	29%	28%	34%	31%	27%	32%
		2008	--	--	--	--	--	--	--	--
AFSOC	Air Force Special Operations Command									
		2009	187	29%	30%	25%	35%	18%	29%	24%
		2008	--	--	--	--	--	--	--	--
AFSPC	Air Force Space Command									
		2009	668	36%	35%	33%	40%	40%	36%	34%
		2008	--	--	--	--	--	--	--	--
AMC	Air Mobility Command									
		2009	1330	34%	31%	36%	39%	36%	30%	44%
		2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 8-30 Days							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	Pacific Air Forces								
	2009	668	32%	28%	36%	41%	32%	29%	37%
	2008	--	--	--	--	--	--	--	--
USAFA	United States Air Force Academy								
	2009	176	25%	21%	28%	36%	57%	17%	35%
	2008	--	--	--	--	--	--	--	--
USAFE	United States Air Forces in Europe								
	2009	416	24%	22%	31%	23%	15%	20%	33%
	2008	--	--	--	--	--	--	--	--

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

² CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 8-30 Days							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	1st MEDICAL GROUP								
	2009	145	34%	27%	38%	53%	32%	27%	44%
	2008	--	--	--	--	--	--	--	--
ACC	2nd MEDICAL GROUP								
	2009	94	12%	11%	4%	11%	49%	10%	22%
	2008	--	--	--	--	--	--	--	--
ACC	4th MEDICAL GROUP								
	2009	102	28%	31%	27%	24%	16%	24%	39%
	2008	--	--	--	--	--	--	--	--
ACC	5th MEDICAL GROUP								
	2009	102	32%	23%	29%	79%	23%	30%	40%
	2008	--	--	--	--	--	--	--	--
ACC	7th MEDICAL GROUP								
	2009	84	28%	17%	22%	65%	35%	31%	*
	2008	--	--	--	--	--	--	--	--
ACC	9th MEDICAL GROUP								
	2009	76	22%	24%	20%	15%	*	11%	53%
	2008	--	--	--	--	--	--	--	--
ACC	20th MEDICAL GROUP								
	2009	103	27%	32%	25%	16%	23%	17%	85%
	2008	--	--	--	--	--	--	--	--
ACC	23rd MEDICAL GROUP								
	2009	96	28%	25%	27%	44%	27%	25%	42%
	2008	--	--	--	--	--	--	--	--
ACC	28th MEDICAL GROUP								
	2009	96	31%	32%	29%	29%	*	30%	33%
	2008	--	--	--	--	--	--	--	--
ACC	49th MEDICAL GROUP								
	2009	96	35%	36%	27%	41%	60%	34%	*
	2008	--	--	--	--	--	--	--	--
ACC	55th MEDICAL GROUP								
	2009	170	32%	32%	28%	33%	56%	33%	29%
	2008	--	--	--	--	--	--	--	--
ACC	355th MEDICAL GROUP								
	2009	168	33%	24%	37%	52%	52%	32%	34%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 8-30 Days							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	366th MEDICAL GROUP								
	2009	114	24%	21%	27%	38%	29%	18%	44%
	2008	--	--	--	--	--	--	--	--
ACC	509th MEDICAL GROUP								
	2009	100	21%	22%	19%	29%	8%	23%	5%
	2008	--	--	--	--	--	--	--	--
ACC	MICHAEL O'CALLAGHAN FEDERAL HOSPITAL								
	2009	161	39%	33%	48%	41%	44%	40%	38%
	2008	--	--	--	--	--	--	--	--
AETC	12th MEDICAL GROUP								
	2009	178	23%	18%	18%	63%	31%	22%	29%
	2008	--	--	--	--	--	--	--	--
AETC	14th MEDICAL GROUP								
	2009	99	14%	13%	13%	18%	30%	14%	15%
	2008	--	--	--	--	--	--	--	--
AETC	17th MEDICAL GROUP								
	2009	82	33%	32%	43%	24%	13%	28%	43%
	2008	--	--	--	--	--	--	--	--
AETC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	--	--	--	--	--	--	--	--
	2008	--	--	--	--	--	--	--	--
AETC	37th MED GROUP								
	2009	178	37%	41%	31%	35%	34%	34%	51%
	2008	--	--	--	--	--	--	--	--
AETC	42ND MEDICAL GROUP								
	2009	147	17%	13%	24%	15%	24%	18%	12%
	2008	--	--	--	--	--	--	--	--
AETC	47th MEDICAL GROUP								
	2009	104	13%	12%	16%	13%	*	15%	5%
	2008	--	--	--	--	--	--	--	--
AETC	56th MEDICAL GROUP								
	2009	163	36%	40%	40%	17%	20%	34%	40%
	2008	--	--	--	--	--	--	--	--
AETC	59th MEDICAL WING								
	2009	214	41%	46%	35%	40%	27%	35%	42%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 8-30 Days							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AETC	71st MEDICAL GROUP								
	2009	82	6%	5%	13%	0%	*	7%	*
	2008	--	--	--	--	--	--	--	--
AETC	81st MEDICAL GROUP								
	2009	160	30%	27%	27%	46%	41%	25%	35%
	2008	--	--	--	--	--	--	--	--
AETC	82nd MEDICAL GROUP								
	2009	166	30%	26%	33%	32%	36%	26%	42%
	2008	--	--	--	--	--	--	--	--
AETC	97th MEDICAL GROUP								
	2009	82	2%	4%	0%	0%	*	2%	*
	2008	--	--	--	--	--	--	--	--
AETC	325th MEDICAL GROUP								
	2009	99	29%	24%	30%	44%	*	24%	38%
	2008	--	--	--	--	--	--	--	--
AFDW	579TH MEDICAL GROUP								
	2009	101	35%	38%	34%	29%	18%	35%	32%
	2008	--	--	--	--	--	--	--	--
AFDW	779th MEDICAL GROUP								
	2009	173	41%	39%	40%	43%	78%	40%	41%
	2008	--	--	--	--	--	--	--	--
AFMC	66th MEDICAL GROUP								
	2009	97	34%	33%	26%	47%	*	35%	*
	2008	--	--	--	--	--	--	--	--
AFMC	72nd MEDICAL GROUP								
	2009	175	20%	15%	21%	31%	45%	18%	22%
	2008	--	--	--	--	--	--	--	--
AFMC	75th MEDICAL GROUP								
	2009	108	27%	20%	40%	27%	*	27%	27%
	2008	--	--	--	--	--	--	--	--
AFMC	78th MEDICAL GROUP								
	2009	101	16%	20%	12%	10%	*	17%	10%
	2008	--	--	--	--	--	--	--	--
AFMC	88th MEDICAL GROUP								
	2009	223	36%	34%	34%	55%	27%	33%	38%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 8-30 Days							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AFMC	95th MEDICAL GROUP								
	2009	91	12%	9%	17%	13%	16%	11%	14%
	2008	--	--	--	--	--	--	--	--
AFMC	96th MEDICAL GROUP								
	2009	178	34%	39%	26%	30%	29%	34%	34%
	2008	--	--	--	--	--	--	--	--
AFMC	377th MEDICAL GROUP								
	2009	136	25%	11%	47%	34%	49%	26%	24%
	2008	--	--	--	--	--	--	--	--
AFSOC	1st SPECIAL OPERATIONS MEDICAL GROUP								
	2009	105	28%	31%	25%	27%	*	28%	*
	2008	--	--	--	--	--	--	--	--
AFSOC	27th SPECIAL OPERATIONS MEDICAL GROUP								
	2009	82	30%	23%	26%	63%	41%	32%	24%
	2008	--	--	--	--	--	--	--	--
AFSPC	21st MEDICAL GROUP								
	2009	125	38%	41%	27%	48%	*	38%	41%
	2008	--	--	--	--	--	--	--	--
AFSPC	30th MEDICAL GROUP								
	2009	97	40%	35%	41%	64%	*	45%	16%
	2008	--	--	--	--	--	--	--	--
AFSPC	45th MEDICAL GROUP								
	2009	130	34%	35%	26%	39%	42%	32%	40%
	2008	--	--	--	--	--	--	--	--
AFSPC	61st MEDICAL GROUP								
	2009	90	35%	36%	26%	41%	*	34%	39%
	2008	--	--	--	--	--	--	--	--
AFSPC	90th MEDICAL GROUP								
	2009	76	18%	10%	27%	24%	*	21%	8%
	2008	--	--	--	--	--	--	--	--
AFSPC	341st MEDICAL GROUP								
	2009	84	37%	37%	39%	40%	28%	38%	28%
	2008	--	--	--	--	--	--	--	--
AFSPC	460th MED GRP-BUCKLEY AFB								
	2009	66	46%	44%	61%	*	--	45%	50%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 8-30 Days							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AMC	Medical Group								
AMC	6th MEDICAL GROUP								
	2009	209	33%	34%	25%	36%	53%	26%	50%
	2008	--	--	--	--	--	--	--	--
AMC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	108	26%	25%	26%	31%	*	25%	33%
	2008	--	--	--	--	--	--	--	--
AMC	22nd MEDICAL GROUP								
	2009	82	19%	7%	23%	42%	19%	18%	*
	2008	--	--	--	--	--	--	--	--
AMC	43RD MEDICAL GROUP								
	2009	69	21%	16%	29%	14%	40%	14%	*
	2008	--	--	--	--	--	--	--	--
AMC	60th MEDICAL GROUP								
	2009	165	44%	40%	48%	56%	36%	43%	45%
	2008	--	--	--	--	--	--	--	--
AMC	62nd MEDICAL SQUADRON								
	2009	53	37%	38%	19%	55%	*	39%	36%
	2008	--	--	--	--	--	--	--	--
AMC	87th MEDICAL GROUP								
	2009	112	46%	46%	51%	46%	*	46%	47%
	2008	--	--	--	--	--	--	--	--
AMC	92nd MEDICAL GROUP								
	2009	91	20%	14%	31%	20%	*	18%	26%
	2008	--	--	--	--	--	--	--	--
AMC	319th MEDICAL GROUP								
	2009	67	17%	17%	23%	10%	7%	15%	27%
	2008	--	--	--	--	--	--	--	--
AMC	375th MEDICAL GROUP								
	2009	193	29%	26%	36%	13%	55%	23%	42%
	2008	--	--	--	--	--	--	--	--
AMC	436th MEDICAL GROUP								
	2009	97	39%	39%	39%	54%	*	36%	48%
	2008	--	--	--	--	--	--	--	--
AMC	437th MEDICAL GROUP								
	2009	84	23%	11%	36%	36%	*	21%	*
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 8-30 Days							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	3rd MEDICAL GROUP								
	2009	160	39%	33%	44%	54%	46%	35%	42%
	2008	--	--	--	--	--	--	--	--
PACAF	8th MEDICAL GROUP								
	2009	21	12%	12%	*	--	--	13%	*
	2008	--	--	--	--	--	--	--	--
PACAF	15th MEDICAL GROUP								
	2009	112	31%	21%	36%	50%	*	31%	35%
	2008	--	--	--	--	--	--	--	--
PACAF	18th MEDICAL GROUP								
	2009	51	30%	29%	38%	16%	*	26%	*
	2008	--	--	--	--	--	--	--	--
PACAF	35th MEDICAL GROUP								
	2009	63	35%	33%	44%	36%	*	31%	46%
	2008	--	--	--	--	--	--	--	--
PACAF	36th MEDICAL GROUP								
	2009	68	18%	11%	17%	51%	*	17%	*
	2008	--	--	--	--	--	--	--	--
PACAF	51st MEDICAL GROUP								
	2009	70	14%	15%	11%	17%	*	17%	9%
	2008	--	--	--	--	--	--	--	--
PACAF	354th MEDICAL GROUP								
	2009	56	29%	9%	54%	29%	*	33%	14%
	2008	--	--	--	--	--	--	--	--
PACAF	374th MEDICAL GROUP								
	2009	67	35%	43%	24%	34%	*	36%	30%
	2008	--	--	--	--	--	--	--	--
USAFA	10TH MEDICAL GROUP								
	2009	176	25%	21%	28%	36%	57%	17%	35%
	2008	--	--	--	--	--	--	--	--
USAFE	31st MEDICAL GROUP								
	2009	62	22%	7%	51%	12%	*	12%	42%
	2008	--	--	--	--	--	--	--	--
USAFE	39th MEDICAL GROUP								
	2009	38	23%	28%	*	5%	*	20%	*
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Responses	Percent 8-30 Days						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
USAFE	48th MEDICAL GROUP								
	2009	120	30%	29%	31%	32%	19%	26%	34%
	2008	--	--	--	--	--	--	--	--
USAFE	52nd MEDICAL GROUP								
	2009	76	27%	25%	27%	42%	*	26%	28%
	2008	--	--	--	--	--	--	--	--
USAFE	65th MEDICAL GROUP								
	2009	25	14%	*	*	*	*	15%	*
	2008	--	--	--	--	--	--	--	--
USAFE	425TH ABS MEDICAL FLIGHT								
	2009	2	*	*	--	--	--	*	--
	2008	--	--	--	--	--	--	--	--
USAFE	435th MEDICAL GROUP								
	2009	93	16%	17%	17%	11%	16%	16%	*
	2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 31 Days or More							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark¹		--	--	--	--	--	--	--	--
Overall - Direct Care									
	2009	26810	3%	3%	4%	4%	3%	2%	5%
	2008	--	--	--	--	--	--	--	--
Overall - Air Force									
	2009	8289	2%	2%	2%	2%	2%	1%	4%
	2008	--	--	--	--	--	--	--	--
Air Force - CONUS²									
	2009	7533	2%	2%	3%	2%	2%	1%	4%
	2008	--	--	--	--	--	--	--	--
Air Force - OCONUS									
	2009	756	1%	1%	1%	2%	0%	1%	2%
	2008	--	--	--	--	--	--	--	--

Air Force - Intermediate Commands

ACC	Air Combat Command									
		2009	1707	2%	2%	2%	0%	2%	1%	4%
		2008	--	--	--	--	--	--	--	--
AETC	Air Education and Training Command									
		2009	1754	4%	5%	4%	4%	5%	2%	7%
		2008	--	--	--	--	--	--	--	--
AFDW	Air Force District of Washington									
		2009	274	4%	2%	10%	0%	0%	3%	5%
		2008	--	--	--	--	--	--	--	--
AFMC	Air Force Materiel Command									
		2009	1109	1%	1%	1%	4%	2%	1%	3%
		2008	--	--	--	--	--	--	--	--
AFSOC	Air Force Special Operations Command									
		2009	187	3%	3%	5%	0%	0%	2%	12%
		2008	--	--	--	--	--	--	--	--
AFSPC	Air Force Space Command									
		2009	668	2%	3%	1%	4%	1%	2%	4%
		2008	--	--	--	--	--	--	--	--
AMC	Air Mobility Command									
		2009	1330	2%	2%	2%	2%	0%	2%	2%
		2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 31 Days or More							
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total						
PACAF	Pacific Air Forces								
	2009	668	1%	2%	1%	2%	2%	1%	2%
	2008	--	--	--	--	--	--	--	--
USAFA	United States Air Force Academy								
	2009	176	0%	0%	2%	1%	0%	0%	1%
	2008	--	--	--	--	--	--	--	--
USAFE	United States Air Forces in Europe								
	2009	416	1%	1%	1%	2%	0%	1%	2%
	2008	--	--	--	--	--	--	--	--

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

² CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 31 Days or More							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	MEDICAL GROUP								
ACC	1st MEDICAL GROUP								
	2009	145	4%	7%	0%	0%	5%	0%	10%
	2008	--	--	--	--	--	--	--	--
ACC	2nd MEDICAL GROUP								
	2009	94	0%	0%	0%	0%	0%	0%	0%
	2008	--	--	--	--	--	--	--	--
ACC	4th MEDICAL GROUP								
	2009	102	1%	0%	5%	0%	0%	0%	5%
	2008	--	--	--	--	--	--	--	--
ACC	5th MEDICAL GROUP								
	2009	102	1%	0%	4%	0%	0%	1%	0%
	2008	--	--	--	--	--	--	--	--
ACC	7th MEDICAL GROUP								
	2009	84	2%	1%	0%	0%	15%	2%	*
	2008	--	--	--	--	--	--	--	--
ACC	9th MEDICAL GROUP								
	2009	76	0%	0%	0%	0%	*	0%	0%
	2008	--	--	--	--	--	--	--	--
ACC	20th MEDICAL GROUP								
	2009	103	0%	0%	0%	0%	0%	0%	0%
	2008	--	--	--	--	--	--	--	--
ACC	23rd MEDICAL GROUP								
	2009	96	3%	5%	0%	0%	0%	3%	0%
	2008	--	--	--	--	--	--	--	--
ACC	28th MEDICAL GROUP								
	2009	96	1%	0%	4%	0%	*	1%	0%
	2008	--	--	--	--	--	--	--	--
ACC	49th MEDICAL GROUP								
	2009	96	1%	0%	2%	0%	0%	1%	*
	2008	--	--	--	--	--	--	--	--
ACC	55th MEDICAL GROUP								
	2009	170	1%	1%	0%	2%	0%	0%	1%
	2008	--	--	--	--	--	--	--	--
ACC	355th MEDICAL GROUP								
	2009	168	1%	0%	6%	0%	0%	2%	0%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 31 Days or More							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC									
ACC	366th MEDICAL GROUP								
	2009	114	1%	0%	4%	0%	0%	1%	0%
	2008	--	--	--	--	--	--	--	--
ACC	509th MEDICAL GROUP								
	2009	100	4%	9%	0%	0%	0%	4%	0%
	2008	--	--	--	--	--	--	--	--
ACC	MICHAEL O'CALLAGHAN FEDERAL HOSPITAL								
	2009	161	2%	1%	4%	2%	0%	1%	4%
	2008	--	--	--	--	--	--	--	--
AETC	12th MEDICAL GROUP								
	2009	178	0%	0%	1%	0%	0%	0%	1%
	2008	--	--	--	--	--	--	--	--
AETC	14th MEDICAL GROUP								
	2009	99	0%	0%	0%	0%	0%	0%	0%
	2008	--	--	--	--	--	--	--	--
AETC	17th MEDICAL GROUP								
	2009	82	2%	0%	6%	0%	0%	3%	0%
	2008	--	--	--	--	--	--	--	--
AETC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	--	--	--	--	--	--	--	--
	2008	--	--	--	--	--	--	--	--
AETC	37th MED GROUP								
	2009	178	4%	6%	5%	0%	0%	2%	13%
	2008	--	--	--	--	--	--	--	--
AETC	42ND MEDICAL GROUP								
	2009	147	1%	0%	0%	7%	8%	1%	0%
	2008	--	--	--	--	--	--	--	--
AETC	47th MEDICAL GROUP								
	2009	104	0%	0%	0%	0%	*	0%	0%
	2008	--	--	--	--	--	--	--	--
AETC	56th MEDICAL GROUP								
	2009	163	2%	1%	3%	3%	4%	2%	2%
	2008	--	--	--	--	--	--	--	--
AETC	59th MEDICAL WING								
	2009	214	10%	11%	6%	12%	11%	3%	11%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 31 Days or More							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AETC	71st MEDICAL GROUP								
	2009	82	1%	0%	4%	0%	*	1%	*
	2008	--	--	--	--	--	--	--	--
AETC	81st MEDICAL GROUP								
	2009	160	2%	2%	6%	0%	0%	2%	3%
	2008	--	--	--	--	--	--	--	--
AETC	82nd MEDICAL GROUP								
	2009	166	2%	3%	1%	0%	0%	2%	0%
	2008	--	--	--	--	--	--	--	--
AETC	97th MEDICAL GROUP								
	2009	82	0%	0%	0%	0%	*	0%	*
	2008	--	--	--	--	--	--	--	--
AETC	325th MEDICAL GROUP								
	2009	99	3%	2%	4%	0%	*	3%	1%
	2008	--	--	--	--	--	--	--	--
AFDW	579TH MEDICAL GROUP								
	2009	101	1%	3%	0%	0%	0%	0%	9%
	2008	--	--	--	--	--	--	--	--
AFDW	779th MEDICAL GROUP								
	2009	173	4%	2%	12%	0%	0%	3%	4%
	2008	--	--	--	--	--	--	--	--
AFMC	66th MEDICAL GROUP								
	2009	97	3%	5%	0%	0%	*	3%	*
	2008	--	--	--	--	--	--	--	--
AFMC	72nd MEDICAL GROUP								
	2009	175	1%	1%	0%	0%	0%	0%	2%
	2008	--	--	--	--	--	--	--	--
AFMC	75th MEDICAL GROUP								
	2009	108	0%	0%	0%	0%	*	0%	0%
	2008	--	--	--	--	--	--	--	--
AFMC	78th MEDICAL GROUP								
	2009	101	4%	6%	0%	4%	*	4%	4%
	2008	--	--	--	--	--	--	--	--
AFMC	88th MEDICAL GROUP								
	2009	223	2%	2%	0%	9%	0%	0%	4%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 31 Days or More							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AFMC	95th MEDICAL GROUP								
	2009	91	0%	0%	0%	0%	0%	0%	0%
	2008	--	--	--	--	--	--	--	--
AFMC	96th MEDICAL GROUP								
	2009	178	1%	0%	2%	4%	0%	0%	2%
	2008	--	--	--	--	--	--	--	--
AFMC	377th MEDICAL GROUP								
	2009	136	1%	0%	0%	3%	23%	1%	2%
	2008	--	--	--	--	--	--	--	--
AFSOC	1st SPECIAL OPERATIONS MEDICAL GROUP								
	2009	105	4%	3%	6%	0%	*	2%	*
	2008	--	--	--	--	--	--	--	--
AFSOC	27th SPECIAL OPERATIONS MEDICAL GROUP								
	2009	82	0%	0%	0%	0%	0%	0%	0%
	2008	--	--	--	--	--	--	--	--
AFSPC	21st MEDICAL GROUP								
	2009	125	3%	5%	0%	4%	*	4%	0%
	2008	--	--	--	--	--	--	--	--
AFSPC	30th MEDICAL GROUP								
	2009	97	5%	5%	4%	9%	*	3%	17%
	2008	--	--	--	--	--	--	--	--
AFSPC	45th MEDICAL GROUP								
	2009	130	1%	1%	0%	0%	0%	0%	3%
	2008	--	--	--	--	--	--	--	--
AFSPC	61st MEDICAL GROUP								
	2009	90	3%	5%	0%	0%	*	0%	21%
	2008	--	--	--	--	--	--	--	--
AFSPC	90th MEDICAL GROUP								
	2009	76	1%	1%	0%	5%	*	2%	0%
	2008	--	--	--	--	--	--	--	--
AFSPC	341st MEDICAL GROUP								
	2009	84	3%	0%	7%	14%	0%	4%	0%
	2008	--	--	--	--	--	--	--	--
AFSPC	460th MED GRP-BUCKLEY AFB								
	2009	66	0%	0%	0%	*	--	0%	0%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 31 Days or More							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AMC	Medical Group								
AMC	6th MEDICAL GROUP								
	2009	209	1%	1%	2%	2%	0%	2%	0%
	2008	--	--	--	--	--	--	--	--
AMC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	108	2%	3%	2%	0%	*	2%	0%
	2008	--	--	--	--	--	--	--	--
AMC	22nd MEDICAL GROUP								
	2009	82	0%	0%	0%	0%	0%	0%	*
	2008	--	--	--	--	--	--	--	--
AMC	43RD MEDICAL GROUP								
	2009	69	0%	0%	0%	0%	0%	0%	*
	2008	--	--	--	--	--	--	--	--
AMC	60th MEDICAL GROUP								
	2009	165	3%	3%	3%	3%	0%	3%	3%
	2008	--	--	--	--	--	--	--	--
AMC	62nd MEDICAL SQUADRON								
	2009	53	0%	0%	0%	0%	*	0%	0%
	2008	--	--	--	--	--	--	--	--
AMC	87th MEDICAL GROUP								
	2009	112	4%	5%	2%	0%	*	2%	13%
	2008	--	--	--	--	--	--	--	--
AMC	92nd MEDICAL GROUP								
	2009	91	3%	0%	14%	0%	*	4%	0%
	2008	--	--	--	--	--	--	--	--
AMC	319th MEDICAL GROUP								
	2009	67	0%	0%	0%	0%	0%	0%	0%
	2008	--	--	--	--	--	--	--	--
AMC	375th MEDICAL GROUP								
	2009	193	1%	1%	0%	3%	0%	1%	0%
	2008	--	--	--	--	--	--	--	--
AMC	436th MEDICAL GROUP								
	2009	97	2%	0%	6%	3%	*	3%	0%
	2008	--	--	--	--	--	--	--	--
AMC	437th MEDICAL GROUP								
	2009	84	1%	0%	0%	12%	*	1%	*
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 31 Days or More							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	3rd MEDICAL GROUP								
	2009	160	1%	2%	0%	0%	3%	0%	2%
	2008	--	--	--	--	--	--	--	--
PACAF	8th MEDICAL GROUP								
	2009	21	9%	9%	*	--	--	9%	*
	2008	--	--	--	--	--	--	--	--
PACAF	15th MEDICAL GROUP								
	2009	112	0%	0%	0%	0%	*	0%	0%
	2008	--	--	--	--	--	--	--	--
PACAF	18th MEDICAL GROUP								
	2009	51	0%	0%	0%	0%	*	0%	*
	2008	--	--	--	--	--	--	--	--
PACAF	35th MEDICAL GROUP								
	2009	63	2%	0%	9%	0%	*	0%	7%
	2008	--	--	--	--	--	--	--	--
PACAF	36th MEDICAL GROUP								
	2009	68	0%	0%	0%	0%	*	0%	*
	2008	--	--	--	--	--	--	--	--
PACAF	51st MEDICAL GROUP								
	2009	70	2%	0%	0%	18%	*	1%	3%
	2008	--	--	--	--	--	--	--	--
PACAF	354th MEDICAL GROUP								
	2009	56	0%	0%	0%	0%	*	0%	0%
	2008	--	--	--	--	--	--	--	--
PACAF	374th MEDICAL GROUP								
	2009	67	3%	5%	0%	3%	*	4%	2%
	2008	--	--	--	--	--	--	--	--
USAFA	10TH MEDICAL GROUP								
	2009	176	0%	0%	2%	1%	0%	0%	1%
	2008	--	--	--	--	--	--	--	--
USAFE	31st MEDICAL GROUP								
	2009	62	1%	0%	0%	2%	*	0%	2%
	2008	--	--	--	--	--	--	--	--
USAFE	39th MEDICAL GROUP								
	2009	38	0%	0%	*	0%	*	0%	*
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3B - # days from appt to visit

		Responses	Percent 31 Days or More						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
USAFE	48th MEDICAL GROUP								
	2009	120	1%	2%	1%	0%	0%	0%	2%
	2008	--	--	--	--	--	--	--	--
USAFE	52nd MEDICAL GROUP								
	2009	76	0%	0%	0%	0%	*	0%	0%
	2008	--	--	--	--	--	--	--	--
USAFE	65th MEDICAL GROUP								
	2009	25	0%	*	*	*	*	0%	*
	2008	--	--	--	--	--	--	--	--
USAFE	425TH ABS MEDICAL FLIGHT								
	2009	2	*	*	--	--	--	*	--
	2008	--	--	--	--	--	--	--	--
USAFE	435th MEDICAL GROUP								
	2009	93	2%	0%	3%	7%	0%	2%	*
	2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 2 - Doctors Communicate

		Responses	Total	Proportion Always					
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark¹		--	77%	--	--	--	--	--	--
Overall - Direct Care									
	2009	33608.5	79%	78%	77%	83%	89%	77%	82%
	2008	35448	78%	77%	76%	82%	89%	75%	82%
Overall - Air Force									
	2009	10572.8	79%	79%	77%	79%	85%	76%	84%
	2008	12240.7	78%	78%	77%	80%	87%	76%	84%
Air Force - CONUS²									
	2009	9599.8	79%	79%	77%	79%	85%	76%	84%
	2008	11392.2	79%	79%	77%	80%	87%	76%	84%
Air Force - OCONUS									
	2009	973	76%	74%	78%	82%	89%	74%	85%
	2008	848.5	76%	73%	78%	87%	94%	74%	81%

Air Force - Intermediate Commands

ACC	Air Combat Command								
	2009	2130.8	76%	78%	71%	77%	88%	73%	84%
	2008	3179.7	78%	79%	75%	80%	84%	76%	83%
AETC	Air Education and Training Command								
	2009	2259.3	78%	79%	76%	82%	81%	75%	82%
	2008	2779.8	79%	80%	77%	81%	87%	75%	86%
AFDW	Air Force District of Washington								
	2009	349.7	81%	80%	79%	83%	88%	76%	85%
	2008	178.2	78%	77%	78%	84%	74%	78%	78%
AFMC	Air Force Materiel Command								
	2009	1392.7	82%	83%	83%	75%	84%	80%	85%
	2008	2146.2	79%	77%	78%	80%	92%	76%	84%
AFSOC	Air Force Special Operations Command								
	2009	231.3	76%	73%	79%	85%	73%	76%	76%
	2008	184.2	72%	75%	61%	81%	87%	68%	85%
AFSPC	Air Force Space Command								
	2009	880.3	77%	75%	77%	83%	87%	74%	87%
	2008	592.8	79%	76%	79%	88%	72%	75%	89%
AMC	Air Mobility Command								
	2009	1685	78%	78%	75%	80%	89%	76%	83%
	2008	1960	79%	79%	78%	79%	85%	77%	83%

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 2 - Doctors Communicate

		Responses	Total	Proportion Always					
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	Pacific Air Forces								
	2009	845.5	78%	76%	81%	78%	83%	74%	85%
	2008	527.5	77%	75%	78%	80%	90%	74%	81%
USAFA	United States Air Force Academy								
	2009	248	85%	83%	90%	84%	90%	81%	90%
	2008	142.8	80%	80%	81%	72%	90%	80%	79%
USAFE	United States Air Forces in Europe								
	2009	550.2	77%	74%	75%	83%	90%	74%	84%
	2008	549.5	76%	72%	78%	86%	95%	73%	81%

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

² CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 2 - Doctors Communicate

		Responses	Proportion Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	1st MEDICAL GROUP								
	2009	176	78%	80%	73%	75%	92%	72%	87%
	2008	103.2	75%	78%	74%	69%	*	72%	79%
ACC	2nd MEDICAL GROUP								
	2009	125	74%	76%	65%	71%	86%	72%	85%
	2008	211	78%	82%	73%	72%	*	77%	90%
ACC	4th MEDICAL GROUP								
	2009	128.3	72%	76%	67%	59%	86%	66%	92%
	2008	128	75%	77%	65%	86%	*	71%	86%
ACC	5th MEDICAL GROUP								
	2009	122	77%	70%	81%	81%	95%	74%	89%
	2008	175.3	77%	77%	74%	86%	99%	76%	90%
ACC	7th MEDICAL GROUP								
	2009	111.8	67%	54%	75%	80%	83%	68%	62%
	2008	191.2	77%	79%	73%	79%	85%	79%	71%
ACC	9th MEDICAL GROUP								
	2009	100.2	77%	92%	42%	72%	92%	73%	89%
	2008	60.3	80%	*	79%	79%	*	81%	75%
ACC	20th MEDICAL GROUP								
	2009	122.2	83%	85%	79%	83%	89%	84%	77%
	2008	146	74%	75%	69%	74%	*	72%	83%
ACC	23rd MEDICAL GROUP								
	2009	113	79%	77%	75%	90%	99%	80%	73%
	2008	115.2	80%	79%	81%	77%	*	81%	73%
ACC	28th MEDICAL GROUP								
	2009	120.2	69%	64%	65%	88%	*	67%	80%
	2008	173.2	82%	79%	84%	86%	*	86%	68%
ACC	49th MEDICAL GROUP								
	2009	126.8	68%	61%	65%	77%	91%	68%	*
	2008	207.7	73%	72%	66%	81%	86%	71%	89%
ACC	55th MEDICAL GROUP								
	2009	210.3	74%	78%	69%	69%	86%	73%	76%
	2008	404.8	80%	79%	82%	77%	92%	78%	84%
ACC	355th MEDICAL GROUP								
	2009	223.7	77%	85%	59%	79%	90%	72%	90%
	2008	357.5	83%	86%	78%	81%	83%	82%	88%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 2 - Doctors Communicate

