

# TRICARE Outpatient Satisfaction Survey (TROSS)

## Navy

# 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 Navy MTFs between May 1, 2008 and April 30, 2009. Statistical comparisons to the 2009 Direct Care Civilian Benchmark are provided. For the Navy MTFs, 76,240 beneficiaries received a survey and 11,711 beneficiaries responded. The AAPOR response rate for the Navy was 17.2%. 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 member 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.

**Navy Results:** Similar to results for Direct Care beneficiaries, the proportion of Navy beneficiaries that rated their health care a 9 or 10 is significantly lower (32%) when compared to the Direct Care Civilian Benchmark (44%). Navy 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 <sup>1</sup>	MHS Wide 2008 Overall
<b>Overall Satisfaction</b>											
Overall rating of health care <sup>2</sup>	<b>50%</b>	<b>33%</b>	<b>60%</b>	52%	<b>48%</b>	<b>27%</b>	<b>38%</b>	51%	<b>72%</b>	53%	46%
Overall rating of provider	<b>86%</b>	78%	<b>89%</b>	<b>85%</b>	<b>86%</b>	<b>77%</b>	<b>79%</b>	<b>87%</b>	<b>93%</b>	83%	84%
<b>CAHPS Composites</b>											
Access to Care	<b>70%</b>	<b>55%</b>	<b>76%</b>	<b>70%</b>	<b>71%</b>	<b>58%</b>	65%	<b>72%</b>	<b>78%</b>	67%	70%
Doctors Communicate	<b>84%</b>	79%	<b>87%</b>	<b>84%</b>	<b>85%</b>	<b>78%</b>	<b>80%</b>	<b>86%</b>	<b>89%</b>	81%	83%
Office Staff	<b>83%</b>	72%	<b>88%</b>	<b>81%</b>	<b>84%</b>	<b>72%</b>	<b>74%</b>	<b>84%</b>	<b>92%</b>	76%	81%
<b>DoD Composites</b>											
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%
<b>Balanced Scorecard</b>											
Ease making appt by phone	<b>93%</b>	<b>83%</b>	<b>97%</b>	<b>92%</b>	<b>94%</b>	<b>86%</b>	<b>87%</b>	95%	<b>98%</b>	95%	92%
Overall rating of health care <sup>2</sup>	<b>70%</b>	<b>54%</b>	79%	<b>72%</b>	<b>68%</b>	<b>48%</b>	<b>60%</b>	74%	<b>88%</b>	75%	66%
Doctor knew your important medical hx	77%	<b>65%</b>	<b>82%</b>	76%	77%	<b>65%</b>	<b>68%</b>	<b>79%</b>	<b>86%</b>	76%	75%
Timely appt for routine care	<b>79%</b>	<b>61%</b>	<b>86%</b>	<b>79%</b>	<b>80%</b>	<b>63%</b>	<b>71%</b>	<b>81%</b>	<b>88%</b>	77%	78%
Get results on test or X-ray	76%	<b>60%</b>	<b>83%</b>	76%	77%	<b>63%</b>	<b>66%</b>	<b>77%</b>	<b>85%</b>	75%	74%
<b>DoD Wide</b>											
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	<b>66%</b>	<b>64%</b>	<b>67%</b>	<b>70%</b>	<b>60%</b>	63%	<b>66%</b>	<b>68%</b>	<b>66%</b>	62%	N/A

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

<sup>2</sup> 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 <sup>1</sup>	Purchased Care 2008 Overall
<b>Overall Satisfaction</b>											
Overall rating of health care <sup>2</sup>	<b>60%</b>	59%	<b>61%</b>	59%	<b>72%</b>	<b>32%</b>	<b>45%</b>	<b>53%</b>	<b>72%</b>	58%	56%
Overall rating of provider	<b>89%</b>	<b>89%</b>	<b>89%</b>	<b>89%</b>	<b>92%</b>	<b>82%</b>	<b>82%</b>	<b>88%</b>	<b>93%</b>	87%	88%
<b>CAHPS Composites</b>											
Access to Care	<b>76%</b>	<b>78%</b>	<b>75%</b>	<b>76%</b>	<b>78%</b>	72%	<b>74%</b>	<b>75%</b>	<b>79%</b>	71%	76%
Doctors Communicate	<b>87%</b>	<b>88%</b>	<b>87%</b>	<b>87%</b>	<b>88%</b>	83%	83%	<b>87%</b>	<b>89%</b>	84%	87%
Office Staff	<b>88%</b>	<b>88%</b>	<b>88%</b>	<b>88%</b>	<b>89%</b