		Responses	Proportion Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	366th MEDICAL GROUP								
	2009	126.5	76%	73%	78%	81%	84%	73%	85%
	2008	205.3	79%	79%	76%	89%	88%	78%	82%
ACC	509th MEDICAL GROUP								
	2009	119.5	82%	76%	86%	80%	99%	84%	73%
	2008	60.8	74%	73%	78%	64%	*	69%	*
ACC	MICHAEL O'CALLAGHAN FEDERAL HOSPITAL								
	2009	205.3	79%	82%	73%	81%	79%	76%	85%
	2008	640.2	79%	81%	74%	81%	78%	74%	85%
AETC	12th MEDICAL GROUP								
	2009	222	77%	78%	76%	74%	76%	78%	72%
	2008	103.7	72%	74%	75%	59%	*	72%	77%
AETC	14th MEDICAL GROUP								
	2009	130.8	86%	88%	78%	89%	91%	85%	98%
	2008	130.7	77%	80%	71%	79%	71%	76%	84%
AETC	17th MEDICAL GROUP								
	2009	96.8	74%	69%	75%	78%	*	71%	80%
	2008	60.5	72%	76%	69%	72%	*	72%	*
AETC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	22.5	86%	*	*	*	*	87%	*
	2008	200	79%	81%	76%	75%	*	78%	81%
AETC	37th MED GROUP								
	2009	224	77%	77%	74%	79%	81%	73%	97%
	2008	121.7	73%	69%	72%	78%	94%	70%	82%
AETC	42ND MEDICAL GROUP								
	2009	184.2	77%	75%	76%	86%	96%	71%	94%
	2008	370	78%	80%	68%	85%	*	75%	92%
AETC	47th MEDICAL GROUP								
	2009	129	84%	90%	76%	80%	*	83%	94%
	2008	110.7	79%	80%	75%	89%	*	77%	*
AETC	56th MEDICAL GROUP								
	2009	212.2	80%	81%	71%	88%	98%	78%	84%
	2008	333	76%	71%	78%	82%	83%	72%	86%
AETC	59th MEDICAL WING								
	2009	279.2	80%	79%	78%	92%	73%	78%	81%
	2008	225.3	85%	86%	82%	87%	86%	88%	85%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 2 - Doctors Communicate

		Proportion Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AETC	71st MEDICAL GROUP								
	2009	123.5	84%	80%	92%	89%	83%	84%	*
	2008	126.2	83%	81%	83%	90%	92%	82%	94%
AETC	81st MEDICAL GROUP								
	2009	203.5	78%	80%	79%	71%	79%	72%	85%
	2008	515.8	84%	86%	81%	82%	87%	76%	91%
AETC	82nd MEDICAL GROUP								
	2009	202.3	74%	71%	70%	80%	92%	71%	80%
	2008	229.2	77%	74%	78%	77%	92%	74%	85%
AETC	97th MEDICAL GROUP								
	2009	101.2	84%	90%	70%	77%	94%	83%	91%
	2008	93.3	85%	78%	93%	81%	*	85%	*
AETC	325th MEDICAL GROUP								
	2009	128.2	70%	73%	57%	79%	*	72%	67%
	2008	159.8	77%	81%	70%	74%	*	72%	86%
AFDW	579TH MEDICAL GROUP								
	2009	137.3	77%	73%	83%	76%	81%	76%	78%
	2008	60.3	75%	78%	72%	*	*	74%	84%
AFDW	779th MEDICAL GROUP								
	2009	212.3	81%	82%	78%	84%	90%	76%	85%
	2008	117.8	79%	76%	79%	87%	71%	80%	78%
AFMC	66th MEDICAL GROUP								
	2009	131.8	83%	83%	86%	80%	87%	82%	*
	2008	117	73%	71%	69%	85%	*	69%	98%
AFMC	72nd MEDICAL GROUP								
	2009	215.8	80%	77%	83%	81%	88%	79%	83%
	2008	107.3	74%	71%	78%	77%	*	70%	84%
AFMC	75th MEDICAL GROUP								
	2009	149.5	73%	68%	72%	87%	96%	70%	83%
	2008	266.2	73%	71%	74%	75%	*	70%	83%
AFMC	78th MEDICAL GROUP								
	2009	124.2	80%	81%	83%	72%	*	80%	83%
	2008	194.8	73%	74%	73%	71%	*	71%	82%
AFMC	88th MEDICAL GROUP								
	2009	279.7	82%	84%	80%	74%	73%	79%	84%
	2008	689.8	85%	83%	86%	84%	93%	85%	85%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 2 - Doctors Communicate

		Proportion Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AFMC	95th MEDICAL GROUP								
	2009	104.8	82%	81%	90%	73%	84%	85%	77%
	2008	149.2	82%	85%	77%	79%	*	82%	79%
AFMC	96th MEDICAL GROUP								
	2009	226.3	86%	88%	87%	72%	86%	86%	86%
	2008	350.5	75%	71%	77%	78%	90%	69%	80%
AFMC	377th MEDICAL GROUP								
	2009	160.5	82%	86%	79%	73%	86%	76%	92%
	2008	271.3	82%	88%	66%	78%	*	77%	91%
AFSOC	1st SPECIAL OPERATIONS MEDICAL GROUP								
	2009	132.2	77%	74%	79%	86%	69%	78%	*
	2008	70.7	64%	62%	61%	71%	*	62%	*
AFSOC	27th SPECIAL OPERATIONS MEDICAL GROUP								
	2009	99.2	75%	70%	81%	82%	86%	69%	89%
	2008	113.5	80%	89%	60%	85%	*	78%	84%
AFSPC	21st MEDICAL GROUP								
	2009	142.3	78%	80%	74%	81%	*	74%	91%
	2008	76.7	77%	76%	74%	85%	*	74%	84%
AFSPC	30th MEDICAL GROUP								
	2009	121.7	72%	64%	83%	73%	84%	71%	78%
	2008	61.3	81%	73%	94%	90%	*	78%	90%
AFSPC	45th MEDICAL GROUP								
	2009	178.7	76%	70%	82%	83%	77%	72%	89%
	2008	100.2	74%	66%	79%	84%	*	67%	94%
AFSPC	61st MEDICAL GROUP								
	2009	140.8	70%	70%	68%	72%	*	66%	93%
	2008	91.5	76%	74%	76%	78%	*	73%	*
AFSPC	90th MEDICAL GROUP								
	2009	87.8	87%	87%	85%	85%	100%	86%	*
	2008	85	80%	78%	75%	91%	93%	80%	84%
AFSPC	341st MEDICAL GROUP								
	2009	125	78%	74%	79%	90%	93%	78%	78%
	2008	134.8	83%	76%	91%	96%	65%	79%	91%
AFSPC	460th MED GRP-BUCKLEY AFB								
	2009	84	73%	72%	69%	*	--	69%	89%
	2008	43.3	78%	86%	51%	*	--	76%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 2 - Doctors Communicate

		Proportion Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AMC	6th MEDICAL GROUP								
	2009	275.8	82%	83%	80%	78%	92%	80%	88%
	2008	526.3	81%	81%	79%	82%	83%	79%	86%
AMC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	126.3	75%	75%	70%	84%	*	76%	74%
	2008	15.7	93%	*	*	*	*	92%	*
AMC	22nd MEDICAL GROUP								
	2009	112	70%	71%	76%	59%	69%	66%	92%
	2008	161.7	75%	78%	67%	78%	77%	74%	78%
AMC	43RD MEDICAL GROUP								
	2009	91.3	79%	84%	68%	69%	94%	79%	*
	2008	41.2	82%	82%	*	77%	*	81%	*
AMC	60th MEDICAL GROUP								
	2009	208.8	74%	74%	69%	81%	81%	71%	78%
	2008	151.3	82%	85%	80%	78%	87%	78%	92%
AMC	62nd MEDICAL SQUADRON								
	2009	63	70%	62%	89%	67%	*	61%	91%
	2008	60.8	90%	94%	91%	77%	*	89%	*
AMC	87th MEDICAL GROUP								
	2009	136.2	82%	80%	82%	87%	*	82%	82%
	2008	210.8	74%	73%	78%	70%	*	77%	67%
AMC	92nd MEDICAL GROUP								
	2009	111.5	80%	82%	79%	70%	*	80%	83%
	2008	117.2	76%	73%	75%	83%	*	76%	79%
AMC	319th MEDICAL GROUP								
	2009	84.2	78%	77%	73%	85%	96%	77%	89%
	2008	71.3	76%	73%	85%	59%	*	75%	79%
AMC	375th MEDICAL GROUP								
	2009	235.7	85%	85%	80%	91%	95%	82%	90%
	2008	365.8	81%	81%	79%	81%	79%	75%	90%
AMC	436th MEDICAL GROUP								
	2009	121.8	79%	76%	77%	89%	85%	78%	80%
	2008	189	80%	82%	70%	84%	91%	77%	98%
AMC	437th MEDICAL GROUP								
	2009	118.3	77%	75%	79%	79%	*	76%	91%
	2008	48.8	80%	76%	83%	82%	*	77%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 2 - Doctors Communicate

		Proportion Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
PACAF	3rd MEDICAL GROUP								
	2009	205.5	79%	80%	80%	75%	78%	73%	84%
	2008	121.5	76%	76%	75%	73%	87%	73%	79%
PACAF	8th MEDICAL GROUP								
	2009	26.8	78%	78%	--	*	--	75%	*
	2008	36.7	74%	71%	*	94%	*	74%	*
PACAF	15th MEDICAL GROUP								
	2009	138.3	84%	81%	88%	87%	73%	84%	88%
	2008	63.7	77%	75%	78%	80%	*	76%	*
PACAF	18th MEDICAL GROUP								
	2009	70.3	74%	70%	79%	75%	*	72%	*
	2008	47.7	66%	59%	67%	83%	*	66%	*
PACAF	35th MEDICAL GROUP								
	2009	79.2	85%	84%	86%	88%	*	83%	90%
	2008	72	88%	92%	79%	*	*	84%	94%
PACAF	36th MEDICAL GROUP								
	2009	89.2	79%	75%	83%	92%	86%	78%	*
	2008	48.3	81%	76%	81%	*	*	78%	*
PACAF	51st MEDICAL GROUP								
	2009	77.8	71%	64%	80%	78%	*	65%	79%
	2008	59.7	68%	64%	78%	93%	*	66%	70%
PACAF	354th MEDICAL GROUP								
	2009	78.8	75%	77%	69%	73%	89%	73%	82%
	2008	43.3	73%	73%	83%	56%	*	70%	*
PACAF	374th MEDICAL GROUP								
	2009	79.5	72%	64%	85%	72%	*	66%	82%
	2008	34.7	82%	75%	95%	*	*	84%	76%
USAFA	10TH MEDICAL GROUP								
	2009	248	85%	83%	90%	84%	90%	81%	90%
	2008	142.8	80%	80%	81%	72%	90%	80%	79%
USAFE	31st MEDICAL GROUP								
	2009	83.7	74%	75%	66%	86%	80%	70%	93%
	2008	91.7	69%	64%	71%	*	*	68%	73%
USAFE	39th MEDICAL GROUP								
	2009	47.8	84%	81%	94%	82%	*	81%	*
	2008	42.3	86%	82%	89%	*	*	90%	76%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 2 - Doctors Communicate

		Proportion Always								
					Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care	
USAFE	48th MEDICAL GROUP									
	2009	169.5	78%	76%	77%	78%	96%	74%	82%	
	2008	265.5	77%	74%	79%	91%	94%	72%	84%	
USAFE	52nd MEDICAL GROUP									
	2009	98.5	77%	74%	76%	92%	*	75%	87%	
	2008	72.3	77%	71%	81%	96%	*	75%	*	
USAFE	65th MEDICAL GROUP									
	2009	31	88%	*	82%	*	*	87%	*	
	2008	28.5	75%	73%	62%	*	*	68%	*	
USAFE	425TH ABS MEDICAL FLIGHT									
	2009	1.8	*	*	--	--	--	*	--	
	2008	--	--	--	--	--	--	--	--	
USAFE	435th MEDICAL GROUP									
	2009	117.8	73%	69%	75%	84%	89%	72%	*	
	2008	49.2	71%	70%	78%	57%	*	72%	*	

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

		Responses	Total	Percent Always					
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark¹		--	70%	--	--	--	--	--	--
Overall - Direct Care									
	2009	34645	65%	63%	61%	73%	82%	62%	70%
	2008	36430	64%	63%	61%	71%	82%	61%	70%
Overall - Air Force									
	2009	10884	64%	63%	61%	68%	77%	60%	71%
	2008	12556	64%	63%	61%	67%	81%	60%	71%
Air Force - CONUS²									
	2009	9881	64%	64%	61%	67%	76%	60%	71%
	2008	11682	64%	64%	60%	66%	80%	60%	72%
Air Force - OCONUS									
	2009	1003	60%	56%	61%	73%	81%	56%	74%
	2008	874	62%	57%	64%	75%	91%	61%	63%

Air Force - Intermediate Commands

ACC	Air Combat Command								
		2200	60%	61%	53%	64%	82%	57%	70%
		3259	63%	64%	58%	67%	78%	61%	68%
AETC	Air Education and Training Command								
		2321	65%	65%	61%	70%	73%	60%	70%
		2847	66%	66%	61%	67%	82%	60%	75%
AFDW	Air Force District of Washington								
		362	67%	70%	57%	70%	75%	62%	72%
		182	57%	49%	63%	76%	57%	59%	55%
AFMC	Air Force Materiel Command								
		1428	66%	66%	67%	64%	68%	64%	69%
		2203	65%	63%	63%	67%	86%	59%	74%
AFSOC	Air Force Special Operations Command								
		238	56%	48%	63%	72%	70%	57%	49%
		189	58%	64%	43%	56%	73%	52%	73%
AFSPC	Air Force Space Command								
		903	64%	59%	66%	74%	85%	61%	72%
		608	65%	63%	63%	76%	68%	61%	79%
AMC	Air Mobility Command								
		1735	64%	65%	59%	66%	83%	61%	73%
		2007	64%	65%	61%	64%	75%	60%	74%

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

		Responses	Percent Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	Pacific Air Forces								
	2009	876	63%	60%	66%	69%	75%	57%	74%
	2008	548	63%	61%	65%	70%	86%	63%	64%
USAFA	United States Air Force Academy								
	2009	257	73%	72%	73%	72%	75%	68%	78%
	2008	149	59%	57%	60%	57%	82%	56%	62%
USAFE	United States Air Forces in Europe								
	2009	564	61%	58%	58%	73%	78%	57%	74%
	2008	564	60%	55%	62%	67%	95%	58%	63%

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

² CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

		Percent Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
ACC	1st MEDICAL GROUP								
	2009	181	67%	70%	58%	64%	92%	60%	76%
	2008	105	53%	54%	52%	49%	*	49%	60%
ACC	2nd MEDICAL GROUP								
	2009	131	57%	57%	44%	66%	59%	53%	71%
	2008	215	60%	61%	55%	60%	*	57%	78%
ACC	4th MEDICAL GROUP								
	2009	133	56%	59%	47%	49%	91%	49%	80%
	2008	133	53%	54%	39%	72%	*	55%	46%
ACC	5th MEDICAL GROUP								
	2009	126	60%	49%	68%	67%	95%	55%	78%
	2008	180	64%	64%	55%	78%	100%	62%	83%
ACC	7th MEDICAL GROUP								
	2009	116	47%	36%	50%	56%	68%	49%	28%
	2008	199	61%	63%	56%	63%	79%	61%	59%
ACC	9th MEDICAL GROUP								
	2009	104	62%	76%	29%	50%	93%	58%	75%
	2008	61	71%	69%	68%	70%	*	71%	71%
ACC	20th MEDICAL GROUP								
	2009	125	65%	60%	69%	66%	83%	69%	48%
	2008	151	64%	70%	50%	58%	*	60%	80%
ACC	23rd MEDICAL GROUP								
	2009	115	62%	58%	56%	76%	96%	62%	58%
	2008	118	72%	76%	64%	75%	*	72%	72%
ACC	28th MEDICAL GROUP								
	2009	124	51%	45%	48%	70%	*	49%	66%
	2008	176	71%	72%	68%	71%	*	74%	60%
ACC	49th MEDICAL GROUP								
	2009	130	45%	40%	40%	54%	77%	43%	*
	2008	214	59%	58%	54%	64%	81%	57%	87%
ACC	55th MEDICAL GROUP								
	2009	218	57%	61%	43%	60%	79%	57%	57%
	2008	419	62%	62%	59%	58%	89%	58%	69%
ACC	355th MEDICAL GROUP								
	2009	229	65%	71%	52%	62%	84%	61%	76%
	2008	367	71%	71%	73%	70%	75%	68%	79%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

		Responses	Percent Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	366th MEDICAL GROUP								
	2009	132	63%	55%	70%	75%	78%	61%	70%
	2008	210	67%	64%	64%	81%	90%	66%	68%
ACC	509th MEDICAL GROUP								
	2009	123	63%	58%	60%	73%	100%	64%	58%
	2008	62	60%	63%	55%	54%	*	55%	*
ACC	MICHAEL O'CALLAGHAN FEDERAL HOSPITAL								
	2009	213	63%	65%	56%	73%	72%	56%	76%
	2008	649	66%	66%	62%	69%	71%	61%	72%
AETC	12th MEDICAL GROUP								
	2009	227	61%	61%	64%	58%	66%	64%	52%
	2008	108	55%	40%	67%	57%	*	54%	60%
AETC	14th MEDICAL GROUP								
	2009	138	76%	79%	60%	77%	90%	75%	90%
	2008	135	60%	61%	53%	66%	57%	57%	76%
AETC	17th MEDICAL GROUP								
	2009	99	54%	43%	50%	72%	78%	53%	54%
	2008	62	44%	34%	44%	62%	*	57%	*
AETC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	23	64%	*	*	*	--	67%	*
	2008	207	66%	72%	61%	52%	*	65%	69%
AETC	37th MED GROUP								
	2009	231	66%	69%	61%	62%	70%	61%	93%
	2008	125	57%	54%	54%	60%	84%	53%	68%
AETC	42ND MEDICAL GROUP								
	2009	187	63%	61%	58%	79%	78%	55%	86%
	2008	373	65%	67%	51%	75%	*	59%	89%
AETC	47th MEDICAL GROUP								
	2009	132	65%	65%	58%	73%	*	62%	93%
	2008	115	67%	70%	55%	85%	*	63%	*
AETC	56th MEDICAL GROUP								
	2009	216	61%	61%	52%	76%	90%	57%	72%
	2008	340	61%	61%	55%	65%	81%	56%	77%
AETC	59th MEDICAL WING								
	2009	286	69%	69%	63%	83%	64%	58%	71%
	2008	230	76%	79%	67%	77%	79%	69%	77%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

		Percent Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AETC	71st MEDICAL GROUP								
	2009	128	70%	58%	87%	89%	75%	70%	*
	2008	129	68%	66%	69%	76%	88%	66%	87%
AETC	81st MEDICAL GROUP								
	2009	212	64%	63%	70%	54%	78%	59%	69%
	2008	528	73%	75%	67%	70%	82%	65%	79%
AETC	82nd MEDICAL GROUP								
	2009	207	61%	57%	55%	74%	85%	59%	68%
	2008	234	59%	56%	55%	62%	88%	57%	64%
AETC	97th MEDICAL GROUP								
	2009	104	70%	77%	46%	75%	85%	70%	74%
	2008	96	76%	67%	86%	69%	*	76%	*
AETC	325th MEDICAL GROUP								
	2009	131	56%	58%	41%	72%	*	56%	55%
	2008	165	58%	59%	59%	51%	*	54%	65%
AFDW	579TH MEDICAL GROUP								
	2009	141	61%	57%	64%	58%	83%	60%	66%
	2008	63	58%	64%	39%	*	*	56%	67%
AFDW	779th MEDICAL GROUP								
	2009	221	68%	71%	56%	72%	73%	62%	72%
	2008	119	57%	45%	68%	79%	53%	61%	54%
AFMC	66th MEDICAL GROUP								
	2009	134	64%	65%	61%	59%	75%	63%	*
	2008	120	56%	58%	45%	67%	*	50%	97%
AFMC	72nd MEDICAL GROUP								
	2009	220	71%	72%	68%	68%	87%	68%	76%
	2008	109	64%	62%	66%	67%	*	62%	70%
AFMC	75th MEDICAL GROUP								
	2009	154	52%	48%	50%	63%	86%	53%	51%
	2008	273	55%	55%	51%	61%	96%	52%	67%
AFMC	78th MEDICAL GROUP								
	2009	126	59%	55%	62%	59%	*	57%	64%
	2008	200	55%	53%	67%	47%	*	54%	56%
AFMC	88th MEDICAL GROUP								
	2009	284	62%	61%	61%	71%	58%	59%	64%
	2008	708	69%	64%	67%	73%	87%	66%	73%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

		Percent Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AFMC	95th MEDICAL GROUP								
	2009	110	64%	65%	64%	58%	83%	63%	66%
	2008	155	64%	66%	59%	61%	*	63%	70%
AFMC	96th MEDICAL GROUP								
	2009	234	73%	74%	78%	63%	60%	75%	71%
	2008	360	68%	66%	71%	64%	88%	59%	76%
AFMC	377th MEDICAL GROUP								
	2009	166	70%	77%	64%	52%	81%	63%	81%
	2008	278	66%	72%	44%	66%	*	58%	81%
AFSOC	1st SPECIAL OPERATIONS MEDICAL GROUP								
	2009	136	59%	53%	63%	75%	64%	62%	35%
	2008	74	48%	50%	43%	44%	*	45%	*
AFSOC	27th SPECIAL OPERATIONS MEDICAL GROUP								
	2009	102	47%	34%	60%	63%	88%	41%	60%
	2008	115	67%	80%	42%	61%	*	63%	71%
AFSPC	21st MEDICAL GROUP								
	2009	146	64%	62%	64%	76%	*	62%	71%
	2008	79	59%	63%	52%	67%	*	57%	66%
AFSPC	30th MEDICAL GROUP								
	2009	123	59%	53%	65%	53%	95%	56%	75%
	2008	63	73%	63%	92%	76%	*	67%	90%
AFSPC	45th MEDICAL GROUP								
	2009	184	68%	64%	70%	79%	69%	65%	81%
	2008	104	60%	57%	55%	72%	*	50%	91%
AFSPC	61st MEDICAL GROUP								
	2009	145	54%	44%	68%	69%	*	49%	83%
	2008	92	52%	40%	67%	63%	*	49%	*
AFSPC	90th MEDICAL GROUP								
	2009	91	74%	69%	75%	72%	100%	73%	*
	2008	85	73%	76%	58%	79%	95%	71%	83%
AFSPC	341st MEDICAL GROUP								
	2009	128	69%	64%	70%	80%	86%	70%	65%
	2008	140	73%	65%	81%	94%	61%	68%	85%
AFSPC	460th MED GRP-BUCKLEY AFB								
	2009	86	49%	45%	46%	*	--	45%	58%
	2008	45	62%	70%	40%	*	--	66%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

		Responses	Percent Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AMC	6th MEDICAL GROUP								
	2009	282	70%	70%	66%	69%	92%	68%	76%
	2008	536	69%	70%	64%	68%	79%	64%	81%
AMC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	130	61%	61%	60%	59%	*	61%	63%
	2008	15	86%	*	*	*	*	84%	*
AMC	22nd MEDICAL GROUP								
	2009	116	52%	44%	61%	54%	61%	45%	83%
	2008	164	59%	62%	48%	63%	79%	60%	59%
AMC	43RD MEDICAL GROUP								
	2009	94	61%	67%	46%	47%	84%	62%	*
	2008	41	72%	72%	*	63%	*	70%	*
AMC	60th MEDICAL GROUP								
	2009	215	64%	68%	57%	64%	71%	58%	73%
	2008	157	66%	63%	68%	64%	77%	60%	78%
AMC	62nd MEDICAL SQUADRON								
	2009	66	55%	46%	72%	51%	*	43%	81%
	2008	62	83%	92%	80%	61%	*	83%	*
AMC	87th MEDICAL GROUP								
	2009	140	67%	70%	51%	78%	*	66%	69%
	2008	218	55%	54%	58%	54%	*	54%	58%
AMC	92nd MEDICAL GROUP								
	2009	116	58%	61%	53%	48%	*	58%	61%
	2008	122	55%	46%	55%	69%	*	54%	58%
AMC	319th MEDICAL GROUP								
	2009	86	63%	56%	60%	87%	95%	64%	61%
	2008	74	63%	58%	76%	44%	*	61%	71%
AMC	375th MEDICAL GROUP								
	2009	242	68%	67%	62%	74%	93%	64%	76%
	2008	376	69%	72%	67%	65%	64%	61%	82%
AMC	436th MEDICAL GROUP								
	2009	126	66%	64%	63%	73%	77%	63%	76%
	2008	192	67%	72%	46%	74%	79%	63%	95%
AMC	437th MEDICAL GROUP								
	2009	122	64%	62%	62%	75%	*	61%	92%
	2008	50	53%	61%	44%	49%	*	46%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

		Responses	Percent Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	3rd MEDICAL GROUP								
	2009	212	68%	68%	69%	60%	62%	60%	74%
	2008	125	63%	65%	60%	56%	85%	63%	62%
PACAF	8th MEDICAL GROUP								
	2009	28	51%	49%	--	*	--	43%	*
	2008	37	73%	70%	*	90%	*	72%	*
PACAF	15th MEDICAL GROUP								
	2009	143	71%	67%	71%	81%	71%	69%	78%
	2008	67	60%	58%	57%	73%	*	60%	*
PACAF	18th MEDICAL GROUP								
	2009	72	61%	57%	59%	65%	*	59%	*
	2008	49	58%	53%	48%	88%	*	60%	*
PACAF	35th MEDICAL GROUP								
	2009	82	64%	59%	70%	79%	*	58%	84%
	2008	76	80%	82%	76%	*	*	70%	92%
PACAF	36th MEDICAL GROUP								
	2009	94	61%	48%	72%	91%	96%	59%	92%
	2008	51	73%	73%	64%	*	*	74%	70%
PACAF	51st MEDICAL GROUP								
	2009	81	55%	49%	62%	68%	*	53%	57%
	2008	62	39%	30%	73%	77%	*	44%	32%
PACAF	354th MEDICAL GROUP								
	2009	82	61%	64%	48%	67%	76%	56%	77%
	2008	46	52%	47%	54%	48%	*	49%	*
PACAF	374th MEDICAL GROUP								
	2009	82	57%	49%	65%	73%	*	46%	72%
	2008	35	68%	62%	73%	*	*	74%	51%
USAFA	10TH MEDICAL GROUP								
	2009	257	73%	72%	73%	72%	75%	68%	78%
	2008	149	59%	57%	60%	57%	82%	56%	62%
USAFE	31st MEDICAL GROUP								
	2009	86	60%	65%	44%	71%	55%	54%	86%
	2008	94	54%	46%	58%	69%	*	56%	49%
USAFE	39th MEDICAL GROUP								
	2009	50	59%	54%	69%	63%	*	56%	*
	2008	45	75%	80%	68%	*	*	78%	69%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

		Percent Always								
					Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
	Responses	Total	Active Duty	Active Duty Family Members	Active Duty Family Members	Active Duty Family Members	Active Duty Family Members	Active Duty Family Members	Active Duty Family Members	Active Duty Family Members
USAFE	48th MEDICAL GROUP									
	2009	175	65%	62%	63%	71%	79%	60%	70%	
	2008	274	61%	54%	65%	79%	94%	57%	67%	
USAFE	52nd MEDICAL GROUP									
	2009	99	63%	56%	66%	84%	88%	56%	95%	
	2008	73	51%	38%	64%	88%	*	50%	*	
USAFE	65th MEDICAL GROUP									
	2009	32	77%	93%	51%	*	*	75%	*	
	2008	28	60%	57%	44%	*	*	54%	*	
USAFE	425TH ABS MEDICAL FLIGHT									
	2009	2	*	*	--	--	--	*	--	
	2008	--	--	--	--	--	--	--	--	
USAFE	435th MEDICAL GROUP									
	2009	120	54%	47%	54%	71%	87%	54%	*	
	2008	50	57%	67%	54%	16%	*	60%	*	

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

		Responses	Percent Top 3 Box						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark¹		--	77%	--	--	--	--	--	--
Overall - Direct Care									
	2009	34978	78%	76%	76%	84%	92%	76%	82%
	2008	36880	77%	75%	73%	83%	91%	74%	81%
Overall - Air Force									
	2009	10966	78%	77%	75%	81%	89%	75%	83%
	2008	12709	78%	78%	75%	81%	90%	75%	84%
Air Force - CONUS²									
	2009	9952	78%	78%	75%	81%	89%	75%	83%
	2008	11825	79%	79%	75%	81%	90%	75%	85%
Air Force - OCONUS									
	2009	1014	74%	71%	74%	83%	88%	71%	84%
	2008	884	76%	73%	77%	87%	95%	75%	77%

Air Force - Intermediate Commands

ACC	Air Combat Command								
	2009	2212	76%	77%	69%	79%	91%	73%	84%
	2008	3292	78%	79%	73%	80%	87%	75%	85%
AETC	Air Education and Training Command								
	2009	2338	79%	79%	75%	82%	88%	76%	82%
	2008	2885	79%	78%	75%	84%	91%	76%	85%
AFDW	Air Force District of Washington								
	2009	365	78%	78%	72%	87%	89%	71%	84%
	2008	187	77%	77%	69%	82%	96%	75%	79%
AFMC	Air Force Materiel Command								
	2009	1442	80%	78%	82%	78%	91%	80%	80%
	2008	2230	82%	82%	79%	84%	92%	78%	89%
AFSOC	Air Force Special Operations Command								
	2009	241	77%	72%	79%	86%	83%	75%	88%
	2008	191	71%	73%	59%	84%	95%	65%	90%
AFSPC	Air Force Space Command								
	2009	911	76%	73%	76%	86%	92%	73%	89%
	2008	617	75%	69%	78%	86%	83%	71%	86%
AMC	Air Mobility Command								
	2009	1747	77%	78%	72%	84%	86%	75%	84%
	2008	2033	78%	80%	72%	78%	87%	75%	82%

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

		Responses	Percent Top 3 Box						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	Pacific Air Forces								
	2009	879	77%	76%	77%	76%	91%	73%	84%
	2008	550	76%	74%	79%	79%	96%	76%	78%
USAFA	United States Air Force Academy								
	2009	259	83%	80%	93%	89%	86%	79%	89%
	2008	151	80%	83%	80%	68%	89%	81%	79%
USAFE	United States Air Forces in Europe								
	2009	572	75%	71%	75%	87%	85%	72%	84%
	2008	573	74%	69%	78%	85%	96%	74%	76%

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

² CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

		Responses	Percent Top 3 Box						Primary Care	Specialty Care
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+			
ACC	1st MEDICAL GROUP									
	2009	184	76%	77%	74%	70%	96%	68%	88%	
	2008	109	78%	87%	68%	65%	*	76%	80%	
ACC	2nd MEDICAL GROUP									
	2009	131	80%	80%	64%	87%	100%	77%	90%	
	2008	218	78%	83%	69%	71%	*	75%	96%	
ACC	4th MEDICAL GROUP									
	2009	136	75%	78%	71%	57%	94%	67%	96%	
	2008	133	76%	81%	64%	79%	*	70%	94%	
ACC	5th MEDICAL GROUP									
	2009	128	73%	66%	77%	77%	100%	70%	82%	
	2008	182	80%	77%	83%	89%	100%	80%	86%	
ACC	7th MEDICAL GROUP									
	2009	115	54%	37%	57%	77%	87%	54%	53%	
	2008	200	77%	78%	69%	89%	95%	79%	71%	
ACC	9th MEDICAL GROUP									
	2009	104	78%	90%	50%	68%	93%	73%	91%	
	2008	62	84%	85%	80%	82%	*	80%	97%	
ACC	20th MEDICAL GROUP									
	2009	125	80%	72%	82%	90%	100%	82%	71%	
	2008	153	66%	60%	72%	77%	*	65%	72%	
ACC	23rd MEDICAL GROUP									
	2009	116	73%	73%	66%	82%	100%	73%	72%	
	2008	121	79%	79%	79%	80%	*	80%	75%	
ACC	28th MEDICAL GROUP									
	2009	125	75%	75%	67%	92%	*	75%	78%	
	2008	178	77%	74%	76%	86%	*	82%	57%	
ACC	49th MEDICAL GROUP									
	2009	131	70%	69%	64%	73%	100%	71%	*	
	2008	215	73%	74%	61%	83%	89%	70%	100%	
ACC	55th MEDICAL GROUP									
	2009	218	79%	81%	74%	83%	89%	75%	90%	
	2008	418	79%	79%	81%	74%	92%	74%	88%	
ACC	355th MEDICAL GROUP									
	2009	232	75%	83%	55%	73%	90%	71%	85%	
	2008	366	82%	85%	75%	79%	92%	81%	85%	

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

		Percent Top 3 Box							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	366th MEDICAL GROUP								
	2009	131	79%	83%	69%	82%	100%	78%	84%
	2008	211	78%	74%	78%	86%	93%	77%	79%
ACC	509th MEDICAL GROUP								
	2009	122	86%	75%	91%	92%	100%	87%	81%
	2008	63	74%	72%	81%	63%	*	69%	*
ACC	MICHAEL O'CALLAGHAN FEDERAL HOSPITAL								
	2009	214	76%	79%	66%	83%	75%	74%	79%
	2008	663	79%	81%	73%	83%	79%	72%	89%
AETC	12th MEDICAL GROUP								
	2009	230	79%	83%	69%	78%	84%	79%	81%
	2008	109	73%	63%	82%	68%	*	71%	83%
AETC	14th MEDICAL GROUP								
	2009	138	89%	91%	81%	86%	90%	88%	100%
	2008	138	69%	65%	67%	78%	86%	66%	85%
AETC	17th MEDICAL GROUP								
	2009	101	74%	78%	63%	78%	100%	76%	68%
	2008	62	71%	83%	56%	66%	*	63%	*
AETC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	23	79%	*	*	*	--	79%	*
	2008	210	77%	79%	73%	74%	*	74%	89%
AETC	37th MED GROUP								
	2009	231	73%	73%	72%	74%	76%	69%	93%
	2008	125	76%	72%	82%	74%	96%	74%	83%
AETC	42ND MEDICAL GROUP								
	2009	189	77%	76%	71%	86%	100%	71%	94%
	2008	380	83%	86%	67%	93%	*	81%	90%
AETC	47th MEDICAL GROUP								
	2009	135	85%	89%	70%	95%	*	83%	100%
	2008	115	75%	76%	70%	90%	*	72%	*
AETC	56th MEDICAL GROUP								
	2009	216	78%	81%	66%	89%	88%	78%	78%
	2008	342	75%	74%	70%	83%	80%	72%	84%
AETC	59th MEDICAL WING								
	2009	288	82%	81%	80%	93%	83%	84%	82%
	2008	234	82%	81%	75%	90%	93%	92%	81%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

		Percent Top 3 Box							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AETC	71st MEDICAL GROUP								
	2009	128	84%	79%	91%	88%	89%	84%	*
	2008	131	81%	78%	79%	93%	100%	79%	100%
AETC	81st MEDICAL GROUP								
	2009	213	78%	78%	77%	70%	100%	71%	84%
	2008	538	87%	87%	84%	89%	90%	82%	91%
AETC	82nd MEDICAL GROUP								
	2009	208	75%	70%	74%	78%	100%	72%	81%
	2008	236	76%	73%	73%	84%	91%	77%	72%
AETC	97th MEDICAL GROUP								
	2009	105	84%	90%	65%	84%	89%	83%	94%
	2008	97	87%	85%	89%	87%	*	87%	*
AETC	325th MEDICAL GROUP								
	2009	133	70%	71%	65%	72%	*	70%	70%
	2008	168	74%	74%	75%	72%	*	66%	89%
AFDW	579TH MEDICAL GROUP								
	2009	143	79%	75%	84%	84%	90%	79%	83%
	2008	63	72%	73%	73%	*	*	67%	100%
AFDW	779th MEDICAL GROUP								
	2009	222	78%	78%	70%	87%	89%	68%	84%
	2008	124	78%	78%	68%	85%	95%	79%	77%
AFMC	66th MEDICAL GROUP								
	2009	134	86%	85%	89%	82%	95%	85%	*
	2008	122	74%	70%	71%	95%	*	70%	97%
AFMC	72nd MEDICAL GROUP								
	2009	222	79%	74%	80%	90%	88%	79%	79%
	2008	110	70%	66%	73%	83%	*	66%	81%
AFMC	75th MEDICAL GROUP								
	2009	156	73%	67%	75%	84%	100%	71%	82%
	2008	278	77%	79%	76%	72%	100%	75%	85%
AFMC	78th MEDICAL GROUP								
	2009	129	80%	77%	87%	67%	*	77%	90%
	2008	206	73%	72%	75%	74%	*	71%	83%
AFMC	88th MEDICAL GROUP								
	2009	291	76%	75%	78%	75%	72%	77%	75%
	2008	714	90%	93%	87%	87%	93%	89%	92%

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TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

		Percent Top 3 Box							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AFMC	95th MEDICAL GROUP								
	2009	110	85%	83%	90%	83%	100%	96%	65%
	2008	156	87%	94%	76%	80%	*	86%	90%
AFMC	96th MEDICAL GROUP								
	2009	235	84%	85%	85%	74%	100%	85%	84%
	2008	364	78%	74%	78%	86%	88%	70%	86%
AFMC	377th MEDICAL GROUP								
	2009	165	79%	74%	83%	84%	100%	74%	88%
	2008	280	83%	89%	70%	76%	*	79%	93%
AFSOC	1st SPECIAL OPERATIONS MEDICAL GROUP								
	2009	137	78%	74%	79%	90%	79%	78%	73%
	2008	73	63%	60%	63%	68%	*	60%	*
AFSOC	27th SPECIAL OPERATIONS MEDICAL GROUP								
	2009	104	74%	70%	78%	77%	93%	63%	100%
	2008	118	79%	87%	55%	92%	*	71%	90%
AFSPC	21st MEDICAL GROUP								
	2009	148	78%	80%	71%	81%	*	73%	94%
	2008	81	70%	67%	65%	81%	*	63%	85%
AFSPC	30th MEDICAL GROUP								
	2009	125	67%	55%	82%	74%	82%	65%	80%
	2008	64	85%	77%	97%	94%	*	82%	94%
AFSPC	45th MEDICAL GROUP								
	2009	186	79%	70%	84%	95%	95%	76%	91%
	2008	103	75%	64%	80%	89%	*	69%	96%
AFSPC	61st MEDICAL GROUP								
	2009	146	68%	71%	59%	77%	*	65%	92%
	2008	96	78%	75%	79%	85%	*	76%	*
AFSPC	90th MEDICAL GROUP								
	2009	91	91%	93%	86%	87%	100%	89%	*
	2008	88	69%	64%	67%	79%	100%	69%	70%
AFSPC	341st MEDICAL GROUP								
	2009	128	75%	66%	84%	90%	100%	72%	86%
	2008	140	78%	68%	91%	93%	65%	73%	88%
AFSPC	460th MED GRP-BUCKLEY AFB								
	2009	87	68%	66%	67%	*	--	64%	80%
	2008	45	70%	68%	73%	*	--	70%	*

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TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

		Percent Top 3 Box							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AMC	6th MEDICAL GROUP								
	2009	287	79%	83%	69%	74%	92%	78%	82%
	2008	540	82%	83%	78%	81%	91%	80%	86%
AMC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	131	72%	66%	73%	90%	*	70%	86%
	2008	16	76%	*	*	*	*	73%	*
AMC	22nd MEDICAL GROUP								
	2009	116	71%	70%	78%	63%	79%	74%	62%
	2008	168	72%	71%	61%	81%	100%	70%	81%
AMC	43RD MEDICAL GROUP								
	2009	93	79%	83%	64%	80%	97%	81%	*
	2008	44	82%	84%	*	81%	*	81%	*
AMC	60th MEDICAL GROUP								
	2009	216	76%	77%	69%	91%	60%	70%	85%
	2008	158	76%	80%	71%	77%	78%	72%	84%
AMC	62nd MEDICAL SQUADRON								
	2009	67	73%	68%	86%	75%	*	66%	89%
	2008	62	90%	93%	92%	79%	*	88%	*
AMC	87th MEDICAL GROUP								
	2009	140	75%	72%	71%	91%	*	73%	80%
	2008	221	73%	76%	70%	66%	*	78%	65%
AMC	92nd MEDICAL GROUP								
	2009	116	75%	81%	63%	67%	93%	76%	66%
	2008	122	78%	79%	74%	77%	*	76%	84%
AMC	319th MEDICAL GROUP								
	2009	89	82%	82%	72%	92%	100%	79%	100%
	2008	75	82%	83%	85%	66%	*	82%	80%
AMC	375th MEDICAL GROUP								
	2009	242	86%	87%	82%	89%	97%	82%	96%
	2008	380	81%	83%	76%	80%	89%	73%	92%
AMC	436th MEDICAL GROUP								
	2009	127	70%	67%	63%	85%	100%	68%	78%
	2008	196	75%	78%	58%	82%	93%	70%	98%
AMC	437th MEDICAL GROUP								
	2009	123	80%	82%	71%	95%	*	80%	91%
	2008	51	75%	78%	68%	84%	*	71%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

		Responses	Percent Top 3 Box						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	3rd MEDICAL GROUP								
	2009	212	81%	83%	79%	73%	93%	76%	85%
	2008	126	74%	63%	88%	73%	96%	73%	76%
PACAF	8th MEDICAL GROUP								
	2009	28	78%	80%	--	*	--	75%	*
	2008	36	93%	92%	*	100%	*	93%	--
PACAF	15th MEDICAL GROUP								
	2009	144	87%	84%	92%	86%	82%	87%	87%
	2008	67	78%	82%	71%	74%	*	78%	*
PACAF	18th MEDICAL GROUP								
	2009	73	62%	60%	57%	67%	*	59%	*
	2008	50	61%	54%	53%	89%	*	62%	*
PACAF	35th MEDICAL GROUP								
	2009	82	88%	88%	86%	93%	*	86%	94%
	2008	76	87%	92%	77%	*	*	88%	87%
PACAF	36th MEDICAL GROUP								
	2009	94	76%	72%	74%	91%	100%	75%	96%
	2008	51	86%	87%	86%	*	*	83%	100%
PACAF	51st MEDICAL GROUP								
	2009	82	67%	60%	76%	78%	*	61%	75%
	2008	63	59%	55%	73%	87%	*	54%	67%
PACAF	354th MEDICAL GROUP								
	2009	81	64%	60%	68%	76%	77%	60%	80%
	2008	46	65%	56%	86%	52%	*	63%	*
PACAF	374th MEDICAL GROUP								
	2009	83	72%	69%	76%	70%	*	68%	77%
	2008	35	86%	82%	93%	*	*	84%	89%
USAFA	10TH MEDICAL GROUP								
	2009	259	83%	80%	93%	89%	86%	79%	89%
	2008	151	80%	83%	80%	68%	89%	81%	79%
USAFE	31st MEDICAL GROUP								
	2009	87	78%	85%	63%	90%	69%	74%	100%
	2008	96	78%	79%	74%	91%	*	77%	79%
USAFE	39th MEDICAL GROUP								
	2009	50	76%	67%	100%	82%	*	74%	*
	2008	45	77%	74%	82%	*	*	93%	45%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

		Responses	Percent Top 3 Box						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
USAFE	48th MEDICAL GROUP								
	2009	177	74%	70%	77%	82%	83%	70%	79%
	2008	276	72%	66%	77%	91%	96%	66%	80%
USAFE	52nd MEDICAL GROUP								
	2009	102	74%	67%	78%	100%	87%	71%	87%
	2008	75	75%	64%	90%	100%	*	74%	*
USAFE	65th MEDICAL GROUP								
	2009	32	81%	93%	59%	*	*	81%	*
	2008	30	81%	72%	84%	*	*	75%	*
USAFE	425TH ABS MEDICAL FLIGHT								
	2009	2	*	*	--	--	--	*	--
	2008	--	--	--	--	--	--	--	--
USAFE	435th MEDICAL GROUP								
	2009	122	73%	66%	78%	84%	95%	71%	*
	2008	51	69%	67%	79%	53%	*	73%	59%

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

		Responses	Percent Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark¹		--	61%	--	--	--	--	--	--
Overall - Direct Care									
	2009	30369	64%	62%	64%	67%	69%	66%	60%
	2008	--	--	--	--	--	--	--	--
Overall - Air Force									
	2009	9544	63%	63%	63%	64%	65%	65%	61%
	2008	--	--	--	--	--	--	--	--
Air Force - CONUS²									
	2009	8659	63%	63%	63%	64%	65%	65%	61%
	2008	--	--	--	--	--	--	--	--
Air Force - OCONUS									
	2009	885	62%	58%	69%	66%	69%	63%	56%
	2008	--	--	--	--	--	--	--	--
Air Force - Intermediate Commands									
ACC	Air Combat Command								
	2009	1931	60%	60%	58%	61%	71%	61%	59%
	2008	--	--	--	--	--	--	--	--
AETC	Air Education and Training Command								
	2009	2062	64%	67%	58%	66%	59%	65%	62%
	2008	--	--	--	--	--	--	--	--
AFDW	Air Force District of Washington								
	2009	306	64%	64%	72%	66%	37%	73%	56%
	2008	--	--	--	--	--	--	--	--
AFMC	Air Force Materiel Command								
	2009	1249	65%	63%	71%	60%	64%	67%	62%
	2008	--	--	--	--	--	--	--	--
AFSOC	Air Force Special Operations Command								
	2009	208	63%	62%	64%	65%	62%	67%	41%
	2008	--	--	--	--	--	--	--	--
AFSPC	Air Force Space Command								
	2009	793	63%	64%	59%	68%	70%	66%	54%
	2008	--	--	--	--	--	--	--	--
AMC	Air Mobility Command								
	2009	1509	62%	59%	64%	67%	74%	65%	54%
	2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

		Percent Always							
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	Pacific Air Forces								
	2009	765	65%	62%	71%	67%	71%	64%	69%
	2008	--	--	--	--	--	--	--	--
USAFA	United States Air Force Academy								
	2009	222	66%	65%	69%	66%	58%	68%	63%
	2008	--	--	--	--	--	--	--	--
USAFE	United States Air Forces in Europe								
	2009	499	62%	59%	68%	66%	64%	65%	54%
	2008	--	--	--	--	--	--	--	--

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

² CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

		Responses	Percent Always						Primary Care	Specialty Care
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+			
ACC	1st MEDICAL GROUP									
	2009	167	61%	63%	59%	59%	65%	58%	67%	
	2008	--	--	--	--	--	--	--	--	
ACC	2nd MEDICAL GROUP									
	2009	117	62%	62%	74%	53%	58%	64%	54%	
	2008	--	--	--	--	--	--	--	--	
ACC	4th MEDICAL GROUP									
	2009	113	52%	50%	58%	40%	78%	49%	63%	
	2008	--	--	--	--	--	--	--	--	
ACC	5th MEDICAL GROUP									
	2009	110	56%	49%	62%	59%	75%	60%	36%	
	2008	--	--	--	--	--	--	--	--	
ACC	7th MEDICAL GROUP									
	2009	104	53%	46%	47%	68%	82%	51%	69%	
	2008	--	--	--	--	--	--	--	--	
ACC	9th MEDICAL GROUP									
	2009	90	69%	82%	39%	75%	56%	70%	64%	
	2008	--	--	--	--	--	--	--	--	
ACC	20th MEDICAL GROUP									
	2009	114	67%	69%	67%	58%	76%	70%	48%	
	2008	--	--	--	--	--	--	--	--	
ACC	23rd MEDICAL GROUP									
	2009	102	68%	63%	68%	79%	84%	70%	61%	
	2008	--	--	--	--	--	--	--	--	
ACC	28th MEDICAL GROUP									
	2009	111	55%	50%	52%	79%	*	57%	43%	
	2008	--	--	--	--	--	--	--	--	
ACC	49th MEDICAL GROUP									
	2009	116	60%	49%	57%	72%	100%	63%	*	
	2008	--	--	--	--	--	--	--	--	
ACC	55th MEDICAL GROUP									
	2009	185	51%	49%	56%	44%	62%	54%	43%	
	2008	--	--	--	--	--	--	--	--	
ACC	355th MEDICAL GROUP									
	2009	197	65%	73%	46%	64%	77%	66%	62%	
	2008	--	--	--	--	--	--	--	--	

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

		Responses	Percent Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	366th MEDICAL GROUP								
	2009	111	60%	59%	63%	52%	69%	56%	70%
	2008	--	--	--	--	--	--	--	--
ACC	509th MEDICAL GROUP								
	2009	112	66%	63%	65%	65%	100%	71%	45%
	2008	--	--	--	--	--	--	--	--
ACC	MICHAEL O'CALLAGHAN FEDERAL HOSPITAL								
	2009	182	63%	65%	59%	68%	65%	63%	63%
	2008	--	--	--	--	--	--	--	--
AETC	12th MEDICAL GROUP								
	2009	207	61%	66%	53%	52%	65%	66%	39%
	2008	--	--	--	--	--	--	--	--
AETC	14th MEDICAL GROUP								
	2009	122	77%	84%	62%	65%	80%	78%	73%
	2008	--	--	--	--	--	--	--	--
AETC	17th MEDICAL GROUP								
	2009	90	54%	52%	41%	73%	70%	61%	35%
	2008	--	--	--	--	--	--	--	--
AETC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	22	64%	*	*	*	--	61%	*
	2008	--	--	--	--	--	--	--	--
AETC	37th MED GROUP								
	2009	208	63%	61%	67%	62%	62%	65%	52%
	2008	--	--	--	--	--	--	--	--
AETC	42ND MEDICAL GROUP								
	2009	173	67%	64%	62%	85%	83%	63%	80%
	2008	--	--	--	--	--	--	--	--
AETC	47th MEDICAL GROUP								
	2009	116	63%	66%	57%	65%	*	63%	52%
	2008	--	--	--	--	--	--	--	--
AETC	56th MEDICAL GROUP								
	2009	190	60%	63%	48%	71%	67%	59%	60%
	2008	--	--	--	--	--	--	--	--
AETC	59th MEDICAL WING								
	2009	254	68%	76%	56%	64%	38%	72%	67%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

		Percent Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AETC	71st MEDICAL GROUP								
	2009	116	65%	53%	81%	80%	89%	66%	*
	2008	--	--	--	--	--	--	--	--
AETC	81st MEDICAL GROUP								
	2009	186	63%	67%	57%	62%	67%	67%	60%
	2008	--	--	--	--	--	--	--	--
AETC	82nd MEDICAL GROUP								
	2009	177	59%	49%	63%	65%	88%	68%	36%
	2008	--	--	--	--	--	--	--	--
AETC	97th MEDICAL GROUP								
	2009	86	72%	76%	53%	84%	*	72%	*
	2008	--	--	--	--	--	--	--	--
AETC	325th MEDICAL GROUP								
	2009	115	49%	48%	49%	64%	*	56%	35%
	2008	--	--	--	--	--	--	--	--
AFDW	579TH MEDICAL GROUP								
	2009	119	66%	63%	81%	40%	66%	67%	55%
	2008	--	--	--	--	--	--	--	--
AFDW	779th MEDICAL GROUP								
	2009	187	64%	64%	70%	70%	28%	75%	56%
	2008	--	--	--	--	--	--	--	--
AFMC	66th MEDICAL GROUP								
	2009	110	72%	75%	59%	64%	81%	74%	*
	2008	--	--	--	--	--	--	--	--
AFMC	72nd MEDICAL GROUP								
	2009	195	57%	47%	64%	69%	72%	58%	56%
	2008	--	--	--	--	--	--	--	--
AFMC	75th MEDICAL GROUP								
	2009	138	60%	49%	68%	76%	89%	63%	50%
	2008	--	--	--	--	--	--	--	--
AFMC	78th MEDICAL GROUP								
	2009	117	72%	68%	81%	66%	*	73%	67%
	2008	--	--	--	--	--	--	--	--
AFMC	88th MEDICAL GROUP								
	2009	248	58%	56%	66%	55%	47%	63%	54%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

		Percent Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AFMC	95th MEDICAL GROUP								
	2009	92	58%	56%	61%	50%	90%	60%	52%
	2008	--	--	--	--	--	--	--	--
AFMC	96th MEDICAL GROUP								
	2009	206	74%	79%	78%	54%	63%	73%	76%
	2008	--	--	--	--	--	--	--	--
AFMC	377th MEDICAL GROUP								
	2009	143	62%	61%	62%	69%	*	67%	52%
	2008	--	--	--	--	--	--	--	--
AFSOC	1st SPECIAL OPERATIONS MEDICAL GROUP								
	2009	118	68%	73%	63%	66%	56%	69%	*
	2008	--	--	--	--	--	--	--	--
AFSOC	27th SPECIAL OPERATIONS MEDICAL GROUP								
	2009	90	47%	33%	67%	64%	82%	58%	24%
	2008	--	--	--	--	--	--	--	--
AFSPC	21st MEDICAL GROUP								
	2009	130	61%	70%	44%	65%	*	67%	43%
	2008	--	--	--	--	--	--	--	--
AFSPC	30th MEDICAL GROUP								
	2009	107	63%	56%	72%	69%	62%	66%	44%
	2008	--	--	--	--	--	--	--	--
AFSPC	45th MEDICAL GROUP								
	2009	166	65%	64%	68%	66%	57%	67%	58%
	2008	--	--	--	--	--	--	--	--
AFSPC	61st MEDICAL GROUP								
	2009	126	57%	49%	72%	61%	*	58%	55%
	2008	--	--	--	--	--	--	--	--
AFSPC	90th MEDICAL GROUP								
	2009	81	80%	88%	67%	69%	96%	78%	*
	2008	--	--	--	--	--	--	--	--
AFSPC	341st MEDICAL GROUP								
	2009	114	70%	67%	68%	83%	74%	72%	65%
	2008	--	--	--	--	--	--	--	--
AFSPC	460th MED GRP-BUCKLEY AFB								
	2009	69	47%	48%	44%	*	--	47%	49%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

		Responses	Percent Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AMC	6th MEDICAL GROUP								
	2009	252	64%	65%	62%	60%	80%	69%	51%
	2008	--	--	--	--	--	--	--	--
AMC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	116	67%	58%	79%	68%	*	73%	36%
	2008	--	--	--	--	--	--	--	--
AMC	22nd MEDICAL GROUP								
	2009	104	50%	49%	53%	52%	30%	51%	43%
	2008	--	--	--	--	--	--	--	--
AMC	43RD MEDICAL GROUP								
	2009	83	60%	60%	48%	64%	85%	59%	*
	2008	--	--	--	--	--	--	--	--
AMC	60th MEDICAL GROUP								
	2009	183	57%	52%	62%	65%	71%	58%	56%
	2008	--	--	--	--	--	--	--	--
AMC	62nd MEDICAL SQUADRON								
	2009	52	58%	53%	81%	35%	*	65%	43%
	2008	--	--	--	--	--	--	--	--
AMC	87th MEDICAL GROUP								
	2009	120	69%	69%	62%	83%	*	71%	64%
	2008	--	--	--	--	--	--	--	--
AMC	92nd MEDICAL GROUP								
	2009	104	60%	66%	53%	48%	*	65%	32%
	2008	--	--	--	--	--	--	--	--
AMC	319th MEDICAL GROUP								
	2009	67	68%	66%	68%	73%	74%	70%	*
	2008	--	--	--	--	--	--	--	--
AMC	375th MEDICAL GROUP								
	2009	204	67%	57%	70%	84%	87%	69%	59%
	2008	--	--	--	--	--	--	--	--
AMC	436th MEDICAL GROUP								
	2009	112	61%	55%	64%	73%	71%	61%	62%
	2008	--	--	--	--	--	--	--	--
AMC	437th MEDICAL GROUP								
	2009	112	70%	72%	65%	72%	*	72%	41%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

		Percent Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
PACAF	3rd MEDICAL GROUP								
	2009	184	71%	71%	73%	65%	69%	65%	75%
	2008	--	--	--	--	--	--	--	--
PACAF	8th MEDICAL GROUP								
	2009	27	62%	61%	--	*	--	60%	*
	2008	--	--	--	--	--	--	--	--
PACAF	15th MEDICAL GROUP								
	2009	126	68%	54%	83%	79%	63%	70%	58%
	2008	--	--	--	--	--	--	--	--
PACAF	18th MEDICAL GROUP								
	2009	67	57%	49%	72%	56%	*	56%	*
	2008	--	--	--	--	--	--	--	--
PACAF	35th MEDICAL GROUP								
	2009	68	67%	65%	71%	67%	*	69%	60%
	2008	--	--	--	--	--	--	--	--
PACAF	36th MEDICAL GROUP								
	2009	83	73%	74%	64%	91%	72%	73%	*
	2008	--	--	--	--	--	--	--	--
PACAF	51st MEDICAL GROUP								
	2009	67	53%	39%	79%	52%	*	55%	50%
	2008	--	--	--	--	--	--	--	--
PACAF	354th MEDICAL GROUP								
	2009	69	58%	61%	47%	64%	55%	64%	34%
	2008	--	--	--	--	--	--	--	--
PACAF	374th MEDICAL GROUP								
	2009	74	60%	57%	60%	71%	*	58%	62%
	2008	--	--	--	--	--	--	--	--
USAFA	10TH MEDICAL GROUP								
	2009	222	66%	65%	69%	66%	58%	68%	63%
	2008	--	--	--	--	--	--	--	--
USAFE	31st MEDICAL GROUP								
	2009	77	68%	66%	73%	72%	*	66%	81%
	2008	--	--	--	--	--	--	--	--
USAFE	39th MEDICAL GROUP								
	2009	41	78%	73%	*	73%	*	80%	*
	2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

		Percent Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
USAFE	48th MEDICAL GROUP								
	2009	156	63%	67%	64%	51%	53%	71%	54%
	2008	--	--	--	--	--	--	--	--
USAFE	52nd MEDICAL GROUP								
	2009	91	52%	45%	58%	77%	*	54%	*
	2008	--	--	--	--	--	--	--	--
USAFE	65th MEDICAL GROUP								
	2009	29	83%	93%	*	*	*	87%	*
	2008	--	--	--	--	--	--	--	--
USAFE	425TH ABS MEDICAL FLIGHT								
	2009	1	*	*	--	--	--	*	--
	2008	--	--	--	--	--	--	--	--
USAFE	435th MEDICAL GROUP								
	2009	104	57%	46%	73%	76%	82%	59%	*
	2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

		Responses	Total	Percent Always					
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark¹		--	69%	--	--	--	--	--	--
Overall - Direct Care									
	2009	20255	60%	60%	55%	62%	71%	57%	65%
	2008	21425	59%	59%	54%	63%	72%	55%	65%
Overall - Air Force									
	2009	6410	57%	57%	54%	59%	65%	54%	63%
	2008	7570	57%	56%	56%	60%	66%	55%	65%
Air Force - CONUS²									
	2009	5845	57%	57%	54%	58%	64%	54%	63%
	2008	7116	58%	57%	55%	60%	65%	55%	65%
Air Force - OCONUS									
	2009	565	55%	49%	53%	70%	77%	51%	67%
	2008	454	55%	49%	61%	69%	68%	51%	63%

Air Force - Intermediate Commands

ACC	Air Combat Command									
		2009	1317	56%	55%	52%	58%	67%	54%	62%
		2008	1985	56%	58%	51%	57%	66%	55%	60%
AETC	Air Education and Training Command									
		2009	1413	55%	54%	51%	58%	62%	53%	57%
		2008	1751	58%	56%	59%	59%	65%	55%	64%
AFDW	Air Force District of Washington									
		2009	192	54%	58%	47%	34%	76%	55%	52%
		2008	107	57%	62%	48%	60%	37%	50%	67%
AFMC	Air Force Materiel Command									
		2009	848	64%	63%	65%	63%	64%	61%	67%
		2008	1367	62%	58%	62%	66%	71%	60%	67%
AFSOC	Air Force Special Operations Command									
		2009	140	52%	43%	68%	61%	68%	55%	24%
		2008	105	47%	43%	45%	51%	90%	43%	87%
AFSPC	Air Force Space Command									
		2009	531	56%	57%	58%	51%	63%	55%	68%
		2008	342	58%	56%	55%	65%	75%	56%	74%
AMC	Air Mobility Command									
		2009	1010	53%	55%	45%	55%	67%	51%	61%
		2008	1236	56%	56%	55%	57%	55%	53%	65%

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

		Percent Always							
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	Pacific Air Forces								
	2009	511	60%	62%	55%	61%	57%	51%	76%
	2008	296	50%	48%	51%	48%	80%	46%	65%
USAFA	United States Air Force Academy								
	2009	147	64%	64%	71%	62%	39%	57%	75%
	2008	86	71%	80%	39%	73%	63%	65%	77%
USAFE	United States Air Forces in Europe								
	2009	301	54%	48%	49%	74%	75%	52%	63%
	2008	295	57%	52%	62%	78%	54%	55%	61%

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

² CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

		Percent Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
ACC	1st MEDICAL GROUP								
	2009	116	49%	46%	44%	53%	77%	40%	63%
	2008	60	57%	61%	49%	56%	*	55%	65%
ACC	2nd MEDICAL GROUP								
	2009	87	46%	46%	22%	57%	59%	41%	73%
	2008	149	52%	52%	51%	45%	*	47%	92%
ACC	4th MEDICAL GROUP								
	2009	70	56%	63%	*	34%	71%	61%	*
	2008	79	58%	65%	45%	56%	*	53%	*
ACC	5th MEDICAL GROUP								
	2009	77	51%	28%	77%	85%	50%	51%	53%
	2008	104	49%	40%	58%	60%	76%	48%	*
ACC	7th MEDICAL GROUP								
	2009	74	34%	18%	31%	59%	63%	35%	29%
	2008	99	59%	57%	47%	73%	*	59%	59%
ACC	9th MEDICAL GROUP								
	2009	57	56%	70%	31%	57%	73%	53%	*
	2008	36	45%	*	55%	51%	*	49%	*
ACC	20th MEDICAL GROUP								
	2009	93	73%	74%	69%	77%	69%	74%	*
	2008	94	61%	69%	34%	61%	*	53%	*
ACC	23rd MEDICAL GROUP								
	2009	81	54%	56%	53%	43%	74%	54%	*
	2008	72	60%	61%	55%	55%	*	70%	*
ACC	28th MEDICAL GROUP								
	2009	78	57%	48%	70%	65%	*	57%	*
	2008	108	65%	64%	64%	68%	*	68%	47%
ACC	49th MEDICAL GROUP								
	2009	91	59%	57%	47%	68%	78%	59%	*
	2008	139	49%	55%	34%	49%	62%	49%	*
ACC	55th MEDICAL GROUP								
	2009	98	72%	81%	76%	53%	73%	70%	82%
	2008	232	59%	59%	61%	53%	67%	58%	61%
ACC	355th MEDICAL GROUP								
	2009	137	59%	52%	57%	72%	73%	57%	66%
	2008	251	65%	72%	45%	59%	62%	64%	74%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

		Percent Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	366th MEDICAL GROUP								
	2009	68	67%	71%	52%	76%	77%	70%	58%
	2008	120	55%	50%	46%	71%	97%	64%	40%
ACC	509th MEDICAL GROUP								
	2009	75	57%	*	55%	61%	84%	57%	*
	2008	28	64%	*	*	74%	*	61%	*
ACC	MICHAEL O'CALLAGHAN FEDERAL HOSPITAL								
	2009	115	56%	62%	56%	47%	45%	51%	63%
	2008	414	50%	43%	57%	51%	55%	46%	57%
AETC	12th MEDICAL GROUP								
	2009	153	58%	57%	67%	42%	81%	57%	65%
	2008	63	45%	32%	47%	41%	*	47%	*
AETC	14th MEDICAL GROUP								
	2009	85	80%	82%	75%	85%	79%	80%	*
	2008	80	60%	65%	37%	71%	*	60%	*
AETC	17th MEDICAL GROUP								
	2009	59	34%	*	22%	52%	*	34%	34%
	2008	32	37%	*	*	69%	*	36%	*
AETC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	12	26%	*	*	*	--	*	*
	2008	107	52%	52%	51%	50%	*	52%	50%
AETC	37th MED GROUP								
	2009	165	56%	64%	40%	57%	63%	53%	*
	2008	84	53%	52%	61%	43%	72%	45%	*
AETC	42ND MEDICAL GROUP								
	2009	121	56%	51%	49%	72%	79%	48%	91%
	2008	246	62%	63%	57%	62%	*	60%	81%
AETC	47th MEDICAL GROUP								
	2009	82	68%	65%	65%	77%	*	67%	*
	2008	71	54%	47%	57%	64%	*	58%	*
AETC	56th MEDICAL GROUP								
	2009	128	56%	63%	42%	50%	68%	55%	58%
	2008	248	52%	48%	58%	55%	58%	51%	57%
AETC	59th MEDICAL WING								
	2009	150	55%	50%	62%	68%	48%	54%	56%
	2008	142	70%	69%	78%	62%	68%	74%	69%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

		Percent Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AETC	71st MEDICAL GROUP								
	2009	72	65%	57%	70%	80%	80%	65%	*
	2008	62	70%	83%	57%	55%	*	70%	*
AETC	81st MEDICAL GROUP								
	2009	113	49%	60%	39%	36%	52%	42%	59%
	2008	333	61%	57%	57%	68%	60%	59%	62%
AETC	82nd MEDICAL GROUP								
	2009	131	55%	45%	59%	67%	54%	56%	54%
	2008	132	63%	62%	68%	64%	57%	65%	57%
AETC	97th MEDICAL GROUP								
	2009	58	67%	63%	51%	93%	*	67%	*
	2008	52	41%	24%	51%	61%	*	41%	--
AETC	325th MEDICAL GROUP								
	2009	84	47%	46%	38%	68%	*	51%	33%
	2008	99	49%	49%	47%	49%	*	49%	49%
AFDW	579TH MEDICAL GROUP								
	2009	80	48%	49%	44%	31%	68%	49%	*
	2008	35	50%	61%	*	*	*	46%	*
AFDW	779th MEDICAL GROUP								
	2009	112	55%	59%	47%	34%	79%	57%	52%
	2008	72	59%	63%	53%	64%	35%	51%	67%
AFMC	66th MEDICAL GROUP								
	2009	78	56%	60%	27%	56%	78%	58%	*
	2008	64	43%	23%	66%	63%	*	40%	*
AFMC	72nd MEDICAL GROUP								
	2009	134	62%	58%	64%	75%	55%	61%	66%
	2008	75	61%	63%	65%	52%	*	55%	85%
AFMC	75th MEDICAL GROUP								
	2009	92	59%	50%	72%	64%	53%	58%	63%
	2008	158	59%	55%	74%	51%	*	56%	75%
AFMC	78th MEDICAL GROUP								
	2009	76	65%	60%	71%	68%	*	62%	77%
	2008	135	70%	69%	70%	74%	*	71%	63%
AFMC	88th MEDICAL GROUP								
	2009	158	68%	68%	66%	66%	75%	60%	75%
	2008	461	68%	67%	61%	71%	70%	67%	69%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

		Percent Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AFMC	95th MEDICAL GROUP								
	2009	64	42%	29%	57%	63%	*	37%	*
	2008	94	74%	80%	63%	74%	*	73%	*
AFMC	96th MEDICAL GROUP								
	2009	158	66%	70%	64%	57%	60%	70%	62%
	2008	227	51%	42%	57%	57%	78%	44%	58%
AFMC	377th MEDICAL GROUP								
	2009	88	60%	59%	69%	51%	*	59%	63%
	2008	153	60%	60%	38%	71%	*	57%	71%
AFSOC	1st SPECIAL OPERATIONS MEDICAL GROUP								
	2009	82	53%	46%	58%	65%	*	58%	*
	2008	45	37%	32%	*	*	*	35%	*
AFSOC	27th SPECIAL OPERATIONS MEDICAL GROUP								
	2009	58	50%	27%	89%	49%	*	47%	*
	2008	60	65%	77%	40%	58%	*	59%	84%
AFSPC	21st MEDICAL GROUP								
	2009	87	60%	67%	54%	39%	*	61%	55%
	2008	44	52%	51%	37%	70%	--	45%	*
AFSPC	30th MEDICAL GROUP								
	2009	61	39%	51%	21%	34%	*	39%	*
	2008	34	51%	43%	*	71%	*	38%	*
AFSPC	45th MEDICAL GROUP								
	2009	118	60%	57%	68%	63%	*	58%	74%
	2008	67	76%	80%	78%	70%	*	72%	91%
AFSPC	61st MEDICAL GROUP								
	2009	75	55%	54%	61%	54%	*	55%	*
	2008	52	47%	45%	48%	42%	*	47%	--
AFSPC	90th MEDICAL GROUP								
	2009	60	61%	56%	58%	70%	*	59%	*
	2008	53	70%	90%	42%	55%	*	71%	*
AFSPC	341st MEDICAL GROUP								
	2009	81	48%	38%	68%	42%	74%	42%	*
	2008	76	57%	46%	62%	73%	65%	57%	58%
AFSPC	460th MED GRP-BUCKLEY AFB								
	2009	49	61%	59%	63%	*	--	60%	*
	2008	16	38%	36%	*	*	--	43%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

		Responses	Percent Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AMC	6th MEDICAL GROUP								
	2009	190	60%	59%	53%	65%	77%	60%	62%
	2008	378	60%	63%	52%	59%	66%	58%	70%
AMC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	68	55%	53%	46%	65%	*	51%	*
	2008	7	*	*	*	*	--	*	--
AMC	22nd MEDICAL GROUP								
	2009	70	40%	34%	41%	39%	*	40%	*
	2008	103	57%	60%	39%	62%	63%	56%	60%
AMC	43RD MEDICAL GROUP								
	2009	67	49%	50%	35%	40%	77%	46%	*
	2008	25	73%	*	*	64%	*	73%	--
AMC	60th MEDICAL GROUP								
	2009	126	48%	52%	39%	47%	46%	41%	61%
	2008	100	48%	38%	70%	46%	28%	44%	57%
AMC	62nd MEDICAL SQUADRON								
	2009	30	46%	37%	*	*	*	42%	*
	2008	40	75%	*	*	69%	*	70%	*
AMC	87th MEDICAL GROUP								
	2009	83	45%	45%	37%	50%	*	46%	*
	2008	105	39%	37%	39%	47%	--	36%	48%
AMC	92nd MEDICAL GROUP								
	2009	61	63%	74%	40%	51%	*	65%	*
	2008	60	65%	56%	*	68%	*	68%	*
AMC	319th MEDICAL GROUP								
	2009	56	60%	67%	46%	66%	57%	57%	*
	2008	47	34%	40%	27%	32%	*	41%	19%
AMC	375th MEDICAL GROUP								
	2009	124	69%	66%	67%	72%	78%	67%	74%
	2008	207	66%	69%	68%	57%	71%	57%	84%
AMC	436th MEDICAL GROUP								
	2009	73	40%	36%	25%	60%	*	44%	*
	2008	136	60%	61%	52%	66%	46%	59%	69%
AMC	437th MEDICAL GROUP								
	2009	62	67%	74%	60%	56%	--	67%	*
	2008	28	60%	*	55%	*	*	60%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

		Percent Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
PACAF	3rd MEDICAL GROUP								
	2009	124	67%	77%	56%	55%	30%	52%	79%
	2008	73	53%	61%	44%	43%	75%	48%	59%
PACAF	8th MEDICAL GROUP								
	2009	11	26%	*	--	*	--	19%	*
	2008	23	33%	30%	*	*	*	33%	--
PACAF	15th MEDICAL GROUP								
	2009	86	52%	48%	46%	66%	59%	50%	*
	2008	38	27%	23%	*	31%	*	27%	--
PACAF	18th MEDICAL GROUP								
	2009	51	42%	35%	*	54%	*	41%	*
	2008	19	40%	*	*	*	*	40%	--
PACAF	35th MEDICAL GROUP								
	2009	54	69%	65%	65%	92%	*	69%	73%
	2008	38	74%	79%	62%	*	*	66%	87%
PACAF	36th MEDICAL GROUP								
	2009	61	66%	71%	59%	66%	60%	63%	*
	2008	25	59%	64%	*	*	*	59%	--
PACAF	51st MEDICAL GROUP								
	2009	46	64%	67%	61%	64%	*	53%	82%
	2008	31	40%	31%	*	*	*	38%	*
PACAF	354th MEDICAL GROUP								
	2009	37	56%	56%	*	67%	*	52%	*
	2008	26	56%	*	*	50%	*	53%	*
PACAF	374th MEDICAL GROUP								
	2009	41	55%	46%	76%	50%	*	48%	63%
	2008	23	50%	*	*	*	*	47%	*
USAFA	10TH MEDICAL GROUP								
	2009	147	64%	64%	71%	62%	39%	57%	75%
	2008	86	71%	80%	39%	73%	63%	65%	77%
USAFE	31st MEDICAL GROUP								
	2009	49	40%	*	45%	83%	*	32%	78%
	2008	50	60%	53%	63%	*	*	64%	52%
USAFE	39th MEDICAL GROUP								
	2009	24	62%	64%	*	*	*	57%	*
	2008	26	78%	74%	81%	*	*	86%	68%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

		Percent Always								
					Retirees and		Retirees and			
		Responses	Total	Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care	
USAFE	48th MEDICAL GROUP									
	2009	88	54%	53%	47%	56%	*	52%	56%	
		134	53%	45%	57%	80%	64%	45%	61%	
USAFE	52nd MEDICAL GROUP									
	2009	59	47%	36%	*	88%	*	43%	*	
		44	45%	42%	42%	70%	*	45%	*	
USAFE	65th MEDICAL GROUP									
	2009	16	68%	*	*	*	*	66%	*	
		16	29%	*	*	*	*	28%	*	
USAFE	425TH ABS MEDICAL FLIGHT									
	2009	1	*	*	--	--	--	*	--	
		--	--	--	--	--	--	--	--	
USAFE	435th MEDICAL GROUP									
	2009	64	72%	66%	55%	93%	81%	72%	*	
		25	62%	65%	*	*	*	60%	*	

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3C - Overall satisfaction of care

		Responses	Percent Satisfied						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark¹		--	--	--	--	--	--	--	--
Overall - Direct Care									
	2009	27035	80%	79%	80%	84%	88%	79%	82%
	2008	--	--	--	--	--	--	--	--
Overall - Air Force									
	2009	8347	80%	79%	79%	83%	89%	79%	82%
	2008	--	--	--	--	--	--	--	--
Air Force - CONUS²									
	2009	7581	80%	79%	79%	83%	89%	79%	81%
	2008	--	--	--	--	--	--	--	--
Air Force - OCONUS									
	2009	766	80%	77%	83%	85%	91%	77%	90%
	2008	--	--	--	--	--	--	--	--
Air Force - Intermediate Commands									
ACC	Air Combat Command								
	2009	1712	77%	76%	75%	82%	87%	76%	79%
	2008	--	--	--	--	--	--	--	--
AETC	Air Education and Training Command								
	2009	1763	81%	79%	80%	84%	90%	81%	80%
	2008	--	--	--	--	--	--	--	--
AFDW	Air Force District of Washington								
	2009	277	78%	74%	84%	86%	92%	81%	74%
	2008	--	--	--	--	--	--	--	--
AFMC	Air Force Materiel Command								
	2009	1119	82%	83%	83%	80%	87%	81%	84%
	2008	--	--	--	--	--	--	--	--
AFSOC	Air Force Special Operations Command								
	2009	187	79%	81%	71%	86%	83%	79%	80%
	2008	--	--	--	--	--	--	--	--
AFSPC	Air Force Space Command								
	2009	672	78%	76%	79%	86%	82%	78%	80%
	2008	--	--	--	--	--	--	--	--
AMC	Air Mobility Command								
	2009	1343	79%	78%	77%	83%	89%	78%	81%
	2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3C - Overall satisfaction of care

		Responses	Percent Satisfied						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	Pacific Air Forces								
	2009	673	81%	80%	80%	82%	94%	78%	86%
	2008	--	--	--	--	--	--	--	--
USAFA	United States Air Force Academy								
	2009	178	83%	79%	88%	89%	94%	80%	86%
	2008	--	--	--	--	--	--	--	--
USAFE	United States Air Forces in Europe								
	2009	423	81%	79%	81%	88%	91%	76%	93%
	2008	--	--	--	--	--	--	--	--

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

² CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3C - Overall satisfaction of care

		Responses	Percent Satisfied						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	1st MEDICAL GROUP								
	2009	146	77%	81%	66%	73%	95%	74%	81%
	2008	--	--	--	--	--	--	--	--
ACC	2nd MEDICAL GROUP								
	2009	94	67%	61%	63%	91%	91%	66%	71%
	2008	--	--	--	--	--	--	--	--
ACC	4th MEDICAL GROUP								
	2009	102	77%	76%	79%	72%	92%	72%	89%
	2008	--	--	--	--	--	--	--	--
ACC	5th MEDICAL GROUP								
	2009	102	84%	83%	79%	94%	93%	82%	92%
	2008	--	--	--	--	--	--	--	--
ACC	7th MEDICAL GROUP								
	2009	85	74%	76%	79%	68%	54%	75%	66%
	2008	--	--	--	--	--	--	--	--
ACC	9th MEDICAL GROUP								
	2009	77	80%	85%	67%	79%	*	75%	95%
	2008	--	--	--	--	--	--	--	--
ACC	20th MEDICAL GROUP								
	2009	103	78%	73%	80%	85%	93%	79%	70%
	2008	--	--	--	--	--	--	--	--
ACC	23rd MEDICAL GROUP								
	2009	96	73%	68%	77%	92%	61%	73%	75%
	2008	--	--	--	--	--	--	--	--
ACC	28th MEDICAL GROUP								
	2009	95	86%	90%	80%	82%	*	85%	100%
	2008	--	--	--	--	--	--	--	--
ACC	49th MEDICAL GROUP								
	2009	96	74%	70%	66%	87%	100%	74%	*
	2008	--	--	--	--	--	--	--	--
ACC	55th MEDICAL GROUP								
	2009	170	74%	76%	67%	85%	77%	77%	68%
	2008	--	--	--	--	--	--	--	--
ACC	355th MEDICAL GROUP								
	2009	169	81%	86%	65%	85%	84%	76%	91%
	2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3C - Overall satisfaction of care

		Percent Satisfied							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	366th MEDICAL GROUP								
	2009	115	85%	90%	77%	73%	92%	85%	83%
	2008	--	--	--	--	--	--	--	--
ACC	509th MEDICAL GROUP								
	2009	100	85%	88%	81%	80%	92%	83%	100%
	2008	--	--	--	--	--	--	--	--
ACC	MICHAEL O'CALLAGHAN FEDERAL HOSPITAL								
	2009	162	76%	66%	88%	86%	92%	76%	75%
	2008	--	--	--	--	--	--	--	--
AETC	12th MEDICAL GROUP								
	2009	179	86%	91%	79%	69%	87%	86%	84%
	2008	--	--	--	--	--	--	--	--
AETC	14th MEDICAL GROUP								
	2009	100	84%	89%	69%	90%	100%	84%	94%
	2008	--	--	--	--	--	--	--	--
AETC	17th MEDICAL GROUP								
	2009	82	67%	65%	62%	70%	89%	62%	77%
	2008	--	--	--	--	--	--	--	--
AETC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	--	--	--	--	--	--	--	--
	2008	--	--	--	--	--	--	--	--
AETC	37th MED GROUP								
	2009	179	81%	78%	83%	86%	82%	78%	93%
	2008	--	--	--	--	--	--	--	--
AETC	42ND MEDICAL GROUP								
	2009	148	85%	86%	79%	96%	92%	82%	96%
	2008	--	--	--	--	--	--	--	--
AETC	47th MEDICAL GROUP								
	2009	104	89%	92%	82%	90%	*	88%	100%
	2008	--	--	--	--	--	--	--	--
AETC	56th MEDICAL GROUP								
	2009	165	71%	63%	77%	82%	94%	74%	65%
	2008	--	--	--	--	--	--	--	--
AETC	59th MEDICAL WING								
	2009	218	79%	73%	83%	92%	90%	78%	79%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3C - Overall satisfaction of care

		Responses	Percent Satisfied						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AETC	71st MEDICAL GROUP								
	2009	84	91%	96%	82%	89%	*	91%	*
	2008	--	--	--	--	--	--	--	--
AETC	81st MEDICAL GROUP								
	2009	158	84%	84%	88%	79%	94%	85%	84%
	2008	--	--	--	--	--	--	--	--
AETC	82nd MEDICAL GROUP								
	2009	166	81%	77%	83%	81%	100%	85%	68%
	2008	--	--	--	--	--	--	--	--
AETC	97th MEDICAL GROUP								
	2009	82	88%	96%	80%	81%	*	87%	*
	2008	--	--	--	--	--	--	--	--
AETC	325th MEDICAL GROUP								
	2009	98	79%	88%	57%	79%	*	77%	83%
	2008	--	--	--	--	--	--	--	--
AFDW	579TH MEDICAL GROUP								
	2009	101	81%	75%	82%	91%	100%	82%	77%
	2008	--	--	--	--	--	--	--	--
AFDW	779th MEDICAL GROUP								
	2009	176	78%	74%	84%	85%	90%	81%	74%
	2008	--	--	--	--	--	--	--	--
AFMC	66th MEDICAL GROUP								
	2009	97	83%	84%	85%	76%	*	82%	*
	2008	--	--	--	--	--	--	--	--
AFMC	72nd MEDICAL GROUP								
	2009	177	86%	85%	90%	82%	80%	87%	85%
	2008	--	--	--	--	--	--	--	--
AFMC	75th MEDICAL GROUP								
	2009	108	79%	80%	76%	79%	*	73%	95%
	2008	--	--	--	--	--	--	--	--
AFMC	78th MEDICAL GROUP								
	2009	101	77%	72%	82%	93%	*	78%	69%
	2008	--	--	--	--	--	--	--	--
AFMC	88th MEDICAL GROUP								
	2009	225	80%	78%	83%	78%	95%	75%	83%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3C - Overall satisfaction of care

		Responses	Percent Satisfied						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AFMC	95th MEDICAL GROUP								
	2009	92	93%	91%	96%	94%	100%	89%	100%
	2008	--	--	--	--	--	--	--	--
AFMC	96th MEDICAL GROUP								
	2009	182	83%	86%	81%	73%	85%	86%	81%
	2008	--	--	--	--	--	--	--	--
AFMC	377th MEDICAL GROUP								
	2009	137	86%	92%	71%	84%	100%	79%	95%
	2008	--	--	--	--	--	--	--	--
AFSOC	1st SPECIAL OPERATIONS MEDICAL GROUP								
	2009	105	79%	80%	70%	87%	*	79%	*
	2008	--	--	--	--	--	--	--	--
AFSOC	27th SPECIAL OPERATIONS MEDICAL GROUP								
	2009	82	81%	83%	76%	81%	91%	79%	88%
	2008	--	--	--	--	--	--	--	--
AFSPC	21st MEDICAL GROUP								
	2009	125	78%	81%	66%	89%	*	75%	92%
	2008	--	--	--	--	--	--	--	--
AFSPC	30th MEDICAL GROUP								
	2009	98	80%	77%	81%	93%	*	81%	79%
	2008	--	--	--	--	--	--	--	--
AFSPC	45th MEDICAL GROUP								
	2009	130	84%	79%	90%	94%	70%	87%	73%
	2008	--	--	--	--	--	--	--	--
AFSPC	61st MEDICAL GROUP								
	2009	91	69%	62%	84%	83%	*	67%	79%
	2008	--	--	--	--	--	--	--	--
AFSPC	90th MEDICAL GROUP								
	2009	76	86%	88%	86%	77%	92%	83%	97%
	2008	--	--	--	--	--	--	--	--
AFSPC	341st MEDICAL GROUP								
	2009	85	67%	64%	70%	69%	76%	68%	58%
	2008	--	--	--	--	--	--	--	--
AFSPC	460th MED GRP-BUCKLEY AFB								
	2009	67	76%	69%	88%	*	--	81%	60%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3C - Overall satisfaction of care

		Responses	Percent Satisfied						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AMC	6th MEDICAL GROUP								
	2009	213	79%	79%	83%	71%	92%	80%	77%
	2008	--	--	--	--	--	--	--	--
AMC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	110	75%	80%	61%	87%	*	71%	98%
	2008	--	--	--	--	--	--	--	--
AMC	22nd MEDICAL GROUP								
	2009	84	79%	72%	85%	84%	85%	79%	*
	2008	--	--	--	--	--	--	--	--
AMC	43RD MEDICAL GROUP								
	2009	69	74%	71%	71%	94%	91%	77%	*
	2008	--	--	--	--	--	--	--	--
AMC	60th MEDICAL GROUP								
	2009	166	80%	80%	75%	87%	89%	78%	83%
	2008	--	--	--	--	--	--	--	--
AMC	62nd MEDICAL SQUADRON								
	2009	53	70%	57%	92%	100%	*	62%	78%
	2008	--	--	--	--	--	--	--	--
AMC	87th MEDICAL GROUP								
	2009	112	77%	72%	88%	77%	*	73%	98%
	2008	--	--	--	--	--	--	--	--
AMC	92nd MEDICAL GROUP								
	2009	90	79%	81%	70%	83%	*	83%	65%
	2008	--	--	--	--	--	--	--	--
AMC	319th MEDICAL GROUP								
	2009	70	87%	80%	100%	82%	94%	88%	80%
	2008	--	--	--	--	--	--	--	--
AMC	375th MEDICAL GROUP								
	2009	195	83%	82%	82%	92%	82%	82%	86%
	2008	--	--	--	--	--	--	--	--
AMC	436th MEDICAL GROUP								
	2009	97	70%	68%	68%	84%	*	75%	54%
	2008	--	--	--	--	--	--	--	--
AMC	437th MEDICAL GROUP								
	2009	84	76%	79%	76%	57%	*	75%	*
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3C - Overall satisfaction of care

		Responses	Percent Satisfied						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	3rd MEDICAL GROUP								
	2009	161	82%	85%	73%	81%	97%	76%	87%
	2008	--	--	--	--	--	--	--	--
PACAF	8th MEDICAL GROUP								
	2009	22	89%	93%	*	*	--	89%	*
	2008	--	--	--	--	--	--	--	--
PACAF	15th MEDICAL GROUP								
	2009	112	85%	87%	77%	96%	*	86%	82%
	2008	--	--	--	--	--	--	--	--
PACAF	18th MEDICAL GROUP								
	2009	52	80%	72%	90%	76%	*	77%	*
	2008	--	--	--	--	--	--	--	--
PACAF	35th MEDICAL GROUP								
	2009	63	85%	82%	93%	87%	*	86%	81%
	2008	--	--	--	--	--	--	--	--
PACAF	36th MEDICAL GROUP								
	2009	68	71%	62%	76%	90%	*	69%	*
	2008	--	--	--	--	--	--	--	--
PACAF	51st MEDICAL GROUP								
	2009	71	73%	67%	82%	71%	*	71%	76%
	2008	--	--	--	--	--	--	--	--
PACAF	354th MEDICAL GROUP								
	2009	57	82%	76%	89%	83%	*	82%	81%
	2008	--	--	--	--	--	--	--	--
PACAF	374th MEDICAL GROUP								
	2009	67	78%	76%	87%	71%	*	75%	87%
	2008	--	--	--	--	--	--	--	--
USAFA	10TH MEDICAL GROUP								
	2009	178	83%	79%	88%	89%	94%	80%	86%
	2008	--	--	--	--	--	--	--	--
USAFE	31st MEDICAL GROUP								
	2009	64	80%	81%	69%	94%	*	75%	91%
	2008	--	--	--	--	--	--	--	--
USAFE	39th MEDICAL GROUP								
	2009	39	79%	73%	*	87%	*	80%	*
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Access to Care

Q3C - Overall satisfaction of care

		Percent Satisfied							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
USAFE	48th MEDICAL GROUP								
	2009	123	82%	83%	78%	86%	88%	71%	94%
	2008	--	--	--	--	--	--	--	--
USAFE	52nd MEDICAL GROUP								
	2009	77	74%	69%	80%	87%	*	71%	89%
	2008	--	--	--	--	--	--	--	--
USAFE	65th MEDICAL GROUP								
	2009	25	98%	*	*	*	*	97%	*
	2008	--	--	--	--	--	--	--	--
USAFE	425TH ABS MEDICAL FLIGHT								
	2009	2	*	*	--	--	--	*	--
	2008	--	--	--	--	--	--	--	--
USAFE	435th MEDICAL GROUP								
	2009	93	84%	77%	95%	90%	96%	82%	*
	2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 3 - Office Staff

		Responses	Total	Proportion Always					
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark¹		--	70%	--	--	--	--	--	--
Overall - Direct Care									
	2009	34917.5	72%	70%	66%	80%	89%	69%	75%
	2008	36793	71%	70%	65%	78%	88%	67%	76%
Overall - Air Force									
	2009	10955.5	73%	73%	68%	78%	88%	70%	78%
	2008	12678	73%	73%	68%	78%	87%	70%	80%
Air Force - CONUS²									
	2009	9943	73%	73%	68%	79%	88%	71%	77%
	2008	11794.5	73%	73%	67%	77%	87%	70%	80%
Air Force - OCONUS									
	2009	1012.5	71%	70%	68%	77%	89%	67%	84%
	2008	883.5	73%	73%	72%	80%	93%	73%	74%

Air Force - Intermediate Commands

ACC	Air Combat Command								
		2209	71%	70%	68%	74%	89%	69%	77%
		3281	70%	71%	62%	78%	87%	67%	77%
AETC	Air Education and Training Command								
		2336.5	73%	72%	67%	83%	89%	69%	78%
		2879	75%	76%	68%	76%	89%	72%	79%
AFDW	Air Force District of Washington								
		365.5	75%	75%	71%	83%	88%	69%	81%
		183.5	73%	73%	65%	78%	88%	68%	78%
AFMC	Air Force Materiel Command								
		1443.5	76%	78%	69%	76%	86%	75%	76%
		2224	75%	75%	69%	78%	90%	71%	82%
AFSOC	Air Force Special Operations Command								
		241	73%	66%	76%	88%	83%	74%	64%
		191	72%	74%	60%	84%	98%	67%	88%
AFSPC	Air Force Space Command								
		910	75%	76%	70%	79%	82%	73%	84%
		612	78%	79%	72%	84%	81%	76%	84%
AMC	Air Mobility Command								
		1739	74%	75%	67%	78%	89%	72%	80%
		2035.5	73%	72%	72%	77%	81%	69%	84%

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 3 - Office Staff

		Proportion Always							
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	Pacific Air Forces								
	2009	881.5	71%	71%	68%	81%	79%	69%	76%
	2008	548	71%	70%	70%	73%	88%	70%	72%
USAFA	United States Air Force Academy								
	2009	258.5	73%	71%	76%	75%	93%	66%	81%
	2008	151	75%	77%	67%	72%	91%	66%	82%
USAFE	United States Air Forces in Europe								
	2009	571	72%	71%	67%	76%	92%	68%	81%
	2008	573	74%	74%	70%	82%	93%	74%	74%

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

² CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 3 - Office Staff

		Proportion Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
ACC	1st MEDICAL GROUP								
	2009	182.5	72%	70%	64%	81%	96%	67%	78%
	2008	108	70%	70%	62%	83%	*	67%	73%
ACC	2nd MEDICAL GROUP								
	2009	131	72%	76%	65%	61%	78%	70%	77%
	2008	217.5	73%	76%	58%	87%	*	70%	86%
ACC	4th MEDICAL GROUP								
	2009	135.5	73%	77%	63%	69%	92%	72%	76%
	2008	134	63%	68%	43%	77%	*	57%	79%
ACC	5th MEDICAL GROUP								
	2009	128	69%	72%	67%	51%	94%	68%	72%
	2008	180.5	65%	62%	65%	81%	100%	65%	73%
ACC	7th MEDICAL GROUP								
	2009	115.5	59%	36%	68%	82%	100%	60%	55%
	2008	198.5	64%	58%	63%	81%	77%	66%	59%
ACC	9th MEDICAL GROUP								
	2009	103.5	71%	71%	63%	84%	85%	72%	70%
	2008	61	68%	59%	71%	78%	*	71%	62%
ACC	20th MEDICAL GROUP								
	2009	126.5	72%	62%	72%	89%	96%	73%	69%
	2008	152	74%	74%	68%	77%	*	72%	79%
ACC	23rd MEDICAL GROUP								
	2009	115	66%	63%	57%	90%	97%	67%	62%
	2008	120	73%	77%	65%	72%	*	72%	76%
ACC	28th MEDICAL GROUP								
	2009	124	67%	63%	71%	72%	*	67%	66%
	2008	176	71%	74%	64%	78%	*	68%	84%
ACC	49th MEDICAL GROUP								
	2009	131	71%	71%	68%	64%	100%	70%	*
	2008	212.5	64%	61%	56%	78%	89%	63%	77%
ACC	55th MEDICAL GROUP								
	2009	218	74%	81%	65%	67%	83%	70%	81%
	2008	420	72%	69%	71%	75%	94%	67%	79%
ACC	355th MEDICAL GROUP								
	2009	231.5	77%	79%	75%	67%	94%	75%	81%
	2008	367	76%	80%	66%	72%	91%	75%	81%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 3 - Office Staff

		Proportion Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC									
	366th MEDICAL GROUP								
	2009	130.5	71%	68%	69%	81%	82%	67%	79%
	2008	210.5	71%	74%	60%	87%	97%	71%	70%
	509th MEDICAL GROUP								
	2009	123	72%	65%	75%	69%	100%	74%	60%
	2008	63	78%	78%	79%	78%	*	73%	*
	MICHAEL O'CALLAGHAN FEDERAL HOSPITAL								
	2009	213.5	71%	67%	71%	82%	79%	66%	79%
	2008	660.5	70%	69%	63%	77%	80%	65%	77%
	12th MEDICAL GROUP								
	2009	229	66%	61%	66%	84%	77%	65%	71%
	2008	107	64%	65%	60%	62%	*	65%	63%
	14th MEDICAL GROUP								
	2009	138	75%	69%	81%	84%	93%	73%	90%
	2008	138	84%	90%	84%	70%	73%	83%	96%
	17th MEDICAL GROUP								
	2009	99.5	66%	67%	60%	69%	91%	68%	62%
	2008	62	61%	72%	44%	54%	*	56%	*
	19th MEDICAL GROUP-LITTLE ROCK								
	2009	23.5	56%	*	*	*	--	57%	*
	2008	210.5	74%	81%	56%	75%	*	75%	70%
	37th MED GROUP								
	2009	230	72%	71%	70%	73%	82%	67%	95%
	2008	125	70%	69%	62%	74%	98%	65%	88%
	42ND MEDICAL GROUP								
	2009	188	73%	76%	67%	64%	96%	65%	94%
	2008	378	71%	70%	67%	77%	*	69%	79%
	47th MEDICAL GROUP								
	2009	135	82%	91%	61%	87%	*	81%	98%
	2008	115	74%	81%	61%	70%	*	71%	*
	56th MEDICAL GROUP								
	2009	216.5	71%	68%	62%	91%	97%	73%	67%
	2008	341.5	76%	77%	72%	74%	94%	77%	74%
	59th MEDICAL WING								
	2009	288	76%	75%	70%	92%	93%	77%	76%
	2008	232.5	81%	84%	74%	80%	87%	77%	82%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 3 - Office Staff

		Proportion Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AETC	71st MEDICAL GROUP								
	2009	127.5	76%	68%	85%	91%	98%	77%	*
	2008	132	75%	70%	77%	91%	100%	74%	81%
AETC	81st MEDICAL GROUP								
	2009	214	75%	79%	66%	81%	77%	67%	83%
	2008	538	79%	80%	74%	80%	86%	76%	81%
AETC	82nd MEDICAL GROUP								
	2009	209	70%	64%	64%	85%	95%	64%	85%
	2008	238	73%	72%	64%	81%	89%	70%	83%
AETC	97th MEDICAL GROUP								
	2009	104.5	80%	86%	57%	86%	97%	79%	97%
	2008	97	85%	79%	86%	94%	*	85%	*
AETC	325th MEDICAL GROUP								
	2009	134	64%	61%	59%	82%	*	64%	63%
	2008	164.5	57%	55%	55%	63%	*	59%	55%
AFDW	579TH MEDICAL GROUP								
	2009	143	64%	58%	64%	82%	84%	62%	76%
	2008	62	73%	73%	75%	*	*	69%	96%
AFDW	779th MEDICAL GROUP								
	2009	222.5	77%	77%	72%	83%	89%	71%	81%
	2008	121.5	73%	73%	63%	80%	86%	68%	77%
AFMC	66th MEDICAL GROUP								
	2009	136	76%	73%	79%	86%	95%	76%	*
	2008	119.5	71%	68%	72%	81%	*	72%	70%
AFMC	72nd MEDICAL GROUP								
	2009	221	74%	77%	67%	79%	87%	73%	78%
	2008	110	60%	54%	58%	81%	*	53%	78%
AFMC	75th MEDICAL GROUP								
	2009	156	77%	80%	62%	86%	92%	74%	87%
	2008	278.5	75%	74%	75%	78%	100%	71%	88%
AFMC	78th MEDICAL GROUP								
	2009	128.5	73%	75%	70%	76%	*	73%	74%
	2008	202	72%	72%	73%	69%	*	71%	74%
AFMC	88th MEDICAL GROUP								
	2009	290	76%	77%	75%	67%	82%	78%	74%
	2008	716	79%	80%	73%	81%	90%	74%	85%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 3 - Office Staff

		Proportion Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AFMC	95th MEDICAL GROUP								
	2009	111	84%	87%	79%	80%	95%	82%	89%
	2008	155.5	81%	82%	80%	80%	*	78%	92%
AFMC	96th MEDICAL GROUP								
	2009	235.5	73%	76%	62%	78%	84%	73%	73%
	2008	362	70%	74%	59%	72%	88%	64%	76%
AFMC	377th MEDICAL GROUP								
	2009	165.5	84%	90%	76%	76%	97%	78%	96%
	2008	280.5	81%	83%	71%	82%	*	78%	86%
AFSOC	1st SPECIAL OPERATIONS MEDICAL GROUP								
	2009	137	73%	64%	78%	92%	82%	77%	24%
	2008	73	61%	61%	50%	79%	*	59%	*
AFSOC	27th SPECIAL OPERATIONS MEDICAL GROUP								
	2009	104	72%	72%	67%	76%	87%	61%	98%
	2008	118	83%	88%	69%	87%	*	79%	88%
AFSPC	21st MEDICAL GROUP								
	2009	148	77%	79%	71%	88%	*	73%	88%
	2008	80	78%	85%	64%	84%	*	77%	78%
AFSPC	30th MEDICAL GROUP								
	2009	125	69%	68%	66%	71%	88%	69%	68%
	2008	64	73%	70%	69%	92%	*	67%	93%
AFSPC	45th MEDICAL GROUP								
	2009	186	82%	87%	78%	77%	77%	79%	95%
	2008	102.5	86%	88%	89%	83%	*	85%	91%
AFSPC	61st MEDICAL GROUP								
	2009	145	75%	76%	72%	83%	*	72%	91%
	2008	95	79%	78%	81%	76%	*	77%	*
AFSPC	90th MEDICAL GROUP								
	2009	91	66%	69%	47%	70%	100%	64%	*
	2008	86.5	74%	84%	53%	77%	98%	76%	67%
AFSPC	341st MEDICAL GROUP								
	2009	129	73%	67%	83%	75%	88%	71%	80%
	2008	140	82%	77%	87%	91%	79%	78%	91%
AFSPC	460th MED GRP-BUCKLEY AFB								
	2009	86	75%	75%	68%	*	--	76%	73%
	2008	44	69%	71%	54%	*	--	69%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 3 - Office Staff

		Proportion Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AMC	6th MEDICAL GROUP								
	2009	283.5	80%	80%	78%	85%	81%	84%	71%
	2008	540.5	81%	81%	82%	81%	83%	81%	83%
AMC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	130.5	80%	81%	75%	85%	*	77%	92%
	2008	16.5	83%	*	*	*	*	81%	*
AMC	22nd MEDICAL GROUP								
	2009	115.5	71%	82%	51%	69%	82%	66%	92%
	2008	168	62%	57%	55%	80%	71%	61%	65%
AMC	43RD MEDICAL GROUP								
	2009	95	74%	76%	65%	75%	97%	74%	*
	2008	44	69%	64%	*	69%	*	67%	*
AMC	60th MEDICAL GROUP								
	2009	214.5	70%	72%	65%	69%	81%	65%	77%
	2008	159.5	70%	61%	81%	67%	75%	60%	90%
AMC	62nd MEDICAL SQUADRON								
	2009	65	76%	72%	85%	68%	*	68%	93%
	2008	62	85%	92%	68%	83%	*	86%	*
AMC	87th MEDICAL GROUP								
	2009	137.5	71%	75%	54%	85%	*	72%	70%
	2008	220	70%	73%	62%	71%	*	65%	78%
AMC	92nd MEDICAL GROUP								
	2009	116	75%	71%	72%	85%	*	71%	97%
	2008	123	77%	72%	74%	92%	86%	73%	94%
AMC	319th MEDICAL GROUP								
	2009	89	78%	79%	66%	85%	98%	77%	85%
	2008	74	76%	80%	70%	71%	*	75%	78%
AMC	375th MEDICAL GROUP								
	2009	242.5	81%	86%	66%	90%	98%	75%	93%
	2008	380	76%	75%	75%	77%	86%	66%	91%
AMC	436th MEDICAL GROUP								
	2009	127	68%	59%	72%	83%	93%	69%	62%
	2008	197	70%	65%	72%	82%	77%	71%	63%
AMC	437th MEDICAL GROUP								
	2009	123	64%	60%	71%	60%	*	62%	89%
	2008	51	63%	70%	54%	64%	*	58%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 3 - Office Staff

		Proportion Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
PACAF	3rd MEDICAL GROUP								
	2009	214	71%	70%	66%	83%	72%	71%	70%
	2008	124.5	66%	66%	62%	73%	80%	63%	70%
PACAF	8th MEDICAL GROUP								
	2009	28	67%	67%	--	*	--	61%	*
	2008	36.5	71%	69%	*	85%	*	70%	*
PACAF	15th MEDICAL GROUP								
	2009	143	76%	78%	69%	85%	81%	79%	56%
	2008	67	78%	86%	64%	70%	*	78%	*
PACAF	18th MEDICAL GROUP								
	2009	73	67%	66%	57%	80%	*	66%	*
	2008	49.5	66%	69%	55%	70%	*	67%	*
PACAF	35th MEDICAL GROUP								
	2009	83	73%	70%	73%	94%	*	69%	87%
	2008	76	86%	89%	79%	*	*	84%	88%
PACAF	36th MEDICAL GROUP								
	2009	94	59%	48%	82%	67%	69%	58%	*
	2008	51	73%	76%	64%	*	*	68%	100%
PACAF	51st MEDICAL GROUP								
	2009	80.5	73%	71%	76%	69%	*	67%	82%
	2008	63	66%	63%	88%	71%	*	74%	56%
PACAF	354th MEDICAL GROUP								
	2009	83	74%	84%	55%	68%	83%	71%	88%
	2008	46	63%	60%	74%	51%	*	61%	*
PACAF	374th MEDICAL GROUP								
	2009	83	81%	87%	71%	78%	*	70%	97%
	2008	34.5	56%	33%	83%	*	*	53%	63%
USAFA	10TH MEDICAL GROUP								
	2009	258.5	73%	71%	76%	75%	93%	66%	81%
	2008	151	75%	77%	67%	72%	91%	66%	82%
USAFE	31st MEDICAL GROUP								
	2009	87	70%	70%	64%	72%	86%	66%	87%
	2008	96	74%	74%	73%	74%	*	76%	70%
USAFE	39th MEDICAL GROUP								
	2009	50	75%	75%	77%	77%	*	77%	*
	2008	45	81%	87%	72%	*	*	82%	77%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Group & Clinician CAHPS Composites

Composite 3 - Office Staff

		Proportion Always							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
USAFE	48th MEDICAL GROUP								
	2009	176	68%	66%	65%	73%	93%	60%	78%
	2008	277	73%	73%	68%	83%	91%	71%	75%
USAFE	52nd MEDICAL GROUP								
	2009	101	71%	66%	71%	88%	90%	66%	98%
	2008	75	65%	62%	52%	99%	*	65%	*
USAFE	65th MEDICAL GROUP								
	2009	32	94%	96%	94%	*	*	95%	*
	2008	30	87%	87%	79%	*	*	87%	*
USAFE	425TH ABS MEDICAL FLIGHT								
	2009	2	*	*	--	--	--	*	--
	2008	--	--	--	--	--	--	--	--
USAFE	435th MEDICAL GROUP								
	2009	123	76%	78%	62%	72%	100%	76%	*
	2008	50	77%	75%	78%	77%	*	77%	*

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

		Responses	Proportion Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark¹		--	--	--	--	--	--	--	--
Overall - Direct Care									
	2009	34263.8	43%	36%	39%	53%	74%	44%	43%
	2008	32669.8	41%	33%	37%	52%	73%	41%	41%
Overall - Air Force									
	2009	10357.8	42%	36%	39%	51%	70%	43%	41%
	2008	11033.8	41%	34%	38%	50%	72%	42%	40%
Air Force - CONUS²									
	2009	9436.8	43%	37%	40%	51%	71%	44%	41%
	2008	10276.2	42%	35%	38%	51%	72%	42%	41%
Air Force - OCONUS									
	2009	921	37%	30%	37%	48%	65%	37%	36%
	2008	757.6	36%	31%	37%	43%	69%	36%	35%

Air Force - Intermediate Commands

ACC	Air Combat Command								
	2009	2112	40%	32%	34%	49%	76%	41%	39%
	2008	2816.8	40%	34%	37%	51%	68%	41%	39%
AETC	Air Education and Training Command								
	2009	2217.2	44%	36%	45%	51%	68%	45%	42%
	2008	2523.4	44%	36%	41%	52%	75%	44%	43%
AFDW	Air Force District of Washington								
	2009	351.6	39%	33%	37%	54%	61%	42%	36%
	2008	173.2	37%	31%	32%	48%	66%	41%	33%
AFMC	Air Force Materiel Command								
	2009	1369.6	46%	41%	45%	51%	68%	49%	43%
	2008	1903.4	43%	35%	39%	51%	73%	45%	41%
AFSOC	Air Force Special Operations Command								
	2009	222.6	43%	33%	39%	49%	68%	44%	30%
	2008	173	40%	36%	29%	55%	87%	40%	39%
AFSPC	Air Force Space Command								
	2009	865.4	48%	45%	44%	51%	70%	47%	49%
	2008	561.6	43%	38%	39%	54%	61%	43%	41%
AMC	Air Mobility Command								
	2009	1655.4	41%	35%	33%	53%	75%	42%	38%
	2008	1769	41%	34%	37%	52%	69%	41%	41%

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

		Responses	Proportion Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	Pacific Air Forces								
	2009	812.4	39%	37%	38%	47%	66%	40%	39%
	2008	495.6	34%	30%	36%	37%	67%	33%	37%
USAFA	United States Air Force Academy								
	2009	226.4	50%	49%	44%	55%	73%	48%	51%
	2008	131.6	46%	47%	34%	36%	74%	44%	49%
USAFE	United States Air Forces in Europe								
	2009	525.2	37%	29%	33%	52%	66%	36%	40%
	2008	486.2	37%	30%	37%	45%	71%	38%	34%

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

² CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

		Responses	Proportion Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	1st MEDICAL GROUP								
	2009	182.2	37%	27%	34%	47%	79%	37%	36%
	2008	107.4	33%	23%	29%	56%	*	34%	34%
ACC	2nd MEDICAL GROUP								
	2009	124.4	38%	35%	20%	47%	61%	41%	30%
	2008	179.8	43%	47%	34%	46%	*	41%	62%
ACC	4th MEDICAL GROUP								
	2009	129.4	40%	33%	33%	50%	77%	38%	45%
	2008	114.4	34%	31%	31%	52%	*	40%	19%
ACC	5th MEDICAL GROUP								
	2009	123.6	40%	35%	40%	35%	70%	42%	36%
	2008	152.8	43%	36%	39%	57%	97%	44%	26%
ACC	7th MEDICAL GROUP								
	2009	105	39%	24%	33%	55%	57%	39%	39%
	2008	170.2	41%	37%	40%	47%	70%	43%	34%
ACC	9th MEDICAL GROUP								
	2009	102.8	38%	32%	28%	41%	94%	39%	36%
	2008	57.4	40%	*	41%	44%	*	42%	33%
ACC	20th MEDICAL GROUP								
	2009	124.8	41%	20%	52%	58%	85%	44%	21%
	2008	127.4	44%	42%	45%	39%	*	42%	50%
ACC	23rd MEDICAL GROUP								
	2009	116	39%	28%	37%	70%	76%	41%	38%
	2008	104	45%	45%	46%	42%	*	48%	38%
ACC	28th MEDICAL GROUP								
	2009	113.6	34%	28%	29%	50%	*	35%	37%
	2008	146.6	41%	41%	36%	41%	*	40%	44%
ACC	49th MEDICAL GROUP								
	2009	119.8	42%	37%	36%	44%	88%	43%	32%
	2008	183	37%	30%	39%	39%	72%	37%	44%
ACC	55th MEDICAL GROUP								
	2009	215.4	42%	34%	39%	46%	78%	42%	39%
	2008	364.6	38%	29%	36%	45%	75%	38%	38%
ACC	355th MEDICAL GROUP								
	2009	209.8	44%	44%	33%	40%	71%	49%	33%
	2008	305.6	41%	30%	40%	54%	62%	41%	39%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

		Responses	Proportion Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	366th MEDICAL GROUP								
	2009	135	43%	39%	38%	44%	85%	43%	44%
	2008	178	44%	35%	48%	52%	78%	44%	42%
ACC	509th MEDICAL GROUP								
	2009	115.6	46%	36%	36%	61%	81%	47%	48%
	2008	57.8	39%	41%	25%	37%	*	34%	*
ACC	MICHAEL O'CALLAGHAN FEDERAL HOSPITAL								
	2009	194.6	41%	33%	34%	54%	74%	38%	47%
	2008	567.8	43%	32%	33%	60%	61%	42%	45%
AETC	12th MEDICAL GROUP								
	2009	220.2	43%	31%	46%	53%	66%	45%	39%
	2008	104.2	37%	32%	31%	37%	*	37%	33%
AETC	14th MEDICAL GROUP								
	2009	133.8	52%	39%	56%	56%	87%	52%	46%
	2008	119.8	46%	30%	39%	56%	78%	46%	45%
AETC	17th MEDICAL GROUP								
	2009	92.6	40%	30%	31%	55%	68%	43%	43%
	2008	54.8	32%	14%	49%	37%	*	34%	20%
AETC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	21.8	47%	*	*	*	--	48%	*
	2008	174.6	37%	35%	33%	47%	*	40%	25%
AETC	37th MED GROUP								
	2009	218.2	39%	28%	35%	49%	74%	40%	31%
	2008	113.6	39%	28%	47%	43%	80%	41%	26%
AETC	42ND MEDICAL GROUP								
	2009	172.4	46%	40%	55%	58%	66%	42%	53%
	2008	315	41%	38%	31%	57%	*	45%	32%
AETC	47th MEDICAL GROUP								
	2009	119.4	53%	55%	42%	64%	*	53%	54%
	2008	95.2	43%	38%	40%	38%	*	40%	*
AETC	56th MEDICAL GROUP								
	2009	207.8	42%	33%	37%	64%	81%	43%	40%
	2008	289.4	47%	40%	51%	57%	73%	46%	52%
AETC	59th MEDICAL WING								
	2009	301.8	44%	38%	50%	54%	63%	51%	42%
	2008	245.8	49%	39%	45%	56%	77%	58%	48%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

		Responses	Proportion Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AETC	71st MEDICAL GROUP								
	2009	110.2	51%	48%	46%	52%	74%	51%	*
	2008	110.4	54%	44%	55%	62%	80%	53%	60%
AETC	81st MEDICAL GROUP								
	2009	202.4	44%	35%	50%	41%	70%	43%	45%
	2008	463.4	48%	35%	48%	55%	73%	56%	42%
AETC	82nd MEDICAL GROUP								
	2009	191.2	43%	35%	41%	42%	68%	47%	33%
	2008	202.2	43%	39%	28%	53%	76%	41%	50%
AETC	97th MEDICAL GROUP								
	2009	93.8	59%	55%	45%	73%	89%	58%	73%
	2008	84.6	46%	42%	44%	51%	*	46%	*
AETC	325th MEDICAL GROUP								
	2009	131.6	41%	39%	41%	34%	62%	45%	35%
	2008	150.4	31%	23%	40%	34%	*	32%	28%
AFDW	579TH MEDICAL GROUP								
	2009	134.2	38%	32%	36%	29%	74%	39%	33%
	2008	57.6	38%	41%	25%	*	*	35%	55%
AFDW	779th MEDICAL GROUP								
	2009	217.4	39%	33%	36%	60%	58%	43%	36%
	2008	115.6	37%	28%	33%	49%	69%	43%	32%
AFMC	66th MEDICAL GROUP								
	2009	120.2	51%	48%	59%	57%	70%	51%	*
	2008	102.4	33%	22%	37%	62%	*	33%	34%
AFMC	72nd MEDICAL GROUP								
	2009	209.8	44%	39%	37%	45%	77%	46%	40%
	2008	104.4	35%	27%	40%	46%	*	38%	29%
AFMC	75th MEDICAL GROUP								
	2009	140	54%	55%	49%	53%	92%	55%	53%
	2008	232.2	41%	35%	37%	50%	*	40%	51%
AFMC	78th MEDICAL GROUP								
	2009	132.4	47%	37%	51%	53%	*	45%	51%
	2008	172.2	31%	27%	41%	36%	*	29%	39%
AFMC	88th MEDICAL GROUP								
	2009	286.6	43%	39%	49%	47%	54%	46%	41%
	2008	609	48%	37%	38%	52%	75%	54%	42%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

		Responses	Proportion Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AFMC	95th MEDICAL GROUP								
	2009	100	46%	35%	57%	72%	82%	45%	51%
	2008	134.2	54%	49%	48%	58%	*	54%	45%
AFMC	96th MEDICAL GROUP								
	2009	221.6	48%	40%	40%	50%	69%	55%	42%
	2008	310.2	44%	37%	40%	51%	69%	48%	42%
AFMC	377th MEDICAL GROUP								
	2009	159	44%	38%	46%	45%	63%	43%	45%
	2008	238.8	41%	35%	40%	50%	*	39%	43%
AFSOC	1st SPECIAL OPERATIONS MEDICAL GROUP								
	2009	121.4	45%	39%	38%	51%	56%	48%	18%
	2008	69	37%	31%	24%	50%	*	38%	*
AFSOC	27th SPECIAL OPERATIONS MEDICAL GROUP								
	2009	101.2	36%	21%	42%	44%	83%	33%	42%
	2008	104	42%	38%	33%	57%	*	44%	39%
AFSPC	21st MEDICAL GROUP								
	2009	150.2	43%	45%	36%	41%	*	41%	48%
	2008	82.4	32%	26%	33%	45%	*	34%	27%
AFSPC	30th MEDICAL GROUP								
	2009	121	43%	43%	42%	33%	72%	44%	38%
	2008	56.6	38%	28%	31%	59%	*	33%	47%
AFSPC	45th MEDICAL GROUP								
	2009	166.6	51%	46%	46%	56%	70%	50%	57%
	2008	94.6	49%	41%	42%	59%	*	49%	51%
AFSPC	61st MEDICAL GROUP								
	2009	137.6	45%	38%	55%	62%	*	45%	45%
	2008	91	44%	36%	48%	59%	53%	43%	*
AFSPC	90th MEDICAL GROUP								
	2009	92.6	67%	67%	62%	58%	92%	66%	68%
	2008	76.2	47%	40%	44%	55%	*	51%	*
AFSPC	341st MEDICAL GROUP								
	2009	117.4	48%	40%	45%	58%	74%	48%	48%
	2008	123	51%	49%	46%	59%	57%	52%	58%
AFSPC	460th MED GRP-BUCKLEY AFB								
	2009	80	37%	30%	35%	*	--	37%	36%
	2008	37.8	25%	29%	17%	*	--	24%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

		Responses	Proportion Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AMC	6th MEDICAL GROUP								
	2009	261.2	41%	31%	45%	58%	82%	46%	30%
	2008	461.2	51%	46%	46%	58%	65%	50%	53%
AMC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	119.6	45%	43%	32%	57%	*	42%	55%
	2008	15.6	46%	*	*	*	*	51%	*
AMC	22nd MEDICAL GROUP								
	2009	105.2	35%	31%	33%	33%	65%	36%	37%
	2008	142.2	47%	44%	33%	55%	83%	49%	44%
AMC	43RD MEDICAL GROUP								
	2009	89.2	46%	47%	30%	50%	86%	48%	*
	2008	44	35%	33%	*	34%	*	35%	*
AMC	60th MEDICAL GROUP								
	2009	207.6	38%	29%	32%	63%	64%	38%	38%
	2008	147.4	52%	47%	51%	67%	74%	50%	56%
AMC	62nd MEDICAL SQUADRON								
	2009	68.2	28%	16%	31%	30%	*	24%	42%
	2008	53.6	48%	41%	42%	52%	*	50%	*
AMC	87th MEDICAL GROUP								
	2009	133.4	39%	32%	30%	67%	87%	35%	48%
	2008	185.4	32%	31%	29%	36%	*	31%	32%
AMC	92nd MEDICAL GROUP								
	2009	112.8	48%	56%	18%	42%	63%	49%	39%
	2008	107.6	46%	32%	51%	62%	59%	49%	39%
AMC	319th MEDICAL GROUP								
	2009	90.8	51%	45%	42%	57%	78%	54%	36%
	2008	64.2	37%	33%	43%	39%	*	37%	38%
AMC	375th MEDICAL GROUP								
	2009	233.6	43%	37%	26%	55%	82%	47%	34%
	2008	326.4	38%	29%	35%	48%	80%	40%	36%
AMC	436th MEDICAL GROUP								
	2009	119	38%	28%	56%	44%	67%	39%	35%
	2008	173.6	37%	33%	31%	44%	59%	38%	35%
AMC	437th MEDICAL GROUP								
	2009	114.8	38%	32%	35%	37%	*	34%	48%
	2008	47.8	28%	27%	24%	31%	*	25%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

		Responses	Proportion Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	3rd MEDICAL GROUP								
	2009	204.6	43%	44%	31%	48%	62%	41%	44%
	2008	119	34%	30%	39%	32%	63%	33%	38%
PACAF	8th MEDICAL GROUP								
	2009	28.4	24%	24%	*	*	--	28%	*
	2008	32.8	16%	12%	*	*	*	15%	*
PACAF	15th MEDICAL GROUP								
	2009	135	46%	36%	44%	57%	88%	49%	31%
	2008	64.4	31%	26%	28%	37%	*	31%	*
PACAF	18th MEDICAL GROUP								
	2009	65	36%	27%	41%	43%	*	34%	*
	2008	43	29%	27%	30%	*	*	29%	*
PACAF	35th MEDICAL GROUP								
	2009	73	43%	34%	49%	43%	*	39%	55%
	2008	62.4	55%	56%	53%	*	*	58%	53%
PACAF	36th MEDICAL GROUP								
	2009	82.4	47%	43%	49%	61%	61%	45%	66%
	2008	44.8	31%	30%	22%	*	*	28%	41%
PACAF	51st MEDICAL GROUP								
	2009	76.8	33%	25%	47%	26%	*	41%	22%
	2008	55	27%	24%	42%	*	*	31%	25%
PACAF	354th MEDICAL GROUP								
	2009	77	40%	37%	27%	52%	72%	39%	37%
	2008	40.8	42%	21%	41%	36%	*	45%	*
PACAF	374th MEDICAL GROUP								
	2009	70.2	27%	23%	22%	49%	*	33%	19%
	2008	33.4	29%	22%	27%	*	*	25%	41%
USAFA	10TH MEDICAL GROUP								
	2009	226.4	50%	49%	44%	55%	73%	48%	51%
	2008	131.6	46%	47%	34%	36%	74%	44%	49%
USAFE	31st MEDICAL GROUP								
	2009	73.8	42%	42%	28%	53%	*	41%	44%
	2008	76.4	35%	24%	40%	*	*	37%	30%
USAFE	39th MEDICAL GROUP								
	2009	46.4	31%	33%	*	29%	*	33%	*
	2008	39	51%	60%	45%	*	*	57%	39%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

		Proportion Agree							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
USAFE	48th MEDICAL GROUP								
	2009	161.2	37%	26%	35%	56%	78%	33%	40%
	2008	227.4	35%	26%	33%	51%	73%	37%	33%
USAFE	52nd MEDICAL GROUP								
	2009	93.2	32%	27%	26%	47%	*	31%	35%
	2008	69.4	33%	23%	31%	43%	*	32%	*
USAFE	65th MEDICAL GROUP								
	2009	32.6	57%	65%	*	*	*	59%	*
	2008	27.6	37%	45%	53%	*	*	40%	28%
USAFE	425TH ABS MEDICAL FLIGHT								
	2009	2	*	*	--	--	--	*	--
	2008	--	--	--	--	--	--	--	--
USAFE	435th MEDICAL GROUP								
	2009	116.4	38%	27%	30%	53%	63%	39%	25%
	2008	46.4	38%	39%	35%	*	*	37%	48%

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Responses	Percent Top 2 Box						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark¹		--	44%	--	--	--	--	--	--
Overall - Direct Care									
	2009	42539	33%	26%	31%	47%	69%	33%	32%
	2008	40303	30%	24%	28%	44%	68%	30%	31%
Overall - Air Force									
	2009	12915	31%	26%	32%	43%	62%	32%	30%
	2008	13638	31%	24%	29%	44%	65%	30%	31%
Air Force - CONUS²									
	2009	11730	32%	26%	32%	43%	62%	33%	30%
	2008	12670	31%	25%	29%	45%	65%	31%	31%
Air Force - OCONUS									
	2009	1185	27%	22%	29%	41%	63%	28%	27%
	2008	968	26%	20%	31%	40%	64%	24%	29%

Air Force - Intermediate Commands

ACC	Air Combat Command								
		2009	2619	28%	22%	28%	38%	67%	28%
		2008	3471	28%	22%	26%	42%	58%	27%
AETC	Air Education and Training Command								
		2009	2762	34%	28%	36%	43%	55%	36%
		2008	3111	32%	26%	28%	46%	68%	31%
AFDW	Air Force District of Washington								
		2009	440	31%	28%	32%	40%	55%	33%
		2008	215	32%	27%	32%	43%	56%	33%
AFMC	Air Force Materiel Command								
		2009	1695	34%	28%	37%	43%	64%	36%
		2008	2350	34%	27%	33%	46%	71%	35%
AFSOC	Air Force Special Operations Command								
		2009	276	32%	29%	28%	45%	58%	32%
		2008	212	29%	21%	29%	54%	82%	31%
AFSPC	Air Force Space Command								
		2009	1076	33%	29%	31%	45%	63%	32%
		2008	693	32%	25%	33%	47%	61%	32%
AMC	Air Mobility Command								
		2009	2056	30%	25%	25%	48%	68%	31%
		2008	2179	31%	26%	28%	45%	62%	32%

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 2 Box							
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	Pacific Air Forces								
	2009	1025	29%	24%	31%	37%	60%	31%	25%
	2008	621	25%	18%	37%	32%	67%	22%	32%
USAFA	United States Air Force Academy								
	2009	290	39%	33%	46%	57%	67%	36%	43%
	2008	164	35%	30%	32%	41%	70%	23%	45%
USAFE	United States Air Forces in Europe								
	2009	676	26%	20%	25%	46%	63%	25%	29%
	2008	622	27%	22%	27%	41%	64%	27%	26%

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

² CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Responses	Percent Top 2 Box						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	1st MEDICAL GROUP								
	2009	227	26%	16%	27%	44%	63%	22%	32%
	2008	133	26%	21%	28%	41%	*	29%	23%
ACC	2nd MEDICAL GROUP								
	2009	155	21%	17%	18%	35%	44%	25%	8%
	2008	221	26%	24%	21%	38%	*	22%	48%
ACC	4th MEDICAL GROUP								
	2009	159	29%	25%	30%	34%	57%	30%	27%
	2008	140	22%	18%	18%	49%	*	26%	10%
ACC	5th MEDICAL GROUP								
	2009	151	28%	21%	31%	32%	69%	30%	18%
	2008	190	29%	24%	29%	43%	94%	28%	33%
ACC	7th MEDICAL GROUP								
	2009	128	26%	13%	27%	49%	59%	26%	25%
	2008	206	26%	17%	28%	42%	50%	29%	20%
ACC	9th MEDICAL GROUP								
	2009	128	23%	17%	25%	24%	88%	22%	24%
	2008	70	33%	25%	41%	27%	*	36%	26%
ACC	20th MEDICAL GROUP								
	2009	155	32%	20%	32%	53%	76%	34%	22%
	2008	158	35%	31%	35%	44%	*	33%	44%
ACC	23rd MEDICAL GROUP								
	2009	144	23%	13%	27%	39%	81%	26%	8%
	2008	128	28%	22%	31%	39%	*	31%	7%
ACC	28th MEDICAL GROUP								
	2009	141	25%	22%	23%	38%	*	27%	16%
	2008	182	28%	20%	33%	40%	*	28%	26%
ACC	49th MEDICAL GROUP								
	2009	145	27%	12%	31%	37%	68%	27%	25%
	2008	227	23%	16%	21%	34%	62%	22%	24%
ACC	55th MEDICAL GROUP								
	2009	269	31%	34%	22%	26%	78%	31%	31%
	2008	448	25%	18%	32%	29%	72%	25%	26%
ACC	355th MEDICAL GROUP								
	2009	262	35%	34%	30%	34%	64%	39%	26%
	2008	379	31%	25%	27%	48%	58%	31%	30%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 2 Box							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
ACC	366th MEDICAL GROUP								
	2009	170	29%	23%	30%	30%	91%	35%	12%
	2008	224	30%	27%	25%	50%	68%	29%	33%
ACC	509th MEDICAL GROUP								
	2009	142	25%	12%	30%	43%	82%	29%	7%
	2008	72	32%	39%	17%	27%	*	31%	*
ACC	MICHAEL O'CALLAGHAN FEDERAL HOSPITAL								
	2009	243	32%	27%	32%	43%	56%	28%	39%
	2008	693	30%	20%	25%	47%	48%	29%	31%
AETC	12th MEDICAL GROUP								
	2009	274	33%	30%	40%	32%	52%	34%	30%
	2008	128	29%	27%	27%	36%	41%	29%	30%
AETC	14th MEDICAL GROUP								
	2009	166	47%	41%	49%	59%	85%	46%	53%
	2008	148	32%	27%	34%	39%	54%	31%	38%
AETC	17th MEDICAL GROUP								
	2009	114	32%	35%	23%	31%	83%	38%	20%
	2008	68	20%	9%	23%	37%	*	27%	2%
AETC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	27	15%	5%	*	44%	--	18%	*
	2008	217	24%	22%	20%	37%	*	28%	11%
AETC	37th MED GROUP								
	2009	269	31%	26%	27%	36%	63%	29%	36%
	2008	142	33%	25%	37%	39%	90%	34%	29%
AETC	42ND MEDICAL GROUP								
	2009	215	39%	30%	42%	59%	80%	36%	44%
	2008	386	31%	27%	20%	53%	*	33%	25%
AETC	47th MEDICAL GROUP								
	2009	149	42%	41%	36%	67%	36%	42%	37%
	2008	120	36%	38%	28%	40%	48%	40%	7%
AETC	56th MEDICAL GROUP								
	2009	260	34%	26%	32%	59%	73%	38%	26%
	2008	358	34%	23%	37%	56%	65%	35%	34%
AETC	59th MEDICAL WING								
	2009	378	32%	25%	40%	46%	38%	42%	30%
	2008	302	35%	26%	25%	54%	73%	31%	35%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Responses	Percent Top 2 Box						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AETC	71st MEDICAL GROUP								
	2009	139	45%	38%	48%	61%	75%	45%	39%
	2008	137	38%	33%	41%	53%	73%	39%	37%
AETC	81st MEDICAL GROUP								
	2009	251	35%	30%	35%	43%	63%	36%	34%
	2008	564	38%	28%	37%	48%	66%	43%	33%
AETC	82nd MEDICAL GROUP								
	2009	239	33%	29%	35%	33%	55%	36%	24%
	2008	251	30%	30%	15%	43%	63%	29%	35%
AETC	97th MEDICAL GROUP								
	2009	118	51%	47%	40%	65%	91%	51%	54%
	2008	104	40%	29%	47%	43%	*	39%	*
AETC	325th MEDICAL GROUP								
	2009	163	28%	30%	25%	11%	58%	30%	24%
	2008	186	21%	20%	17%	27%	*	23%	18%
AFDW	579TH MEDICAL GROUP								
	2009	165	27%	19%	33%	32%	57%	28%	23%
	2008	72	34%	36%	28%	*	*	34%	37%
AFDW	779th MEDICAL GROUP								
	2009	275	32%	29%	31%	42%	55%	34%	30%
	2008	143	31%	24%	33%	44%	58%	32%	31%
AFMC	66th MEDICAL GROUP								
	2009	149	45%	42%	42%	52%	66%	45%	*
	2008	128	24%	18%	22%	58%	*	26%	17%
AFMC	72nd MEDICAL GROUP								
	2009	260	32%	23%	35%	44%	66%	32%	31%
	2008	130	20%	12%	20%	45%	*	19%	22%
AFMC	75th MEDICAL GROUP								
	2009	175	35%	31%	32%	41%	87%	34%	39%
	2008	290	32%	29%	32%	36%	90%	31%	35%
AFMC	78th MEDICAL GROUP								
	2009	164	35%	28%	42%	43%	43%	33%	40%
	2008	215	27%	25%	33%	26%	*	22%	45%
AFMC	88th MEDICAL GROUP								
	2009	351	30%	26%	37%	34%	49%	31%	29%
	2008	745	38%	27%	34%	49%	71%	43%	33%

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TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 2 Box							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AFMC	95th MEDICAL GROUP								
	2009	124	37%	23%	56%	57%	78%	41%	28%
	2008	165	50%	55%	42%	42%	75%	50%	53%
AFMC	96th MEDICAL GROUP								
	2009	276	38%	34%	35%	50%	72%	46%	31%
	2008	384	34%	26%	35%	49%	76%	36%	33%
AFMC	377th MEDICAL GROUP								
	2009	196	28%	23%	33%	30%	52%	30%	25%
	2008	293	35%	31%	34%	48%	*	36%	34%
AFSOC	1st SPECIAL OPERATIONS MEDICAL GROUP								
	2009	152	34%	32%	28%	46%	48%	36%	12%
	2008	85	27%	21%	28%	49%	*	27%	31%
AFSOC	27th SPECIAL OPERATIONS MEDICAL GROUP								
	2009	124	29%	21%	30%	40%	82%	20%	51%
	2008	127	31%	22%	30%	56%	*	38%	21%
AFSPC	21st MEDICAL GROUP								
	2009	185	26%	29%	16%	35%	*	24%	35%
	2008	102	26%	24%	24%	41%	*	26%	27%
AFSPC	30th MEDICAL GROUP								
	2009	150	24%	16%	29%	31%	64%	24%	23%
	2008	70	25%	22%	19%	50%	*	24%	31%
AFSPC	45th MEDICAL GROUP								
	2009	206	40%	35%	39%	52%	64%	41%	39%
	2008	116	39%	26%	41%	58%	*	40%	37%
AFSPC	61st MEDICAL GROUP								
	2009	174	36%	31%	38%	51%	56%	35%	40%
	2008	114	31%	18%	40%	48%	74%	32%	23%
AFSPC	90th MEDICAL GROUP								
	2009	115	53%	50%	44%	58%	94%	53%	53%
	2008	93	25%	18%	24%	32%	85%	28%	7%
AFSPC	341st MEDICAL GROUP								
	2009	144	30%	20%	48%	43%	58%	29%	36%
	2008	150	43%	35%	49%	56%	62%	46%	37%
AFSPC	460th MED GRP-BUCKLEY AFB								
	2009	102	23%	20%	22%	45%	--	26%	15%
	2008	48	27%	25%	31%	*	--	26%	*

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TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Responses	Percent Top 2 Box						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AMC	6th MEDICAL GROUP								
	2009	325	30%	21%	33%	45%	73%	36%	15%
	2008	561	45%	43%	39%	54%	60%	44%	48%
AMC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	150	32%	27%	33%	38%	82%	31%	33%
	2008	19	35%	*	*	*	*	46%	*
AMC	22nd MEDICAL GROUP								
	2009	129	22%	15%	30%	29%	35%	21%	27%
	2008	177	34%	31%	24%	49%	60%	34%	36%
AMC	43RD MEDICAL GROUP								
	2009	110	29%	25%	19%	41%	83%	29%	30%
	2008	55	36%	39%	30%	31%	*	36%	*
AMC	60th MEDICAL GROUP								
	2009	261	29%	23%	20%	64%	47%	29%	28%
	2008	182	37%	23%	35%	58%	71%	33%	44%
AMC	62nd MEDICAL SQUADRON								
	2009	85	17%	8%	32%	20%	*	15%	22%
	2008	66	43%	44%	41%	43%	*	42%	*
AMC	87th MEDICAL GROUP								
	2009	163	32%	28%	24%	55%	89%	31%	35%
	2008	232	25%	22%	24%	37%	*	24%	25%
AMC	92nd MEDICAL GROUP								
	2009	140	35%	41%	13%	38%	56%	34%	42%
	2008	133	33%	23%	32%	56%	45%	34%	31%
AMC	319th MEDICAL GROUP								
	2009	112	45%	41%	39%	56%	86%	47%	34%
	2008	80	37%	31%	49%	29%	*	35%	45%
AMC	375th MEDICAL GROUP								
	2009	292	31%	27%	23%	48%	85%	34%	25%
	2008	406	26%	19%	25%	38%	69%	27%	25%
AMC	436th MEDICAL GROUP								
	2009	148	30%	20%	41%	39%	49%	30%	27%
	2008	210	27%	24%	17%	41%	49%	26%	29%
AMC	437th MEDICAL GROUP								
	2009	141	22%	18%	25%	25%	*	22%	28%
	2008	58	21%	20%	16%	29%	*	20%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 2 Box							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
PACAF	3rd MEDICAL GROUP								
	2009	253	28%	26%	24%	38%	49%	31%	25%
	2008	144	29%	25%	35%	24%	61%	30%	29%
PACAF	8th MEDICAL GROUP								
	2009	36	26%	26%	*	*	--	32%	*
	2008	42	9%	6%	*	21%	*	9%	*
PACAF	15th MEDICAL GROUP								
	2009	168	33%	17%	46%	44%	71%	36%	21%
	2008	81	19%	6%	30%	47%	*	19%	*
PACAF	18th MEDICAL GROUP								
	2009	84	21%	14%	20%	25%	76%	21%	20%
	2008	56	21%	7%	32%	35%	*	23%	*
PACAF	35th MEDICAL GROUP								
	2009	96	41%	33%	56%	43%	*	35%	60%
	2008	79	45%	41%	51%	*	*	41%	50%
PACAF	36th MEDICAL GROUP								
	2009	103	41%	37%	42%	49%	55%	41%	42%
	2008	58	20%	15%	11%	*	*	16%	34%
PACAF	51st MEDICAL GROUP								
	2009	97	26%	20%	45%	9%	*	30%	22%
	2008	70	14%	10%	42%	17%	*	10%	19%
PACAF	354th MEDICAL GROUP								
	2009	95	33%	31%	24%	46%	72%	32%	36%
	2008	50	31%	22%	39%	22%	*	32%	*
PACAF	374th MEDICAL GROUP								
	2009	93	23%	18%	20%	52%	*	32%	15%
	2008	41	19%	7%	20%	*	*	10%	42%
USAFA	10TH MEDICAL GROUP								
	2009	290	39%	33%	46%	57%	67%	36%	43%
	2008	164	35%	30%	32%	41%	70%	23%	45%
USAFE	31st MEDICAL GROUP								
	2009	96	28%	21%	27%	40%	45%	23%	43%
	2008	98	21%	9%	33%	*	*	21%	20%
USAFE	39th MEDICAL GROUP								
	2009	59	23%	17%	30%	40%	*	26%	15%
	2008	50	45%	44%	46%	*	*	55%	23%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 2 Box							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
USAFE	48th MEDICAL GROUP								
	2009	207	25%	16%	23%	49%	77%	23%	27%
	2008	293	25%	22%	19%	53%	62%	24%	27%
USAFE	52nd MEDICAL GROUP								
	2009	122	20%	18%	20%	25%	39%	16%	38%
	2008	87	18%	12%	19%	25%	*	18%	17%
USAFE	65th MEDICAL GROUP								
	2009	41	55%	64%	35%	*	*	59%	42%
	2008	35	22%	3%	22%	*	*	27%	6%
USAFE	425TH ABS MEDICAL FLIGHT								
	2009	2	*	*	--	--	--	*	--
	2008	--	--	--	--	--	--	--	--
USAFE	435th MEDICAL GROUP								
	2009	149	31%	24%	26%	58%	67%	32%	24%
	2008	59	34%	36%	34%	15%	*	32%	41%

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Responses	Total	Percent Top 3 Box					
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark¹		--	67%	--	--	--	--	--	--
Overall - Direct Care									
	2009	42539	54%	48%	53%	70%	87%	55%	54%
	2008	40303	52%	45%	50%	67%	85%	52%	52%
Overall - Air Force									
	2009	12915	54%	48%	54%	67%	82%	54%	53%
	2008	13638	53%	47%	52%	66%	83%	53%	53%
Air Force - CONUS²									
	2009	11730	54%	49%	55%	66%	82%	55%	53%
	2008	12670	53%	48%	52%	66%	82%	53%	53%
Air Force - OCONUS									
	2009	1185	48%	42%	50%	68%	85%	50%	46%
	2008	968	49%	44%	55%	59%	90%	51%	47%

Air Force - Intermediate Commands

ACC	Air Combat Command									
		2009	2619	50%	43%	52%	61%	86%	50%	51%
		2008	3471	49%	44%	46%	64%	83%	48%	51%
AETC	Air Education and Training Command									
		2009	2762	55%	50%	57%	67%	78%	57%	53%
		2008	3111	56%	49%	55%	67%	83%	57%	54%
AFDW	Air Force District of Washington									
		2009	440	52%	49%	49%	67%	76%	56%	48%
		2008	215	54%	46%	57%	72%	82%	56%	52%
AFMC	Air Force Materiel Command									
		2009	1695	60%	57%	60%	67%	80%	63%	56%
		2008	2350	57%	51%	56%	67%	85%	57%	57%
AFSOC	Air Force Special Operations Command									
		2009	276	51%	40%	58%	70%	82%	51%	50%
		2008	212	48%	43%	43%	72%	92%	50%	43%
AFSPC	Air Force Space Command									
		2009	1076	56%	51%	61%	64%	81%	57%	55%
		2008	693	59%	53%	59%	76%	72%	59%	57%
AMC	Air Mobility Command									
		2009	2056	52%	47%	48%	71%	87%	53%	49%
		2008	2179	52%	47%	49%	65%	77%	52%	52%

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 3 Box							
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	Pacific Air Forces								
	2009	1025	51%	45%	54%	64%	84%	51%	51%
	2008	621	50%	44%	58%	56%	84%	50%	49%
USAFA	United States Air Force Academy								
	2009	290	63%	58%	65%	84%	73%	63%	63%
	2008	164	55%	48%	58%	65%	85%	55%	56%
USAFE	United States Air Forces in Europe								
	2009	676	49%	41%	48%	71%	84%	49%	47%
	2008	622	51%	46%	53%	63%	93%	52%	49%

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

² CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 3 Box							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
ACC	1st MEDICAL GROUP								
	2009	227	42%	31%	44%	66%	78%	38%	50%
	2008	133	44%	40%	39%	56%	*	47%	38%
ACC	2nd MEDICAL GROUP								
	2009	155	45%	40%	40%	67%	71%	44%	49%
	2008	221	51%	53%	43%	53%	*	48%	65%
ACC	4th MEDICAL GROUP								
	2009	159	48%	48%	46%	45%	74%	45%	57%
	2008	140	38%	35%	33%	65%	*	37%	41%
ACC	5th MEDICAL GROUP								
	2009	151	45%	38%	58%	39%	73%	44%	51%
	2008	190	51%	43%	61%	63%	94%	50%	54%
ACC	7th MEDICAL GROUP								
	2009	128	45%	26%	55%	69%	75%	46%	39%
	2008	206	53%	47%	51%	68%	72%	51%	57%
ACC	9th MEDICAL GROUP								
	2009	128	49%	52%	32%	43%	100%	44%	62%
	2008	70	56%	55%	50%	52%	*	53%	63%
ACC	20th MEDICAL GROUP								
	2009	155	56%	29%	80%	89%	91%	57%	49%
	2008	158	51%	44%	63%	57%	*	51%	52%
ACC	23rd MEDICAL GROUP								
	2009	144	48%	37%	53%	60%	100%	50%	39%
	2008	128	55%	56%	52%	51%	*	55%	52%
ACC	28th MEDICAL GROUP								
	2009	141	45%	40%	42%	62%	*	48%	24%
	2008	182	52%	44%	51%	76%	*	52%	51%
ACC	49th MEDICAL GROUP								
	2009	145	51%	34%	58%	55%	100%	54%	25%
	2008	227	41%	33%	37%	61%	86%	41%	47%
ACC	55th MEDICAL GROUP								
	2009	269	51%	54%	44%	41%	92%	51%	52%
	2008	448	47%	37%	53%	61%	87%	45%	50%
ACC	355th MEDICAL GROUP								
	2009	262	55%	55%	47%	53%	95%	62%	39%
	2008	379	53%	50%	50%	64%	74%	54%	51%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Responses	Percent Top 3 Box						Primary Care	Specialty Care
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+			
ACC	366th MEDICAL GROUP									
	2009	170	54%	48%	60%	54%	91%	60%	38%	
	2008	224	51%	47%	45%	72%	94%	50%	52%	
ACC	509th MEDICAL GROUP									
	2009	142	52%	36%	63%	73%	90%	53%	45%	
	2008	72	53%	57%	42%	48%	*	48%	*	
ACC	MICHAEL O'CALLAGHAN FEDERAL HOSPITAL									
	2009	243	58%	50%	60%	73%	88%	54%	63%	
	2008	693	54%	46%	43%	71%	76%	51%	57%	
AETC	12th MEDICAL GROUP									
	2009	274	59%	54%	64%	74%	67%	59%	61%	
	2008	128	49%	48%	39%	64%	85%	49%	49%	
AETC	14th MEDICAL GROUP									
	2009	166	64%	60%	67%	75%	98%	65%	60%	
	2008	148	65%	64%	59%	70%	91%	65%	65%	
AETC	17th MEDICAL GROUP									
	2009	114	53%	58%	39%	60%	94%	53%	52%	
	2008	68	32%	20%	39%	49%	*	39%	14%	
AETC	19th MEDICAL GROUP-LITTLE ROCK									
	2009	27	47%	42%	*	66%	--	49%	*	
	2008	217	45%	42%	45%	52%	*	49%	30%	
AETC	37th MED GROUP									
	2009	269	50%	42%	49%	68%	79%	52%	41%	
	2008	142	50%	44%	54%	54%	97%	49%	55%	
AETC	42ND MEDICAL GROUP									
	2009	215	63%	57%	66%	77%	80%	61%	68%	
	2008	386	57%	49%	55%	77%	*	60%	44%	
AETC	47th MEDICAL GROUP									
	2009	149	67%	68%	57%	86%	69%	68%	59%	
	2008	120	64%	66%	57%	72%	75%	62%	80%	
AETC	56th MEDICAL GROUP									
	2009	260	55%	45%	56%	82%	90%	56%	53%	
	2008	358	60%	52%	62%	75%	76%	56%	68%	
AETC	59th MEDICAL WING									
	2009	378	55%	49%	59%	70%	68%	63%	54%	
	2008	302	58%	50%	51%	72%	88%	64%	57%	

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 3 Box							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AETC	71st MEDICAL GROUP								
	2009	139	64%	56%	72%	94%	75%	65%	55%
	2008	137	63%	57%	65%	86%	88%	65%	39%
AETC	81st MEDICAL GROUP								
	2009	251	56%	52%	57%	58%	87%	57%	56%
	2008	564	61%	52%	66%	70%	75%	71%	54%
AETC	82nd MEDICAL GROUP								
	2009	239	53%	46%	58%	52%	85%	58%	39%
	2008	251	56%	53%	47%	72%	78%	56%	54%
AETC	97th MEDICAL GROUP								
	2009	118	66%	68%	46%	77%	95%	66%	63%
	2008	104	67%	67%	66%	68%	*	67%	*
AETC	325th MEDICAL GROUP								
	2009	163	43%	40%	48%	45%	89%	45%	41%
	2008	186	44%	39%	60%	37%	*	46%	42%
AFDW	579TH MEDICAL GROUP								
	2009	165	54%	47%	59%	53%	93%	55%	46%
	2008	72	51%	53%	39%	*	*	47%	72%
AFDW	779th MEDICAL GROUP								
	2009	275	52%	49%	47%	70%	72%	56%	48%
	2008	143	55%	44%	61%	73%	81%	59%	51%
AFMC	66th MEDICAL GROUP								
	2009	149	67%	64%	66%	77%	83%	65%	*
	2008	128	55%	51%	55%	73%	*	61%	22%
AFMC	72nd MEDICAL GROUP								
	2009	260	56%	49%	54%	74%	93%	57%	53%
	2008	130	40%	32%	47%	58%	*	39%	44%
AFMC	75th MEDICAL GROUP								
	2009	175	65%	62%	57%	79%	100%	65%	65%
	2008	290	56%	50%	63%	64%	94%	57%	53%
AFMC	78th MEDICAL GROUP								
	2009	164	64%	61%	71%	62%	51%	66%	55%
	2008	215	43%	36%	53%	60%	*	40%	56%
AFMC	88th MEDICAL GROUP								
	2009	351	60%	58%	63%	63%	63%	62%	59%
	2008	745	65%	62%	59%	70%	87%	70%	61%

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TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 3 Box							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AFMC	95th MEDICAL GROUP								
	2009	124	61%	53%	72%	73%	100%	67%	50%
	2008	165	66%	68%	59%	66%	79%	64%	72%
AFMC	96th MEDICAL GROUP								
	2009	276	61%	60%	57%	67%	86%	69%	55%
	2008	384	50%	41%	52%	67%	83%	50%	51%
AFMC	377th MEDICAL GROUP								
	2009	196	48%	44%	51%	50%	75%	51%	43%
	2008	293	59%	57%	58%	67%	*	58%	62%
AFSOC	1st SPECIAL OPERATIONS MEDICAL GROUP								
	2009	152	52%	42%	56%	72%	79%	55%	25%
	2008	85	46%	40%	48%	66%	*	44%	63%
AFSOC	27th SPECIAL OPERATIONS MEDICAL GROUP								
	2009	124	49%	36%	65%	66%	87%	40%	73%
	2008	127	50%	47%	40%	75%	*	58%	38%
AFSPC	21st MEDICAL GROUP								
	2009	185	53%	53%	50%	64%	*	53%	54%
	2008	102	48%	47%	48%	60%	*	48%	49%
AFSPC	30th MEDICAL GROUP								
	2009	150	42%	34%	54%	40%	88%	44%	33%
	2008	70	50%	36%	60%	79%	*	49%	54%
AFSPC	45th MEDICAL GROUP								
	2009	206	65%	57%	73%	73%	76%	61%	77%
	2008	116	62%	55%	54%	80%	*	59%	71%
AFSPC	61st MEDICAL GROUP								
	2009	174	55%	49%	58%	73%	84%	56%	50%
	2008	114	61%	52%	67%	77%	81%	65%	31%
AFSPC	90th MEDICAL GROUP								
	2009	115	70%	72%	59%	70%	94%	73%	57%
	2008	93	65%	57%	65%	79%	100%	66%	60%
AFSPC	341st MEDICAL GROUP								
	2009	144	59%	50%	75%	62%	86%	60%	54%
	2008	150	69%	63%	72%	87%	66%	71%	64%
AFSPC	460th MED GRP-BUCKLEY AFB								
	2009	102	46%	38%	63%	60%	--	47%	44%
	2008	48	51%	54%	42%	*	--	51%	*

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TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Responses	Percent Top 3 Box						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AMC	6th MEDICAL GROUP								
	2009	325	56%	47%	55%	75%	87%	60%	43%
	2008	561	65%	62%	58%	75%	78%	64%	68%
AMC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	150	55%	51%	50%	79%	95%	56%	52%
	2008	19	61%	*	*	*	*	73%	*
AMC	22nd MEDICAL GROUP								
	2009	129	38%	27%	48%	52%	60%	38%	41%
	2008	177	53%	49%	46%	66%	74%	54%	51%
AMC	43RD MEDICAL GROUP								
	2009	110	46%	34%	50%	63%	97%	48%	30%
	2008	55	50%	50%	50%	56%	*	47%	*
AMC	60th MEDICAL GROUP								
	2009	261	48%	42%	44%	80%	72%	47%	51%
	2008	182	58%	49%	55%	71%	81%	58%	58%
AMC	62nd MEDICAL SQUADRON								
	2009	85	42%	42%	37%	38%	*	36%	57%
	2008	66	71%	78%	55%	66%	*	66%	*
AMC	87th MEDICAL GROUP								
	2009	163	50%	47%	46%	68%	96%	50%	51%
	2008	232	48%	46%	47%	58%	*	49%	45%
AMC	92nd MEDICAL GROUP								
	2009	140	64%	71%	33%	67%	93%	61%	76%
	2008	133	50%	31%	62%	75%	60%	49%	53%
AMC	319th MEDICAL GROUP								
	2009	112	63%	60%	60%	69%	100%	68%	36%
	2008	80	63%	67%	60%	51%	*	65%	56%
AMC	375th MEDICAL GROUP								
	2009	292	56%	52%	48%	74%	98%	61%	43%
	2008	406	44%	34%	45%	59%	81%	43%	45%
AMC	436th MEDICAL GROUP								
	2009	148	56%	54%	53%	57%	87%	53%	65%
	2008	210	50%	48%	40%	65%	75%	51%	46%
AMC	437th MEDICAL GROUP								
	2009	141	52%	47%	52%	63%	*	53%	40%
	2008	58	43%	51%	31%	51%	*	43%	*

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TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 3 Box							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
PACAF	3rd MEDICAL GROUP								
	2009	253	52%	49%	51%	63%	81%	48%	56%
	2008	144	52%	45%	56%	61%	79%	51%	54%
PACAF	8th MEDICAL GROUP								
	2009	36	32%	31%	*	*	--	39%	*
	2008	42	51%	51%	*	36%	*	50%	*
PACAF	15th MEDICAL GROUP								
	2009	168	63%	47%	75%	78%	82%	65%	54%
	2008	81	61%	60%	63%	58%	*	61%	*
PACAF	18th MEDICAL GROUP								
	2009	84	51%	46%	47%	64%	89%	47%	76%
	2008	56	49%	48%	49%	44%	*	52%	*
PACAF	35th MEDICAL GROUP								
	2009	96	60%	52%	78%	67%	*	59%	64%
	2008	79	65%	61%	68%	*	*	67%	62%
PACAF	36th MEDICAL GROUP								
	2009	103	60%	59%	45%	69%	100%	61%	46%
	2008	58	41%	41%	29%	*	*	42%	36%
PACAF	51st MEDICAL GROUP								
	2009	97	41%	34%	55%	34%	*	37%	45%
	2008	70	25%	18%	74%	36%	*	23%	27%
PACAF	354th MEDICAL GROUP								
	2009	95	48%	49%	39%	51%	80%	46%	55%
	2008	50	51%	40%	65%	46%	*	50%	*
PACAF	374th MEDICAL GROUP								
	2009	93	40%	33%	39%	71%	*	49%	31%
	2008	41	51%	51%	46%	*	*	47%	61%
USAFA	10TH MEDICAL GROUP								
	2009	290	63%	58%	65%	84%	73%	63%	63%
	2008	164	55%	48%	58%	65%	85%	55%	56%
USAFE	31st MEDICAL GROUP								
	2009	96	51%	48%	41%	69%	75%	51%	53%
	2008	98	55%	43%	65%	*	*	57%	48%
USAFE	39th MEDICAL GROUP								
	2009	59	42%	30%	68%	52%	*	43%	37%
	2008	50	72%	63%	83%	*	*	75%	66%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Responses	Percent Top 3 Box						Primary Care	Specialty Care
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+			
USAFE	48th MEDICAL GROUP									
	2009	207	46%	36%	49%	68%	94%	45%	47%	
	2008	293	44%	41%	38%	65%	92%	40%	48%	
USAFE	52nd MEDICAL GROUP									
	2009	122	44%	38%	43%	76%	76%	41%	58%	
	2008	87	46%	42%	31%	81%	*	50%	19%	
USAFE	65th MEDICAL GROUP									
	2009	41	69%	69%	59%	*	*	69%	67%	
	2008	35	49%	39%	45%	*	*	56%	26%	
USAFE	425TH ABS MEDICAL FLIGHT									
	2009	2	*	*	--	--	--	*	--	
	2008	--	--	--	--	--	--	--	--	
USAFE	435th MEDICAL GROUP									
	2009	149	56%	50%	52%	78%	79%	59%	31%	
	2008	59	63%	61%	74%	40%	*	67%	47%	

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: DoD Composites

Composite 2 - Mental Health Care

		Proportion Not a Problem							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark¹		--	--	--	--	--	--	--	--
Overall - Direct Care									
	2009	4858	58%	57%	57%	64%	75%	57%	60%
	2008	2480.5	56%	53%	58%	63%	80%	56%	56%
Overall - Air Force									
	2009	1341.5	62%	64%	58%	59%	76%	62%	63%
	2008	695	60%	59%	62%	58%	82%	59%	62%
Air Force - CONUS²									
	2009	1236	62%	64%	57%	60%	75%	62%	63%
	2008	640	60%	58%	62%	58%	82%	59%	62%
Air Force - OCONUS									
	2009	105.5	66%	69%	64%	48%	*	64%	71%
	2008	55	65%	67%	63%	*	*	60%	75%

Air Force - Intermediate Commands

ACC	Air Combat Command								
		240	68%	73%	63%	54%	83%	67%	72%
		151	65%	64%	66%	59%	89%	67%	60%
AETC	Air Education and Training Command								
		301	61%	61%	62%	60%	59%	61%	61%
		177	62%	61%	68%	49%	83%	65%	58%
AFDW	Air Force District of Washington								
		38.5	36%	34%	31%	*	*	42%	32%
		17	41%	*	*	*	*	*	*
AFMC	Air Force Materiel Command								
		196	59%	62%	47%	60%	79%	59%	59%
		94	64%	61%	71%	68%	*	66%	61%
AFSOC	Air Force Special Operations Command								
		24.5	77%	75%	*	*	*	72%	*
		19.5	47%	*	*	*	*	46%	*
AFSPC	Air Force Space Command								
		136.5	62%	56%	59%	82%	*	57%	82%
		55.5	55%	45%	59%	80%	*	48%	78%
AMC	Air Mobility Command								
		218	59%	62%	49%	54%	86%	58%	60%
		95.5	55%	57%	46%	58%	*	45%	70%

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: DoD Composites

Composite 2 - Mental Health Care

		Responses	Total	Proportion Not a Problem					
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	Pacific Air Forces								
	2009	93	72%	75%	77%	51%	*	76%	68%
	2008	40	47%	43%	51%	*	*	39%	60%
USAFA	United States Air Force Academy								
	2009	29	81%	88%	*	*	*	81%	80%
	2008	12.5	65%	*	*	*	--	*	*
USAFE	United States Air Forces in Europe								
	2009	65	63%	63%	59%	62%	*	58%	76%
	2008	33	73%	75%	60%	*	*	70%	*

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

² CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: DoD Composites

Composite 2 - Mental Health Care

		Responses	Proportion Not a Problem						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	1st MEDICAL GROUP								
	2009	15	79%	*	*	*	*	79%	*
	2008	16	65%	*	*	*	*	*	*
ACC	2nd MEDICAL GROUP								
	2009	14.5	62%	*	*	*	--	53%	*
	2008	5	*	*	*	--	*	*	--
ACC	4th MEDICAL GROUP								
	2009	13.5	65%	*	*	*	--	*	*
	2008	7	*	*	*	*	--	*	*
ACC	5th MEDICAL GROUP								
	2009	12.5	93%	*	*	*	*	*	*
	2008	5	*	*	*	*	--	*	--
ACC	7th MEDICAL GROUP								
	2009	15.5	71%	*	*	*	--	71%	*
	2008	6	*	*	*	*	*	*	*
ACC	9th MEDICAL GROUP								
	2009	8	*	*	--	*	*	*	*
	2008	11	67%	*	*	*	--	*	*
ACC	20th MEDICAL GROUP								
	2009	15	57%	*	*	*	--	58%	*
	2008	6	*	*	--	*	*	*	*
ACC	23rd MEDICAL GROUP								
	2009	10.5	84%	*	*	*	*	85%	*
	2008	8	*	*	*	*	--	*	*
ACC	28th MEDICAL GROUP								
	2009	20	66%	*	*	*	--	71%	*
	2008	7	*	*	*	*	--	*	*
ACC	49th MEDICAL GROUP								
	2009	13.5	66%	*	*	*	*	72%	*
	2008	6.5	*	*	*	*	*	*	*
ACC	55th MEDICAL GROUP								
	2009	35	69%	69%	*	64%	*	70%	*
	2008	21.5	65%	67%	*	*	--	68%	*
ACC	355th MEDICAL GROUP								
	2009	20.5	70%	*	*	*	--	70%	*
	2008	12	73%	*	--	*	*	*	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: DoD Composites

Composite 2 - Mental Health Care

		Proportion Not a Problem							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
ACC	366th MEDICAL GROUP								
	2009	15	49%	*	*	*	*	*	*
	2008	8	*	*	*	--	*	*	--
ACC	509th MEDICAL GROUP								
	2009	10	72%	*	*	*	--	*	*
	2008	8.5	*	*	*	*	--	*	*
ACC	MICHAEL O'CALLAGHAN FEDERAL HOSPITAL								
	2009	21.5	68%	74%	*	*	*	63%	*
	2008	23.5	48%	*	*	*	*	47%	*
AETC	12th MEDICAL GROUP								
	2009	29	70%	74%	*	58%	*	70%	*
	2008	20	69%	*	*	*	*	69%	*
AETC	14th MEDICAL GROUP								
	2009	10	85%	*	*	*	*	85%	--
	2008	6	*	*	*	*	*	*	*
AETC	17th MEDICAL GROUP								
	2009	7	*	*	*	*	--	*	--
	2008	3	*	*	*	*	--	*	*
AETC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	1	*	--	*	--	--	--	*
	2008	10.5	78%	*	*	*	--	*	*
AETC	37th MED GROUP								
	2009	42	57%	50%	69%	61%	*	51%	*
	2008	20	52%	*	*	*	*	40%	*
AETC	42ND MEDICAL GROUP								
	2009	28	72%	72%	*	*	--	66%	*
	2008	16	85%	*	*	*	--	83%	*
AETC	47th MEDICAL GROUP								
	2009	13.5	43%	*	*	*	--	45%	*
	2008	7	*	*	*	*	*	*	--
AETC	56th MEDICAL GROUP								
	2009	31	74%	74%	*	*	*	76%	*
	2008	10	68%	*	*	*	*	*	*
AETC	59th MEDICAL WING								
	2009	53	57%	56%	*	*	*	*	56%
	2008	30.5	72%	*	*	*	*	*	73%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: DoD Composites

Composite 2 - Mental Health Care

		Proportion Not a Problem							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AETC	71st MEDICAL GROUP								
	2009	9	*	*	--	*	*	*	--
	2008	9	*	*	*	*	*	*	*
AETC	81st MEDICAL GROUP								
	2009	23.5	57%	*	*	*	--	*	71%
	2008	18	33%	*	*	*	--	*	28%
AETC	82nd MEDICAL GROUP								
	2009	26	65%	*	65%	*	*	58%	*
	2008	10	46%	*	*	*	--	*	*
AETC	97th MEDICAL GROUP								
	2009	10	80%	*	*	*	*	*	*
	2008	5	*	*	*	*	--	*	--
AETC	325th MEDICAL GROUP								
	2009	18	61%	*	*	*	--	54%	*
	2008	12	57%	*	*	*	--	*	*
AFDW	579TH MEDICAL GROUP								
	2009	11	26%	*	*	*	*	28%	*
	2008	4	*	*	*	--	--	*	*
AFDW	779th MEDICAL GROUP								
	2009	27.5	37%	35%	*	*	*	*	32%
	2008	13	42%	*	*	*	*	*	*
AFMC	66th MEDICAL GROUP								
	2009	11	63%	*	*	*	*	63%	--
	2008	4	*	*	--	--	--	*	--
AFMC	72nd MEDICAL GROUP								
	2009	28	58%	63%	44%	*	*	53%	62%
	2008	15	74%	*	*	*	--	74%	*
AFMC	75th MEDICAL GROUP								
	2009	18.5	71%	*	*	*	*	69%	*
	2008	6	*	*	*	*	--	*	*
AFMC	78th MEDICAL GROUP								
	2009	21	66%	*	*	*	*	61%	*
	2008	14	76%	*	*	*	--	*	*
AFMC	88th MEDICAL GROUP								
	2009	46	60%	61%	*	*	*	61%	59%
	2008	18	75%	*	*	*	*	*	60%

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: DoD Composites

Composite 2 - Mental Health Care

		Responses	Proportion Not a Problem						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AFMC	95th MEDICAL GROUP								
	2009	10	42%	*	*	*	--	*	*
	2008	3	*	--	*	*	--	*	--
AFMC	96th MEDICAL GROUP								
	2009	32.5	56%	*	43%	56%	*	54%	60%
	2008	25	51%	*	*	*	*	48%	55%
AFMC	377th MEDICAL GROUP								
	2009	29	63%	64%	*	*	*	66%	59%
	2008	9	*	*	*	*	--	*	*
AFSOC	1st SPECIAL OPERATIONS MEDICAL GROUP								
	2009	12.5	71%	*	*	*	*	71%	*
	2008	14	46%	*	*	*	--	45%	*
AFSOC	27th SPECIAL OPERATIONS MEDICAL GROUP								
	2009	12	88%	*	--	*	*	*	*
	2008	5.5	*	*	*	*	*	*	*
AFSPC	21st MEDICAL GROUP								
	2009	20.5	54%	*	*	*	--	48%	*
	2008	11.5	72%	*	*	*	--	*	*
AFSPC	30th MEDICAL GROUP								
	2009	25.5	65%	*	*	*	*	66%	*
	2008	5.5	*	*	*	*	*	*	*
AFSPC	45th MEDICAL GROUP								
	2009	24	65%	47%	*	*	*	63%	*
	2008	13	29%	*	*	*	--	27%	*
AFSPC	61st MEDICAL GROUP								
	2009	19	76%	*	*	*	--	73%	*
	2008	9	*	*	*	*	--	*	*
AFSPC	90th MEDICAL GROUP								
	2009	15	76%	*	*	*	*	73%	*
	2008	9.5	*	*	*	*	*	*	--
AFSPC	341st MEDICAL GROUP								
	2009	20	66%	*	*	*	*	62%	*
	2008	4	*	--	--	*	--	*	--
AFSPC	460th MED GRP-BUCKLEY AFB								
	2009	12.5	41%	*	*	*	--	26%	*
	2008	3	*	*	*	--	--	*	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: DoD Composites

Composite 2 - Mental Health Care

		Proportion Not a Problem							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
AMC	6th MEDICAL GROUP								
	2009	35	57%	57%	60%	*	*	62%	*
	2008	10.5	43%	*	*	*	--	*	*
AMC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	18	62%	*	*	*	--	63%	*
	2008	1	*	*	--	--	--	*	--
AMC	22nd MEDICAL GROUP								
	2009	13	59%	*	*	*	--	57%	*
	2008	7	*	*	*	*	--	*	*
AMC	43RD MEDICAL GROUP								
	2009	10	64%	*	*	*	*	*	*
	2008	3	*	*	*	--	--	*	*
AMC	60th MEDICAL GROUP								
	2009	29.5	50%	51%	*	*	*	42%	61%
	2008	18	40%	*	*	*	*	41%	*
AMC	62nd MEDICAL SQUADRON								
	2009	7.5	*	*	*	*	*	*	*
	2008	2	*	--	*	*	--	*	--
AMC	87th MEDICAL GROUP								
	2009	24.5	54%	68%	*	*	*	56%	*
	2008	13.5	89%	*	*	*	--	*	*
AMC	92nd MEDICAL GROUP								
	2009	16.5	72%	*	*	*	*	72%	--
	2008	6.5	*	*	*	*	--	*	*
AMC	319th MEDICAL GROUP								
	2009	4	*	*	--	*	--	*	--
	2008	3	*	*	*	*	--	*	*
AMC	375th MEDICAL GROUP								
	2009	27	76%	100%	45%	*	--	73%	*
	2008	14.5	75%	*	*	*	*	*	*
AMC	436th MEDICAL GROUP								
	2009	18	72%	*	*	*	--	65%	*
	2008	8	*	*	*	*	*	*	*
AMC	437th MEDICAL GROUP								
	2009	15	47%	*	*	*	*	46%	*
	2008	8.5	*	*	*	*	--	*	*

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: DoD Composites

Composite 2 - Mental Health Care

		Responses	Proportion Not a Problem						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	3rd MEDICAL GROUP								
	2009	32	71%	70%	*	65%	*	75%	68%
	2008	12	42%	*	*	*	--	*	*
PACAF	8th MEDICAL GROUP								
	2009	4	*	*	--	*	--	*	*
	2008	2	*	*	--	--	--	*	--
PACAF	15th MEDICAL GROUP								
	2009	14	81%	*	*	*	*	85%	*
	2008	5	*	*	*	*	--	*	--
PACAF	18th MEDICAL GROUP								
	2009	6	*	*	*	*	--	*	*
	2008	6	*	*	*	*	*	*	--
PACAF	35th MEDICAL GROUP								
	2009	5	*	*	*	--	--	*	*
	2008	1	*	--	*	--	--	*	--
PACAF	36th MEDICAL GROUP								
	2009	11	83%	*	*	*	*	83%	*
	2008	6.5	*	--	*	*	--	*	*
PACAF	51st MEDICAL GROUP								
	2009	8	*	*	*	*	--	*	*
	2008	2	*	--	*	--	*	*	*
PACAF	354th MEDICAL GROUP								
	2009	6.5	*	*	*	*	*	*	*
	2008	1	*	--	*	--	--	*	--
PACAF	374th MEDICAL GROUP								
	2009	6.5	*	*	*	*	--	*	*
	2008	4.5	*	*	*	--	--	*	*
USAFA	10TH MEDICAL GROUP								
	2009	29	81%	88%	*	*	*	81%	80%
	2008	12.5	65%	*	*	*	--	*	*
USAFE	31st MEDICAL GROUP								
	2009	5	*	--	*	*	--	*	*
	2008	2	*	*	*	--	--	*	--
USAFE	39th MEDICAL GROUP								
	2009	6	*	*	--	*	--	*	*
	2008	2	*	--	*	*	--	*	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: DoD Composites

Composite 2 - Mental Health Care

		Proportion Not a Problem							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
USAFE	48th MEDICAL GROUP								
	2009	27	65%	67%	*	*	*	47%	89%
	2008	12	78%	*	*	*	*	*	*
USAFE	52nd MEDICAL GROUP								
	2009	8	*	*	*	*	--	*	*
	2008	12	53%	*	*	*	--	51%	*
USAFE	65th MEDICAL GROUP								
	2009	4	*	*	--	--	--	*	*
	2008	1	*	--	--	*	--	*	--
USAFE	425TH ABS MEDICAL FLIGHT								
	2009	--	--	--	--	--	--	--	--
	2008	--	--	--	--	--	--	--	--
USAFE	435th MEDICAL GROUP								
	2009	15	64%	*	*	*	--	67%	*
	2008	4	*	*	*	--	--	*	*

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

		Responses	Percent Yes						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark¹		--	--	--	--	--	--	--	--
Overall - Direct Care									
	2009	24014	82%	78%	79%	93%	93%	84%	79%
	2008	--	--	--	--	--	--	--	--
Overall - Air Force									
	2009	7572	83%	82%	77%	92%	94%	84%	80%
	2008	--	--	--	--	--	--	--	--
Air Force - CONUS²									
	2009	6873	83%	82%	77%	92%	94%	84%	81%
	2008	--	--	--	--	--	--	--	--
Air Force - OCONUS									
	2009	699	83%	85%	72%	92%	99%	85%	79%
	2008	--	--	--	--	--	--	--	--
Air Force - Intermediate Commands									
ACC	Air Combat Command								
	2009	1544	84%	83%	78%	95%	93%	85%	80%
	2008	--	--	--	--	--	--	--	--
AETC	Air Education and Training Command								
	2009	1603	86%	88%	78%	91%	95%	87%	84%
	2008	--	--	--	--	--	--	--	--
AFDW	Air Force District of Washington								
	2009	236	77%	76%	75%	86%	89%	78%	75%
	2008	--	--	--	--	--	--	--	--
AFMC	Air Force Materiel Command								
	2009	1022	80%	78%	74%	96%	95%	79%	81%
	2008	--	--	--	--	--	--	--	--
AFSOC	Air Force Special Operations Command								
	2009	171	83%	81%	77%	97%	95%	83%	84%
	2008	--	--	--	--	--	--	--	--
AFSPC	Air Force Space Command								
	2009	616	82%	81%	81%	88%	94%	83%	77%
	2008	--	--	--	--	--	--	--	--
AMC	Air Mobility Command								
	2009	1219	81%	80%	77%	90%	94%	84%	73%
	2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

		Responses	Percent Yes						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PACAF	Pacific Air Forces								
	2009	614	84%	85%	76%	93%	100%	85%	83%
	2008	--	--	--	--	--	--	--	--
USAFA	United States Air Force Academy								
	2009	163	78%	75%	78%	94%	91%	87%	68%
	2008	--	--	--	--	--	--	--	--
USAFE	United States Air Forces in Europe								
	2009	384	84%	85%	74%	92%	98%	83%	87%
	2008	--	--	--	--	--	--	--	--

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

² CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

		Responses	Percent Yes						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ACC	1st MEDICAL GROUP								
	2009	127	91%	95%	80%	96%	92%	90%	91%
	2008	--	--	--	--	--	--	--	--
ACC	2nd MEDICAL GROUP								
	2009	86	81%	74%	82%	100%	100%	81%	79%
	2008	--	--	--	--	--	--	--	--
ACC	4th MEDICAL GROUP								
	2009	93	82%	89%	61%	89%	100%	84%	76%
	2008	--	--	--	--	--	--	--	--
ACC	5th MEDICAL GROUP								
	2009	88	80%	79%	68%	100%	100%	81%	76%
	2008	--	--	--	--	--	--	--	--
ACC	7th MEDICAL GROUP								
	2009	80	91%	95%	77%	100%	*	93%	*
	2008	--	--	--	--	--	--	--	--
ACC	9th MEDICAL GROUP								
	2009	67	81%	69%	87%	100%	*	81%	79%
	2008	--	--	--	--	--	--	--	--
ACC	20th MEDICAL GROUP								
	2009	91	80%	62%	100%	100%	100%	84%	59%
	2008	--	--	--	--	--	--	--	--
ACC	23rd MEDICAL GROUP								
	2009	79	80%	70%	81%	100%	*	81%	73%
	2008	--	--	--	--	--	--	--	--
ACC	28th MEDICAL GROUP								
	2009	93	86%	88%	76%	91%	*	85%	92%
	2008	--	--	--	--	--	--	--	--
ACC	49th MEDICAL GROUP								
	2009	89	87%	93%	76%	94%	100%	87%	*
	2008	--	--	--	--	--	--	--	--
ACC	55th MEDICAL GROUP								
	2009	150	78%	77%	75%	83%	89%	79%	75%
	2008	--	--	--	--	--	--	--	--
ACC	355th MEDICAL GROUP								
	2009	161	77%	74%	66%	97%	100%	83%	64%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

		Responses	Percent Yes						Primary Care	Specialty Care
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+			
ACC	366th MEDICAL GROUP									
	2009	95	78%	79%	71%	88%	100%	76%	84%	
	2008	--	--	--	--	--	--	--	--	
ACC	509th MEDICAL GROUP									
	2009	92	88%	80%	92%	93%	95%	89%	84%	
	2008	--	--	--	--	--	--	--	--	
ACC	MICHAEL O'CALLAGHAN FEDERAL HOSPITAL									
	2009	153	86%	88%	79%	96%	75%	89%	81%	
	2008	--	--	--	--	--	--	--	--	
AETC	12th MEDICAL GROUP									
	2009	160	87%	88%	84%	86%	100%	90%	76%	
	2008	--	--	--	--	--	--	--	--	
AETC	14th MEDICAL GROUP									
	2009	95	85%	79%	90%	98%	100%	85%	*	
	2008	--	--	--	--	--	--	--	--	
AETC	17th MEDICAL GROUP									
	2009	76	87%	90%	74%	100%	100%	91%	77%	
	2008	--	--	--	--	--	--	--	--	
AETC	19th MEDICAL GROUP-LITTLE ROCK									
	2009	--	--	--	--	--	--	--	--	
	2008	--	--	--	--	--	--	--	--	
AETC	37th MED GROUP									
	2009	164	89%	89%	86%	88%	100%	91%	79%	
	2008	--	--	--	--	--	--	--	--	
AETC	42ND MEDICAL GROUP									
	2009	135	90%	88%	89%	100%	100%	93%	82%	
	2008	--	--	--	--	--	--	--	--	
AETC	47th MEDICAL GROUP									
	2009	97	80%	77%	79%	97%	*	80%	*	
	2008	--	--	--	--	--	--	--	--	
AETC	56th MEDICAL GROUP									
	2009	150	86%	83%	85%	92%	100%	89%	79%	
	2008	--	--	--	--	--	--	--	--	
AETC	59th MEDICAL WING									
	2009	187	85%	91%	69%	90%	91%	78%	86%	
	2008	--	--	--	--	--	--	--	--	

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

		Percent Yes								
		Responses	Retirees and						Primary Care	Specialty Care
			Total	Active Duty	Active Duty Family Members	Family Members Under 65	Retirees and Family Members 65+			
AETC	71st MEDICAL GROUP									
	2009	81	87%	84%	92%	100%	*	89%	*	
	2008	--	--	--	--	--	--	--	--	
AETC	81st MEDICAL GROUP									
	2009	144	86%	87%	75%	96%	100%	89%	83%	
	2008	--	--	--	--	--	--	--	--	
AETC	82nd MEDICAL GROUP									
	2009	150	89%	91%	86%	91%	81%	87%	94%	
	2008	--	--	--	--	--	--	--	--	
AETC	97th MEDICAL GROUP									
	2009	75	80%	80%	79%	80%	*	82%	*	
	2008	--	--	--	--	--	--	--	--	
AETC	325th MEDICAL GROUP									
	2009	89	79%	79%	82%	64%	*	80%	77%	
	2008	--	--	--	--	--	--	--	--	
AFDW	579TH MEDICAL GROUP									
	2009	89	71%	65%	73%	81%	100%	77%	39%	
	2008	--	--	--	--	--	--	--	--	
AFDW	779th MEDICAL GROUP									
	2009	147	78%	77%	76%	88%	*	78%	77%	
	2008	--	--	--	--	--	--	--	--	
AFMC	66th MEDICAL GROUP									
	2009	94	74%	79%	56%	72%	*	74%	*	
	2008	--	--	--	--	--	--	--	--	
AFMC	72nd MEDICAL GROUP									
	2009	162	84%	76%	91%	97%	100%	85%	83%	
	2008	--	--	--	--	--	--	--	--	
AFMC	75th MEDICAL GROUP									
	2009	103	79%	75%	80%	86%	*	81%	73%	
	2008	--	--	--	--	--	--	--	--	
AFMC	78th MEDICAL GROUP									
	2009	85	91%	88%	91%	100%	*	91%	89%	
	2008	--	--	--	--	--	--	--	--	
AFMC	88th MEDICAL GROUP									
	2009	199	78%	82%	56%	97%	100%	72%	82%	
	2008	--	--	--	--	--	--	--	--	

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

		Responses	Percent Yes						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AFMC	95th MEDICAL GROUP								
	2009	86	79%	83%	72%	73%	92%	82%	73%
	2008	--	--	--	--	--	--	--	--
AFMC	96th MEDICAL GROUP								
	2009	170	78%	75%	74%	100%	95%	76%	81%
	2008	--	--	--	--	--	--	--	--
AFMC	377th MEDICAL GROUP								
	2009	123	79%	75%	80%	100%	62%	84%	71%
	2008	--	--	--	--	--	--	--	--
AFSOC	1st SPECIAL OPERATIONS MEDICAL GROUP								
	2009	98	82%	83%	73%	96%	*	82%	*
	2008	--	--	--	--	--	--	--	--
AFSOC	27th SPECIAL OPERATIONS MEDICAL GROUP								
	2009	73	84%	78%	88%	100%	*	84%	82%
	2008	--	--	--	--	--	--	--	--
AFSPC	21st MEDICAL GROUP								
	2009	109	87%	88%	84%	84%	*	87%	86%
	2008	--	--	--	--	--	--	--	--
AFSPC	30th MEDICAL GROUP								
	2009	91	88%	95%	67%	100%	*	91%	75%
	2008	--	--	--	--	--	--	--	--
AFSPC	45th MEDICAL GROUP								
	2009	124	89%	90%	83%	93%	*	91%	81%
	2008	--	--	--	--	--	--	--	--
AFSPC	61st MEDICAL GROUP								
	2009	84	72%	67%	78%	96%	*	76%	43%
	2008	--	--	--	--	--	--	--	--
AFSPC	90th MEDICAL GROUP								
	2009	67	76%	61%	90%	100%	*	76%	*
	2008	--	--	--	--	--	--	--	--
AFSPC	341st MEDICAL GROUP								
	2009	79	78%	72%	84%	91%	*	79%	73%
	2008	--	--	--	--	--	--	--	--
AFSPC	460th MED GRP-BUCKLEY AFB								
	2009	62	71%	72%	78%	*	--	73%	61%
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

		Responses	Percent Yes						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
AMC	6th MEDICAL GROUP								
	2009	201	80%	73%	87%	91%	97%	83%	73%
	2008	--	--	--	--	--	--	--	--
AMC	19th MEDICAL GROUP-LITTLE ROCK								
	2009	100	87%	85%	86%	97%	*	88%	79%
	2008	--	--	--	--	--	--	--	--
AMC	22nd MEDICAL GROUP								
	2009	81	91%	95%	83%	94%	94%	91%	*
	2008	--	--	--	--	--	--	--	--
AMC	43RD MEDICAL GROUP								
	2009	64	80%	71%	85%	100%	100%	82%	*
	2008	--	--	--	--	--	--	--	--
AMC	60th MEDICAL GROUP								
	2009	150	82%	86%	70%	88%	100%	82%	82%
	2008	--	--	--	--	--	--	--	--
AMC	62nd MEDICAL SQUADRON								
	2009	44	74%	75%	74%	*	*	82%	67%
	2008	--	--	--	--	--	--	--	--
AMC	87th MEDICAL GROUP								
	2009	102	71%	65%	76%	81%	*	79%	35%
	2008	--	--	--	--	--	--	--	--
AMC	92nd MEDICAL GROUP								
	2009	82	89%	89%	88%	86%	*	89%	87%
	2008	--	--	--	--	--	--	--	--
AMC	319th MEDICAL GROUP								
	2009	59	53%	42%	58%	92%	69%	59%	28%
	2008	--	--	--	--	--	--	--	--
AMC	375th MEDICAL GROUP								
	2009	173	77%	74%	76%	84%	95%	82%	67%
	2008	--	--	--	--	--	--	--	--
AMC	436th MEDICAL GROUP								
	2009	85	84%	88%	72%	100%	*	87%	76%
	2008	--	--	--	--	--	--	--	--
AMC	437th MEDICAL GROUP								
	2009	78	89%	96%	74%	97%	*	91%	*
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

		Percent Yes							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
PACAF	3rd MEDICAL GROUP								
	2009	146	86%	84%	85%	95%	100%	80%	91%
	2008	--	--	--	--	--	--	--	--
PACAF	8th MEDICAL GROUP								
	2009	18	100%	100%	--	*	--	100%	*
	2008	--	--	--	--	--	--	--	--
PACAF	15th MEDICAL GROUP								
	2009	101	85%	89%	74%	95%	*	87%	76%
	2008	--	--	--	--	--	--	--	--
PACAF	18th MEDICAL GROUP								
	2009	48	84%	91%	62%	100%	*	91%	*
	2008	--	--	--	--	--	--	--	--
PACAF	35th MEDICAL GROUP								
	2009	55	75%	73%	64%	94%	*	83%	51%
	2008	--	--	--	--	--	--	--	--
PACAF	36th MEDICAL GROUP								
	2009	65	85%	87%	83%	83%	*	91%	*
	2008	--	--	--	--	--	--	--	--
PACAF	51st MEDICAL GROUP								
	2009	66	73%	69%	76%	80%	*	70%	78%
	2008	--	--	--	--	--	--	--	--
PACAF	354th MEDICAL GROUP								
	2009	52	76%	82%	60%	80%	*	79%	66%
	2008	--	--	--	--	--	--	--	--
PACAF	374th MEDICAL GROUP								
	2009	63	89%	98%	68%	94%	*	89%	89%
	2008	--	--	--	--	--	--	--	--
USAFA	10TH MEDICAL GROUP								
	2009	163	78%	75%	78%	94%	91%	87%	68%
	2008	--	--	--	--	--	--	--	--
USAFE	31st MEDICAL GROUP								
	2009	60	90%	90%	90%	90%	*	88%	94%
	2008	--	--	--	--	--	--	--	--
USAFE	39th MEDICAL GROUP								
	2009	36	78%	78%	*	100%	*	76%	*
	2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Direct Care - Air Force

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

		Percent Yes							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
USAFE	48th MEDICAL GROUP								
	2009	112	82%	83%	71%	92%	100%	77%	88%
	2008	--	--	--	--	--	--	--	--
USAFE	52nd MEDICAL GROUP								
	2009	68	92%	95%	75%	100%	*	92%	*
	2008	--	--	--	--	--	--	--	--
USAFE	65th MEDICAL GROUP								
	2009	23	82%	*	*	*	*	86%	*
	2008	--	--	--	--	--	--	--	--
USAFE	425TH ABS MEDICAL FLIGHT								
	2009	2	*	*	--	--	--	*	--
	2008	--	--	--	--	--	--	--	--
USAFE	435th MEDICAL GROUP								
	2009	83	79%	79%	71%	86%	100%	81%	*
	2008	--	--	--	--	--	--	--	--

Appendix A:
Methodology Report

Methodology Report

Background

The TRICARE Outpatient Satisfaction Survey (TROSS) assesses beneficiary satisfaction with outpatient care received through the Direct Care system (worldwide) and the Purchased Care network (within the United States). The survey, which is modeled after the Clinician & Group Consumer Assessment of Healthcare Providers and Systems (C & G CAHPS), asks adult beneficiaries about their experiences as an outpatient, and asks sponsors of child beneficiaries about their child's outpatient experiences. It focuses on access to care, doctor or provider communication, and courtesy and effectiveness of the staff at the doctor's office.

This report presents results for 2009 based on patient visits from May 2008 through April 2009. Prior year data are presented for comparison. Months and years noted in this report reflect the month of the encounter, rather than the month of fielding.

Overview of the TROSS Program

The primary objective of the TROSS is to collect reliable data on beneficiaries' perceptions of their outpatient experiences. Each quarter, a Civilian Benchmark survey was conducted using members of Synovate's Consumer Opinion Panel who have recently seen a provider for themselves or their child. The 2009 Civilian Benchmark data are intended to assist leadership efforts in sustaining and improving quality health care.

TROSS results, quarterly data files, and Civilian Benchmark comparisons are available through an interactive Web site. Web-based reports provide TRICARE regional offices, the Services, and MTF commanders with a comprehensive description of beneficiaries' satisfaction with outpatient care. Purchased Care reports are broken out by provider region and military treatment facility service areas. Direct Care reports are broken out by Service and include further breakouts by military treatment facility. Civilian Benchmarks are provided for key questions.

TROSS Survey Methods

The TROSS project has two components. Purchased Care beneficiaries receive care from civilian providers who are part of the Military Health System network within the United States. Direct Care component beneficiaries have received care at MTFs worldwide.

Sampling. The TROSS is conducted monthly. The following visit types are included in the sample:

- Children between the ages of 0-11;
- Adults 18 years or older at the time of the encounter;
- Outpatient visits at a MTF (clinic or hospital) or civilian network facility (excludes cancellations, left without being seen, no-shows, denied claims, pharmacy claims, and telephone consults); and
- Eligible for contact – not included on the No Contact List, Recently Deceased file, or MDR Death file (for 12 months following date of death).

The following encounters were excluded from the sample:

- Psychiatric, substance abuse, or OBGYN (if less than 11 years of age), primary diagnosis code at the time of discharge or related provider specialty code;
- Laboratory, radiology, pathology, or anesthesiology provider specialty or provider type of care code;
- In cases where a single individual had multiple outpatient encounters during the month, all but the most recent encounter are excluded;
- Encounters for which provider information is incomplete;
- Duplicate records;
- Blank beneficiary category;
- Providers listed with a name of lab or laboratory;
- Those previously sampled within the past six months for either Purchased Care or Direct Care;
- Respondents with no age in the sample extract; and
- Incomplete provider information.

Sampling Strategy – Direct Care. Approximately 2 weeks after the end of each calendar month, a list of all relevant encounters in Military Treatment Facilities (MTFs) both in the United States and outside the United States is compiled based on claims submitted by providers. The data represent all encounters at MTFs as defined by parent Defense Medical Information System (DMIS) identifiers. This file serves as the sample frame for the monthly Direct Care survey.

After exclusions are applied, two samples are drawn. First, a sample is drawn to be surveyed by telephone. Beneficiaries are randomly selected to fill our phone sample quotas for Service and beneficiary category with the constraint that an individual with either no phone number or an invalid phone number would not be part of the phone study. Once the telephone sample is selected, the remaining patients are put into the pool of eligible candidates to be surveyed by mail. The mail sample is drawn from this pool with the constraint that patients must have a valid mailing address and zip code.

The Direct Care Mail sample is drawn using a more sophisticated and dynamic procedure. Allocations by Service are set proportional to the historical encounter volume on the TROSS (Army 47%, Navy 26%, and Air Force 27%). Within each Service, the sample is stratified by MTF. The samples are allocated to MTFs using a tiered process. The tiered process is set up to ensure a minimum number of 30 responses for reporting purposes for facilities with the smallest volume of encounters. The tiered process is adjusted monthly to account for changes in monthly encounter volume at the MTF level. The sample is also allocated disproportionately within MTFs to account for lower response rates among Active Duty beneficiaries. The result is that the composition of respondents should more closely resemble the TROSS Direct Care population.

Sample Numbers – Direct Care. In January 2009, the sampling plan for the TROSS was reallocated to allow for an equal rate of returns between Direct and Purchased Care. Since the large majority of active duty and their dependents are in the Direct Care, and one of the goals of reporting on the TROSS is to get sufficient returns ($n = 30$) for approximately 150 MTFs in Direct Care, the Direct Care sample was increased, and the Purchased Care sample was decreased starting with October 2008 encounters.

Table A1 presents the numbers of individuals sampled in Direct Care by month for the mail survey administration. The sampling process is dynamic to account for the monthly fluctuations in encounter volume.

Table A1. Month of Direct Care Sample by Service of Sponsor

Encounter Month	Total Mail *	Army	Navy	Air Force
May 2008	18,755	8,807	4,882	5,066
June 2008	18,750	8,819	4,869	5,062
July 2008	18,746	8,816	4,873	5,057
August 2008	18,752	8,819	4,867	5,066
September 2008	18,752	8,819	4,867	5,066
October 2008	18,754	8,813	4,868	5,073
November 2008	18,754	8,813	4,868	5,073
December 2008 *	33,744	15,849	8,792	9,103
January 2009	32,075	15,076	8,332	8,667
February 2009	32,080	15,079	8,332	8,669
March 2009	32,293	15,168	8,401	8,724
April 2009	32,293	15,168	8,401	8,724
TOTAL	293,748	138,046	76,352	79,350

* NCOA address cleaning was incorporated with the November 2008 sample for Direct Care TROSS survey. Starting with the December 2008 sample, records pulled for sample and then identified by the U.S. Postal Service as “relocated without a forwarding address” were dropped prior to sending the first mailing. Totals include the number sampled.

Survey Instrument

Though the TROSS project has been ongoing for several years, a new instrument was designed and adopted in 2007. Adapted from the Clinician and Group Consumer Assessment Health Plans Survey (C & G CAHPS), the questionnaire focuses on: (1) access to care, (2) doctor or provider communication and courtesy, (3) effectiveness of the clerks/receptionists at the doctor’s office, and (4) overall satisfaction with TRICARE. In addition to standard CAHPS questions, it contains a number of questions specific to DoD to allow for trending key items from previous outpatient satisfaction surveys. It also includes several demographic items. Administration guidelines follow the most current instructions from the CAHPS Quality Assurance Guidelines.

Versions of the Instrument. The Purchased and Direct Care survey instruments have four versions: Mail Adult, Mail Child, Phone Adult, and Phone Child.

The Mail Adult and Mail Child versions comprise 57 and 56 questions, respectively. Both versions include 4 questions regarding mental health, 5 health care questions common to all Department of Defense surveys, and 37 questions from the Clinician & Group CAHPS Adult Primary Care survey. Of these 37 questions, 13 questions make up the three CAHPS Composites: 5 are on Access to Care, 6 are on Doctor Communication, and 2 are on Office Staff.

Differences between the TROSS Mail Adult and Mail Child versions are minimal. The CAHPS questions have standard versions for both adults and children, and these are used as appropriate. Other questions have slight variations in wording to pertain to either adults or children (see Appendix C for the Adult version). The questionnaires are also available on the TROSS reporting Web site.

Customization of Survey Documents. Survey materials are personalized in the following ways.

- Child survey booklets include the child's name, the provider's name, and the visit date. Cover letters sent with child surveys include the child's name, address, survey ID number, and password for the Web site.
- Adult survey booklets include the provider's name and the visit date. Cover letters sent with the adult surveys included the recipient's name, rank, address, survey ID, and password for the Web site.

Internet Survey Design. The cover letters for both survey mailings contain the URL, as well as unique login and password information for each sampled beneficiary. Beneficiaries elect to complete the survey via Internet log into a secure, Synovate-hosted Web site.

Sampled beneficiaries have a 45-minute window to complete the Internet survey. It takes respondents approximately 11 minutes to complete the survey. If a respondent quits during the survey, he or she is able to log back in to the beginning and finish. However, after all questions have been completed, answers cannot be reviewed or revised.

Data Collection

Each month, a new sample of beneficiaries is sent a survey packet consisting of a cover letter, a four-page questionnaire booklet, and a postage-paid return envelope. Recipients can complete the survey in either of two ways: by filling out the questionnaire and returning it by mail, or by going to a Web site and completing the survey online. The mail and Internet versions of the questionnaire are exactly the same. The address of the Web site, a username, and password are included in the cover letter. A second survey packet is sent to beneficiaries who have not responded by mail or Internet 21 days after the mailing of the first packet.

General Timeline. Table A2 provides the timeline for the TROSS Mail study based on the average calendar days. From the time Synovate receives the monthly extract file, the first survey packet is mailed out in approximately 13 calendar days. Roughly 21 days after the first mailing, Synovate sends the second mailing to those who have not responded. Field ends for the Mail portion of this study approximately 55 calendar days after receiving the monthly extract file.

Table A2. TROSS Mail Timeline

Action	Direct Care	Purchased Care
Date of last possible encounter until sample frame received	12 days	54 days
Monthly extract frame received	0 days	0 days
Packet 1 mailed	13 days	13 days
Packet 2 mailed	34 days	34 days
End of field	55 days	55 days

Direct Care Schedule. In general, samples are drawn about 4 weeks after the end of the calendar month in which outpatient encounters occurred, and data collection proceed according to the fielding schedule. The actual schedule of survey administration in for 28 September 2008 through 27 September 2009 is shown in Table A3.

Table A3. TROSS 2009 Direct Care Mail Fielding Schedule

Encounter Month	Sample Delivery	Mailing 1	Mailing 2	Field Close	Data Compiled
May 2008	10-Jun-08	26-Jun-08	16-Jul-08	6-Aug-08	21-Aug-08
June 2008	8-Jul-08	23-Jul-08	15-Aug-08	3-Sep-08	18-Sep-08
July 2008 *	13-Aug-08	5-Oct-08	N/A	5-Nov-08	7-Nov-08
August 2008 **	10-Sep-08	15-Oct-08	5-Nov-08	26-Nov-08	5-Dec-08
September 2008	15-Oct-08	24-Oct-08	14-Nov-08	8-Dec-08	19-Dec-08
October 2008 **	12-Nov-08	21-Nov-08	15-Dec-08	6-Jan-09	16-Jan-09
November 2008	9-Dec-08	23-Dec-08	13-Jan-09	2-Feb-09	6-Feb-09
December 2008 ***	13-Jan-09	28-Jan-09	13-Feb-09	10-Mar-09	20-Mar-09
January 2009	11-Feb-09	20-Feb-09	17-Mar-09	7-Apr-09	17-Apr-09
February 2009 ***	11-Mar-09	20-Mar-09	13-Apr-09	4-May-09	8-May-09
March 2009	14-Apr-09	24-Apr-09	18-May-09	8-Jun-09	19-Jun-09
April 2009	12-May-09	26-May-09	16-Jun-09	7-Jul-09	17-Jul-09

* Field period for the Mail Component of the Direct Care July 2008 sample was shortened from 6 weeks to 4 weeks.

** DOD-Wide questions and question 24a were incorporated into the August 2008 sample for the Internet component and October 2008 of the Direct Care TROSS survey. Subsequent waves included DOD-Wide questions, respectively.

*** Full text of Privacy Statement was incorporated into the December 2009 sample for the Internet component and February 2009 of the Mail Direct Care TROSS survey.

Data Processing

Scanning of Mail Returns and Data Entry. Mail returns are scanned to generate electronic images, and optical character recognition (OCR) software is then applied to all handwritten checkmarks and numeric characters. Any characters or marks that are identified with less than 90% confidence by OCR are directed to a human coder, who reviews the image and enters the information by hand. Responses to open-end questions are entered by human data processors.

Most of the questions on the TROSS questionnaires are designed to accept one response only. In cases where multiple responses are marked, the conflict is resolved by applying a “best mark” rule in conjunction with a look at previous marks on the questionnaire (to ascertain how the respondent tends to mark responses).

Contact Updating. Prior to the second mailing, the sample is updated to exclude:

- Sample members who completed the survey (by mail and Internet) in the two weeks following the first mailing
- Sample members who fell into one of the following categories in the two weeks following the first mailing: mail undeliverable, deceased, refused, incarcerated, ineligible, unable to complete the survey, deployed, or never saw provider.

Address updates received in time for the second mailing are included as well.

Completion Criteria. Data collection is terminated on different dates for the different modes of survey administration. Data collection by phone is terminated on the telephone field close date. Data collection by IVR is terminated after a grace period of two calendar days from the telephone field close date. Similarly, mail data collection is ended on the mail field close date, while Internet data collection is stopped after a grace period of two calendar days from the mail field close date.

The following criteria are used to determine complete returns eligible for inclusion in the data (completed surveys):

- Mail: Response to one question was sufficient.
- Internet: Respondent must have answered (responded or actively skipped) all the way through the survey.

Cleaning of Mail Data. If responses were marked on questions that should have been skipped, as determined by a response to a prior gate question, then these responses are omitted. Such responses are also omitted if the relevant gate question was simply left blank. The gate questions for the adult mail survey (see Appendix C) are questions 1, 4, 5, 7, 9, 12, 14, 19, 25, 33, 35, 37b, 39, 41, and 48. For the child mail survey (a copy of the child mail instrument is in the appendix), the gate questions are 1, 4, 5, 7, 9, 12, 14, 19, 25, 33, 35, 37b, and 47. In 2009, an additional gate question, 24a, appeared with the addition of the DOD wide questions for the adult and child surveys (See Tables A3).

Question 39 on the child questionnaire asks about the child’s age, and includes a checkbox on “Less than 1 year old” and a blank in which the respondent can write a number of years. In some cases, respondents marked inconsistent responses: a check in the box plus a written age greater than 1 year. If inspection of the whole questionnaire suggested that the respondent had answered for more than one child, then the questionnaire was excluded from the data.

There are a few “other-specify” questions on the survey. If “other” was not checked but an open ended response was given, then the open-ended response is omitted.

No imputation is performed to estimate missing data.

Cleaning of Internet Data. No cleaning to reconcile Internet data with the survey skip pattern is necessary, as responses to gate questions are mandatory in the Internet survey, and questions inconsistent with the skip pattern are never presented to the respondent. In rare instances, though, respondents utilized their ‘back’ button to go back to prior gate questions and revised responses even though subsequent questions had already been presented. In these cases, if there was inconsistency with the skip pattern, data inconsistent with gate questions is omitted. The Internet method precludes the respondents from giving multiple responses to single-response questions.

No imputation is performed to estimate missing data.

Coding of Open-End Data. Responses to other-specify items (questions 11 and 37) are back coded. If a respondent gave an open-ended response similar to one of the pre-identified list of codes, then the response is merged back into the data. Not all open-ended responses can be coded back into the pre-identified list. If a respondent gave a verbatim that was unrelated to the question, they are treated as if they had given no response. In these cases, if there are common responses, we add a new code. For quality assurance purposes, 10% of the coding is independently verified. Based on analyses of verbatim responses, a new code ‘*Not eligible for care at MTF*’ was created for question 37.

SAS data files containing all other-specify responses are provided at the end of each contract year. These data files contain sample and reporting variables, as well as all responses selected for the coded questions.

Merging and Deduplicating Respondent Data Files. Data from mail and Internet are merged and deduplicated by a “first-in” rule: The first return received from an individual is kept and subsequent returns are omitted. In cases where multiple returns are received “simultaneously” (for example, a mail return and an Internet return received on the same day), complete returns trump incomplete returns; if both returns are complete, then one is chosen arbitrarily, and the other excluded.

Response Rates

Tables A4 – A7 provide the response rates for the mail/Internet component of the Direct Care TROSS using AAPOR’s formula 1: the number of complete interviews divided by the number of interviews (complete plus partial), plus the number of non-interviews (refusal and break-off plus non-contacts plus others), plus all cases of unknown eligibility (unknown if housing unit, plus unknown other). Records returned as undeliverable or identified by the U.S. Postal Service as “relocated without a forwarding address” are excluded from the calculation.

Table A4: Direct Care Mail – AAPOR Response Rate

Sample	Completes	Initial Sample	Response Rate (AAPOR Formula 1)
May 2008	2,897	18,755	17.3%
June 2008	3,031	18,750	17.9%
July 2008	1,797	18,746	10.5%
August 2008	2,784	18,752	16.7%
September 2008	2,864	18,752	17.1%
October 2008	2,589	18,754	15.2%
November 2008	2,857	18,754	16.7%
December 2008	5,412	33,744	17.8%
January 2009	5,036	32,075	17.5%
February 2009	4,822	32,080	16.6%
March 2009	4,523	32,293	15.6%
April 2009	4,566	32,293	15.6%
TOTAL	43,178	293,748	16.3%

Table A5: Direct Care Mail – Army AAPOR Response Rate

Sample	Completes	Initial Sample	Response Rate (AAPOR Formula 1)
May 2008	1,238	8,807	16.0%
June 2008	1,304	8,819	16.8%
July 2008	762	8,816	9.6%
August 2008	1,202	8,819	15.6%
September 2008	1,223	8,819	15.8%
October 2008	1,130	8,813	14.4%
November 2008	1,192	8,813	15.1%
December 2008	2,267	15,849	16.2%
January 2009	2,139	15,076	16.1%
February 2009	2,067	15,079	15.5%
March 2009	1,919	15,168	14.4%
April 2009	1,968	15,168	14.7%
TOTAL	18,411	138,046	15.1%

Table A6: Direct Care Mail – Navy AAPOR Response Rate

Sample	Completes	Initial Sample	Response Rate (AAPOR Formula 1)
May 2008	785	4,882	18.4%
June 2008	818	4,869	18.9%
July 2008	511	4,873	11.5%
August 2008	741	4,867	17.4%
September 2008	770	4,867	18.1%
October 2008	674	4,868	15.5%
November 2008	755	4,868	17.2%
December 2008	1,435	8,792	18.4%
January 2009	1,404	8,332	19.0%
February 2009	1,280	8,332	17.1%
March 2009	1,306	8,401	17.4%
April 2009	1,232	8,401	16.4%
TOTAL	11,711	76,352	17.2%

Table A7: Direct Care Mail – Air Force AAPOR Response Rate

Sample	Completes	Initial Sample	Response Rate (AAPOR Formula 1)
May 2008	874	5,066	18.3%
June 2008	909	5,062	19.0%
July 2008	524	5,057	11.0%
August 2008	841	5,066	17.8%
September 2008	871	5,066	18.3%
October 2008	785	5,073	16.4%
November 2008	910	5,073	19.0%
December 2008	1,710	9,103	19.9%
January 2009	1,493	8,667	18.3%
February 2009	1,475	8,669	18.0%
March 2009	1,298	8,724	15.8%
April 2009	1,366	8,724	16.6%
TOTAL	13,056	79,350	17.5%

Weighting

Statistical weights are included in the data to adjust for differing response rates among key demographic groups. The sampling weights were constructed using a post-stratification adjustment process called rim weighting, also known as raking estimation or sample balancing¹. For Purchased Care Mail, the weights reflect each month's population of outpatients with respect to age, gender, beneficiary category, and service area (a combination of region and PSA status). For Direct Care Mail, the weights reflect each month's population of outpatients with respect to age, gender, beneficiary category, and region. In Direct Care a pre-weight of PSU ID is included. The rim weighting process is iterative, whereby the key variables (age, gender, beneficiary category and region) are weighted to match the population characteristics for these characteristics after a pre-weight of PSU ID is added. The Direct Care sampling plan accounts for differences between regions (or MTFs) by including Parent DMIS in the weighting scheme.

The weights on TROSS, for both Purchased and Direct Care sum to the total number of outpatients within each calendar month. The weights provide unbiased estimates both within a given month, for quarters, and across years.

Civilian Benchmark Survey

Each quarter, a Civilian Benchmark survey was conducted using members of Synovate's Consumer Opinion Panel who have recently seen a provider for themselves or their child. Panel members were sent an email invitation to participate in the study and took the survey online. The survey instruments were modified slightly to make them appropriate for civilians, but otherwise replicated the main TROSS instruments. For reporting purposes, respondents were categorized by type of visit (emergency, pediatric, primary care, or speciality care), age and gender. The benchmark scores reported in this annual report are based on respondents from four quarterly benchmark surveys. A detailed summary of the Civilian Benchmark is available in Appendix B.

Composite Scores

Composites follow the C & G CAHPS standard calculation methods. For more information about the CAHPS Composites, visit:

https://www.cahps.ahrq.gov/cahpskit/files/309-6_CG_Reporting_Measures_6pt.pdf

- **Access to Care** – This C & G CAHPS composite focuses on questions relating to getting appointments and health care when needed. This is composed of five questions (Q8, 10, 13, 15, and 16): *Received appointment as soon as need for care you needed right away; Received appointment as soon as need for a check-up or routine care; Get an answer to your medical question during business hours on the same day you called; Receive answer as soon as needed after regular hours; and See provider within 15 minutes of your appointment time.*
- **Doctors Communicate** – This C & G CAHPS composite focuses on questions relating to how well doctors communicate. This is composed of six questions (Q17, 18, 20, 21, 22, and 23): *Explain things in an easy to understand way; Listen carefully to you; Give easy to understand instructions about your health care; Know the important information about your medical history; and Spend enough time with you.*

¹ Deming, W. E., & Stephan, F. F. (1940). On a least squares adjustment of a sample frequency table when the expected marginal totals are known. *Annals of Mathematical Statistics*, 11, 427–444.

- **Office Staff** – This C & G CAHPS composite focuses on questions relating to the courteousness and helpfulness of office staff. This is composed of two questions (Q28 and 29) *Helpful as you thought they should be* and *Treat you with courtesy and respect*.

The DoD Composites (see Table A8) follow the same calculation methods as the C & G CAHPS Composites:

Table A8. DoD Composites

Composite Name	Question	Response Option
Feelings Toward MHS	Q30. I am a partner with my health care team	% Somewhat agree and strongly agree
	Q31. Military Health System was designed just for me	% Somewhat agree and strongly agree
	Q32. Overall rating of health care	% Scores 9 and 10
	Q34. Overall rating of TRICARE Prime	% Scores 9 and 10
	Q36. Overall rating of TRICARE Standard, Extra, or TRICARE for Life benefits	% Scores 9 and 10
Mental Health Care	Q37c. How much a problem was to get treatment or counseling	% Not a problem
	Q37D. Rating of treatment or counseling	% Scores 8, 9, and 10

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Appendix B:
Civilian Benchmark Survey

Civilian Benchmark Survey

One of the goals of TROSS is to compare the satisfaction of TRICARE beneficiaries to a relevant external benchmark. To this end, a Civilian Benchmark survey is conducted each quarter, whereby an external population is surveyed using instruments as similar as possible to the TROSS instruments. The resulting data are then adjusted to correct for certain differences between TROSS respondents and the external respondents—in particular, differences in age, gender, and type of healthcare received.

This section describes the methods employed in conducting this quarterly benchmark survey and in calculating benchmark scores to which TROSS scores can be appropriately and meaningfully compared.

Civilian Benchmark Sample

The sample for the Civilian Benchmark survey is drawn from Synovate's Consumer Opinion Panel, which comprises roughly 500,000 households in the United States. The panel is designed to be broadly representative of the general population of the United States, and the particular sample that is drawn for the Civilian Benchmark survey is further balanced to ensure that it resembles the U.S. population in terms of region, income, household size, age, and population density.

Respondents to the Civilian Benchmark survey are screened to determine whether they have had a recent outpatient experience. In the first two quarters of 2008, Civilian Benchmark respondents were required to have had an outpatient experience in the preceding 12 months. In the second two quarters of 2008, the design was enhanced to distinguish between those who had had an outpatient experience in the previous 3 months versus those who had an outpatient experience in the previous 12 months. Respondents who did not meet these criteria were not included in the Civilian Benchmark survey. The Civilian Benchmark surveys includes outpatient experiences of both adults and children.

In each of the first two quarters of 2008, 5,000 panel members were selected into the sample; in each of the next two quarters, after the design was enhanced to distinguish between outpatient experiences in the previous 3 versus 12 months, 7,500 panel members were selected. In general, the response rate was around 25%, such that roughly 1,675 individuals responded in each of the first two quarters, and roughly 2,025 in each of the next two quarters.

Civilian Benchmark Instruments

The Civilian Benchmark instruments are designed to be as similar as possible to the TROSS while, at the same time, being appropriate for a general civilian population. Consumer Opinion Panel members who are selected into the benchmark sample are sent an email invitation to participate in the survey online. After one week, those who have not responded are sent a second email invitation. Data collection continues for one more week and concludes two weeks after the initial invitation was sent.

In general, the online survey resembles the Internet version of the TROSS, and the rules concerning entry of responses etc. are identical. For example, as in TROSS itself, all questions must be answered in order for a respondent's data to be treated as a complete return.

Calculation of Civilian Benchmark Scores

Civilian Benchmark respondents differ from TROSS respondents in demographic and other respects, and there is reason to believe that some of these differences will affect respondents' assessments of their healthcare experiences and satisfaction. Consequently, there are statistical adjustments made in order to obtain benchmark scores that are relevant to the TROSS.

There are three important ways in which benchmark respondents tend to differ from TROSS respondents: age, gender, and type of health care received (emergency care, pediatric care, primary care, or specialty care). Furthermore, TROSS respondents are not homogeneous on these dimensions; in fact, Direct Care respondents and Purchased Care respondents differ greatly in age, gender, and type of care received. Consequently, three sets of benchmark scores are calculated: benchmarks for TROSS Direct Care scores, benchmarks for TROSS Purchased Care scores, and benchmarks for TROSS overall scores (Direct Care and Purchased Care combined). Table B1 provides an example using the Balanced Scorecard cut of Q32 *Overall Satisfaction with Outpatient Care*.

To make these adjustments, benchmark respondents are classified into 17 subgroups that represent different combinations of age, gender, and type of health care received (see Column A). Survey scores are calculated *within* these 17 subgroups. Column B, S_i represents the score given by 2009 benchmark respondents who fall into each of these 17 categories. Columns C, D, and E show the percentages of TROSS respondents in these 17 different subgroups for Direct Care ($P_{DC,i}$) for Purchased Care ($P_{PC,i}$), and MHS Wide (P_i).

In order to calculate the benchmark for the TROSS Direct Care score with a top-three box rating (8, 9, or 10) on Q32 *Overall Satisfaction with Outpatient Care*, we combine the scores given by benchmark respondents in the 17 categories with the percentages of TROSS respondents who fall in the 17 categories:

$$\text{DC Benchmark} = \sum_{i=1}^{17} P_{DC,i} S_i = (3.64\%)(0.622) + (10.39\%)(0.7742) + \dots$$

Then, we sum the benchmark scores in the 17 subgroups using allocation parameters that weight them to resemble the percentages of TROSS 2009 Direct Care respondents in the 17 subgroups. This results in a 2009 Direct Care benchmark score of 66.60% for *Overall Satisfaction with Outpatient Care*.

$$\text{PC Benchmark} = \sum_{i=1}^{17} P_{PC,i} S_i = (1.98\%)(0.622) + (7.52\%)(0.7742) + \dots$$

$$\text{MHS Wide Benchmark} = \sum_{i=1}^{17} P_i S_i = (2.57\%)(0.622) + (8.54\%)(0.7742) + \dots$$

When calculating benchmark scores in this manner, it levels the playing field with respect to age, gender, and type of care. Simply put, the benchmark score answers the question, How would the general civilian healthcare system score on the TROSS *if* its patient population resembled the TROSS respondent population in terms of age, gender, and type of care? By adjusting for these differences, we arrive at fair benchmarks for TROSS scores.

Table B1. Civilian Benchmark Allocation Parameters

Column A	Column B	Column C	Column D	Column E
	2009 benchmark respondents' score for Q32	% TROSS 2009 DC respondents	% TROSS 2009 PC respondents	% TROSS MHS Wide respondents
Subgroup	S_i	$P_{DC,i}$	$P_{PC,i}$	P_i
ER Only (no children)	62.20	3.64	1.98	2.57
Child (ER, Primary, Specialty) - All genders	77.42	10.39	7.52	8.54
18-34 Specialty Care Both Genders	68.02	21.06	5.55	11.04
35-54 Specialty Care Male	62.32	7.64	2.92	4.59
35-54 Specialty Care Female	71.41	4.27	5.18	4.86
55-64 Specialty Care Male	78.42	1.64	3.08	2.57
55-64 Specialty Care Female	71.04	1.22	4.01	3.02
65+ Specialty Care Male	85.35	1.50	10.51	7.32
65+ Specialty Care Female	89.57	0.84	11.23	7.55
18-34 Primary Care Male	51.25	13.64	0.88	5.40
18-34 Primary Care Female	59.83	11.56	3.07	6.08
35-54 Primary Care Male	62.90	9.53	2.72	5.14
35-54 Primary Care Female	71.72	5.63	4.64	4.99
55-64 Primary Care Male	75.06	2.23	2.90	2.66
55-64 Primary Care Female	76.33	1.93	4.26	3.44
65+ Primary Care Male	89.02	1.71	13.31	9.20
65+ Primary Care Female	86.97	1.58	16.22	11.03

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Appendix C:
Adult Survey Instrument



According to the Privacy Act of 1974 (Public Law 93-579), the Department of Defense is required to inform you of the purposes and use of this survey. Please read it carefully.

Authority: 10 U.S.C., Chapter 55; Section 706, Public Law 102-484; E.O. 9397.

Purpose: This survey helps health policy makers gauge beneficiary satisfaction with the current military health care system and provides valuable input from beneficiaries that will be used to improve the Military Health System.

Routine Uses: None

Disclosure: Voluntary. Failure to respond will not result in any penalty to the respondent. However, maximum participation is encouraged so that data will be as complete and representative as possible.

PRIVACY STATEMENT

Providing information in this survey is voluntary. There is no penalty nor will your benefits be affected if you choose not to respond.

However, maximum participation is encouraged so that the data will be complete and representative. Your survey response will be treated as confidential, identifying information will be used only by person engaged in, and for the purposes of, the survey research.

However, if during this survey you indicate a direct threat to harm yourself or others, we are required to forward information about that threat to appropriate authorities for action, which will likely include their contacting you.

YOUR HEALTH PROVIDER

1. Our records show that you got care from the provider or at the location named below on (POP IN VISIT DATE).

(POP IN PROVIDER OR MTF)

Is that right?

Yes No → **Go to #30**

A health provider is a doctor, nurse or anyone else you would see for health care. The questions in this survey booklet will refer to the provider you saw on (POP IN VISIT DATE) as "this provider." Please think of that provider as you answer the survey. Even if you only saw this provider once this year, please fill out this survey.

2. Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?

Yes No

3. How long have you been going to this provider?

- Less than 6 months
- At least 6 months but less than 1 year
- At least 1 year but less than 3 years
- At least 3 years but less than 5 years
- 5 years or more

3a. How much do you agree with the following statement?

In general, I am able to see my provider when needed.

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

3b. How many days did you have to wait between making the appointment and actually seeing a provider?

- Same day
- 1 to 7 days
- 8 to 30 days
- 31 days or more

3c. Overall, how satisfied are you with the health care you received?

- Completely Dissatisfied
- Somewhat Dissatisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Satisfied
- Completely Satisfied

YOUR CARE FROM THIS PROVIDER IN THE LAST 12 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include any times you went for dental care visits.

4. In the last 12 months, how many times did you visit this provider to get care for yourself?

- None → **Go to #30**
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

5. In the last 12 months, did you make an appointment with this provider's office by phone?

Yes No → **Go to #7**

6. In the last 12 months, when you made an appointment through the phone how would you rate the ease of making this appointment?

- Excellent
- Very good
- Good
- Fair
- Poor

7. In the last 12 months, did you phone this provider's office to get an appointment for an illness, injury, or condition that needed care right away?

Yes No → **Go to #9**

8. In the last 12 months, when you phoned this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you thought you needed?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
9. In the last 12 months, did you make any appointments for a check-up or routine care with this provider?
- Yes No → [Go to #11](#)
10. In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you thought you needed?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
11. What was the biggest problem you had, if any, in scheduling appointments? *Please mark only one.*
- N/A - I did not need an appointment
 I did not have any problems in scheduling appointments
 No appointment was available
 I could not get an appointment that worked with my schedule
 No consult or referral was in the system
 Phone was busy and I couldn't get through
 No one would answer the phone
 I was on hold too long
 Process to schedule an appointment was too long
 Other (Please specify):

12. In the last 12 months, did you phone this provider's office with a medical question during regular office hours?
- Yes No → [Go to #14](#)
13. In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
14. In the last 12 months, did you phone this provider's office with a medical question after regular office hours?
- Yes No → [Go to #16](#)
15. In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
16. Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
17. In the last 12 months, how often did this provider explain things in a way that was easy to understand?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
18. In the last 12 months, how often did this provider listen carefully to you?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
19. In the last 12 months, did you talk with this provider about any health problems or concerns?
- Yes No → [Go to #21](#)
20. In the last 12 months, how often did this provider give you easy to understand instructions about taking care of these health problems or concerns?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
21. In the last 12 months, how often did this provider seem to know the important information about your medical history?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
22. In the last 12 months, how often did this provider show respect for what you had to say?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
23. In the last 12 months, how often did this provider spend enough time with you?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
- 24a. In the last 12 months, did you take any prescription medicine?
- Yes No → [Go to #25](#)
24. In the last 12 months, how often did this provider talk with you about all the different prescription medicines you are using, including medicines prescribed by other providers?
- Never Usually
 Almost Never Almost Always
 Sometimes Always

25. In the last 12 months, did this provider order a blood test, x-ray or other test for you?

- Yes No → [Go to #27](#)

26. In the last 12 months, when this provider ordered a blood test, x-ray or other test for you, how often did someone from this provider's office follow up to give you those results?

- Never Usually
 Almost Never Almost Always
 Sometimes Always

27. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

- 0 1 2 3 4 5 6 7 8 9 10

Worst provider possible Best provider possible

CLERKS AND RECEPTIONISTS AT THIS PROVIDER'S OFFICE

28. In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

- Never Usually
 Almost Never Almost Always
 Sometimes Always

29. In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

- Never Usually
 Almost Never Almost Always
 Sometimes Always

YOUR HEALTH CARE

For the next two questions, thinking about the Military Health System, how much would you agree with the following statements:

30. I am a partner with my health care team. They know and care about improving my health.

- No Opinion
 Strongly Disagree
 Somewhat Disagree
 Neither Agree nor Disagree
 Somewhat Agree
 Strongly Agree

31. It feels like the Military Health System was designed just for me.

- No Opinion
 Strongly Disagree
 Somewhat Disagree
 Neither Agree nor Disagree
 Somewhat Agree
 Strongly Agree

32. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate your health care?

- 0 1 2 3 4 5 6 7 8 9 10

Worst health care possible Best health care possible

33. Are you enrolled in TRICARE Prime?

- Yes, enrolled
 No, not enrolled → [Go to #35](#)
 Not sure if enrolled → [Go to #35](#)

34. Using any number from 0 to 10 where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate TRICARE Prime?

- 0 1 2 3 4 5 6 7 8 9 10

Worst health plan possible Best health plan possible

35. Have you used TRICARE Standard, Extra or TRICARE for Life benefits?

- Yes, have used benefits
 No, have not used benefits → [Go to #37](#)
 Not sure if used TRICARE Standard, Extra or TRICARE for Life benefits → [Go to #37](#)

36. Using any number from 0 to 10 where 0 is the worst benefits possible and 10 is the best benefits possible, what number would you use to rate TRICARE Standard, Extra or TRICARE for Life benefits?

- 0 1 2 3 4 5 6 7 8 9 10

Worst benefits possible Best benefits possible

37. The time(s) that you used a non-military treatment facility (non MTF), which of the following explain(s) why you did NOT receive care at a military treatment facility (MTF)? Please mark all that apply.

- N/A - Have only used an MTF
 Too difficult to get appointment at an MTF
 I cannot see the same provider each time
 Referred to a non-MTF provider
 I get better care from civilian providers
 The services I need are not available
 Used non-TRICARE insurance
 The MTF I use has been closed
 Needed care because of an emergency
 Prefer to see regular non-MTF physician
 I never get care at an MTF
 MTF is too far away
 Difficulty in getting to an MTF
 Not eligible for care at an MTF
 Other (Please specify):

- 37a. In general, how would you rate your overall mental or emotional health now?
- Excellent Fair
 Very good Poor
 Good
- 37b. In the last 12 months, did you need any treatment or counseling for a personal or family problem?
- Yes No → **Go to #38**
- 37c. In the last 12 months, how much of a problem, if any, was it to get the treatment or counseling you needed through your health plan?
- A big problem
 A small problem
 Not a problem
- 37d. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your treatment or counseling in the last 12 months?
- 0 1 2 3 4 5 6 7 8 9 10
- Worst treatment or counseling possible Best treatment or counseling possible

ABOUT YOU

38. In general, how would you rate your overall health?
- Excellent Fair
 Very good Poor
 Good
39. A health provider is a doctor, nurse or anyone else you would see for health care. In the past 12 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?
- Yes No → **Go to #41**
40. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.
- Yes No
41. Do you need to take medicine prescribed by a provider? Do not include birth control.
- Yes No → **Go to #43**
42. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.
- Yes No
43. What is your age?
- 18 to 24 55 to 64
 25 to 34 65 to 74
 35 to 44 75 or older
 45 to 54

44. Are you male or female?
- Male Female
45. What is the highest grade or level of school that you have completed?
- 8th grade or less
 Some high school, but did not graduate
 High school graduate or GED
 Some college or 2-year degree
 4-year college graduate
 More than 4-year college degree
46. Are you of Hispanic or Latino origin or descent?
- Yes, Hispanic or Latino
 No, not Hispanic or Latino
47. What is your race? *Please mark one or more.*
- White
 Black or African American
 Asian
 Native Hawaiian or other Pacific Islander
 American Indian or Alaskan Native
48. Did someone help you complete this survey?
- Yes → **Go to #49**
 No → **Thank you. Please return the completed survey in the postage-paid envelope**
49. How did that person help you? *Mark all that apply.*
- Read the questions to me
 Wrote down the answers I gave
 Answered the questions for me
 Translated the questions into my language
 Helped in some other way (Please print)
- _____
- _____

THANK YOU FOR TAKING THE TIME TO COMPLETE THE SURVEY! Your generous contribution will greatly aid efforts to improve the health of our military community.

Return your survey in the postage-paid envelope. If the envelope is missing, please send to:

Office of the Assistant Secretary of Defense (HA)
TMA/HPAE
c/o Synovate
PO Box 5030
Chicago, IL 60680-4135

Appendix C:
Child Survey Instrument



According to the Privacy Act of 1974 (Public Law 93-579), the Department of Defense is required to inform you of the purposes and use of this survey. Please read it carefully.

Authority: 10 U.S.C., Chapter 55; Section 706, Public Law 102-484; E.O. 9397.

Purpose: This survey helps health policy makers gauge beneficiary satisfaction with the current military health care system and provides valuable input from beneficiaries that will be used to improve the Military Health System.

Routine Uses: None

Disclosure: Voluntary. Failure to respond will not result in any penalty to the respondent. However, maximum participation is encouraged so that data will be as complete and representative as possible.

PRIVACY STATEMENT

Providing information in this survey is voluntary. There is no penalty nor will your benefits be affected if you choose not to respond.

However, maximum participation is encouraged so that the data will be complete and representative. Your survey response will be treated as confidential, identifying information will be used only by person engaged in, and for the purposes of, the survey research.

However, if during this survey you indicate a direct threat to harm yourself or others, we are required to forward information about that threat to appropriate authorities for action, which will likely include their contacting you.

YOUR CHILD'S HEALTH PROVIDER

Please answer the questions for (POP IN SAMPLE NAME).

Please do not answer for any other children.

1. Our records show that your child got care from the provider or at the location named below on (POP IN VISIT DATE).

(POP IN PROVIDER NAME or MTF)

Is that right?

Yes No → **Go to #30**

A health provider is a doctor, nurse or anyone else your child would see for health care. The questions in this survey booklet will refer to the provider your child saw on (POP IN VISIT DATE) as "this provider." Please think of that provider as you answer the survey. Even if your child only saw this provider once this year, please fill out the survey.

2. Is this the provider you usually see if your child needs a check-up or gets sick or hurt?

Yes No

3. How long has your child been going to this provider?

- Less than 6 months
- At least 6 months but less than 1 year
- At least 1 year but less than 3 years
- At least 3 years but less than 5 years
- 5 years or more

3a. How much do you agree with the following statement?

In general, my child is able to see his or her provider when needed.

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

3b. How many days did you have to wait between making your child's appointment and actually seeing a provider?

- Same day 8 to 30 days
- 1 to 7 days 31 days or more

3c. Overall, how satisfied are you with the health care your child received?

- Completely Dissatisfied
- Somewhat Dissatisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Satisfied
- Completely Satisfied

YOUR CHILD'S CARE FROM THIS PROVIDER IN THE LAST 12 MONTHS

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

4. In the last 12 months, how many times did your child visit this provider to get care?

- None → **Go to #30**
- 1 time 4
- 2 5 to 9
- 3 10 or more times

5. In the last 12 months, did you make an appointment for your child with this provider's office by phone?

Yes No → **Go to #7**

6. In the last 12 months, when you made an appointment for your child by phone how would you rate the ease of making this appointment?

- Excellent Fair
- Very good Poor
- Good

7. In the last 12 months, did you phone this provider's office to get an appointment for your child for an illness, injury, or condition that needed care right away?

Yes No → **Go to #9**

8. In the last 12 months, when you phoned this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as you thought your child needed?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
9. In the last 12 months, did you make any appointments for a check-up or routine care for your child with this provider?
- Yes No → [Go to #11](#)
10. In the last 12 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as you thought your child needed?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
11. What was the biggest problem you had, if any, in scheduling appointments? *Please mark only one.*
- N/A – My child did not need an appointment
 I did not have any problems in scheduling appointments
 No appointment was available
 I could not get an appointment that worked with my schedule
 No consult or referral was in the system
 Phone was busy and I couldn't get through
 No one would answer the phone
 I was on hold too long
 Process to schedule an appointment was too long
 Other (Please specify):

12. In the last 12 months, did you phone this provider's office with a medical question about your child during regular office hours?
- Yes No → [Go to #14](#)
13. In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
14. In the last 12 months, did you phone this provider's office with a medical question about your child after regular office hours?
- Yes No → [Go to #16](#)
15. In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
16. Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did your child see this provider within 15 minutes of his or her appointment time?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
17. In the last 12 months, how often did this provider explain things about your child's health in a way that was easy to understand?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
18. In the last 12 months, how often did this provider listen carefully to you?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
19. In the last 12 months, did you talk with this provider about any problems or concerns you had about your child's health?
- Yes No → [Go to #21](#)
20. In the last 12 months, how often did this provider give you easy to understand instructions about taking care of these health problems or concerns?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
21. In the last 12 months, how often did this provider seem to know the important information about your child's medical history?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
22. In the last 12 months, how often did this provider show respect for what you had to say?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
23. In the last 12 months, how often did this provider spend enough time with your child?
- Never Usually
 Almost Never Almost Always
 Sometimes Always
- 24a. In the last 12 months, did your child take any prescription medicine?
- Yes No → [Go to #25](#)
24. In the last 12 months, how often did this provider talk with you about all of the different prescription medicines your child is using, including medicines prescribed by other providers?
- Never Usually
 Almost Never Almost Always
 Sometimes Always

25. In the last 12 months, did this provider order a blood test, x-ray or other test for your child?

- Yes No → [Go to #27](#)

26. In the last 12 months, when this provider ordered a blood test, x-ray or other test for your child, how often did someone from this provider's office follow up to give you those results?

- Never Usually
 Almost Never Almost Always
 Sometimes Always

27. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

- 0 1 2 3 4 5 6 7 8 9 10

Worst provider possible

Best provider possible

CLERKS AND RECEPTIONISTS AT THIS PROVIDER'S OFFICE

28. In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

- Never Usually
 Almost Never Almost Always
 Sometimes Always

29. In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

- Never Usually
 Almost Never Almost Always
 Sometimes Always

YOUR CHILD'S HEALTH CARE

For the next two questions, thinking about the Military Health System, how much would you agree with the following statements:

30. I am a partner with my health care team. They know and care about improving my child's health.

- No Opinion
 Strongly Disagree
 Somewhat Disagree
 Neither Agree nor Disagree
 Somewhat Agree
 Strongly Agree

31. It feels like the Military Health System was designed just for my child.

- No Opinion
 Strongly Disagree
 Somewhat Disagree
 Neither Agree nor Disagree
 Somewhat Agree
 Strongly Agree

32. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate your child's health care?

- 0 1 2 3 4 5 6 7 8 9 10

Worst health care possible

Best health care possible

33. Is your child enrolled in TRICARE Prime?

- Yes, enrolled
 No, not enrolled → [Go to #35](#)
 Not sure if enrolled → [Go to #35](#)

34. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate TRICARE Prime?

- 0 1 2 3 4 5 6 7 8 9 10

Worst health plan possible

Best health plan possible

35. Has your child used TRICARE Standard, Extra, or TRICARE for Life benefits?

- Yes, have used benefits
 No, have not used benefits → [Go to #37](#)
 Not sure if used TRICARE Standard, Extra or TRICARE for Life benefits → [Go to #37](#)

36. Using any number from 0 to 10, where 0 is the worst benefits possible and 10 is the best benefits possible, what number would you use to rate TRICARE Standard, Extra or TRICARE for Life benefits?

- 0 1 2 3 4 5 6 7 8 9 10

Worst benefits possible

Best benefits possible

37. The time(s) that you used a non-military treatment facility (non MTF), which of the following explain(s) why your child did NOT receive care at a military treatment facility (MTF)? *Please mark all that apply.*

- N/A - Have only used an MTF
 Too difficult to get appointment at an MTF
 I cannot see the same provider each time
 Referred to a non-MTF provider
 I get better care from civilian providers
 The services I need are not available
 Used non-TRICARE insurance
 The MTF I use has been closed
 Needed care because of an emergency
 Prefer to see a regular non-MTF physician
 I never get care at an MTF
 MTF is too far away
 Difficulty in getting to an MTF
 Not eligible for care at an MTF
 Other (Please specify):

- 37a. In general, how would you rate your child's overall mental or emotional health now?
- Excellent Fair
 Very good Poor
 Good
- 37b. In the last 12 months, did your child need any treatment or counseling for a personal or family problem?
- Yes No → **Go to #38**
- 37c. In the last 12 months, how much of a problem, if any, was it to get the treatment or counseling your child needed through your health plan?
- A big problem
 A small problem
 Not a problem
- 37d. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your child's treatment or counseling in the last 12 months?

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Worst treatment or counseling possible					Best treatment or counseling possible					

ABOUT YOUR CHILD AND YOU

38. In general, how would you rate your child's overall health?
- Excellent Fair
 Very good Poor
 Good
39. What is your child's age?
- Less than 1 year old
 ____ YEARS OLD *Write in.*
40. Is your child male or female?
- Male Female
41. Is your child of Hispanic or Latino origin or descent?
- Yes, Hispanic or Latino
 No, not Hispanic or Latino
42. What is your child's race? *Mark one or more.*
- White
 Black or African American
 Asian
 Native Hawaiian or other Pacific Islander
 American Indian or Alaskan Native
43. What is your age?
- 18 to 24 55 to 64
 25 to 34 65 to 74
 35 to 44 75 or older
 45 to 54

44. Are you male or female?
- Male Female
45. What is the highest grade or level of school that **you** have completed?
- 8th grade or less
 Some high school, but did not graduate
 High school graduate or GED
 Some college or 2-year degree
 4-year college graduate
 More than 4-year college degree
46. How are you related to the child?
- Mother or father
 Grandparent
 Aunt or uncle
 Older brother or sister
 Other relative
 Legal guardian
 Someone else: _____
47. Did someone help you complete this survey?
- Yes → **Go to #48**
 No → **THANK YOU. PLEASE RETURN THE COMPLETED SURVEY IN THE POSTAGE-PAID ENVELOPE**
48. How did that person help you? *Mark all that apply.*
- Read the questions to me
 Wrote down the answers I gave
 Answered the questions for me
 Translated the questions into my language
 Helped in some other way
 (Please print)
- _____
- _____
- _____
- _____

THANK YOU FOR TAKING THE TIME TO COMPLETE THE SURVEY! Your generous contribution will greatly aid efforts to improve the health of our military community.

Return your survey in the postage-paid envelope. If the envelope is missing, please send to:

Office of the Assistant Secretary of Defense (HA)
 TMA/HPAE
 c/o Synovate
 PO Box 5030
 Chicago, IL 60680-4135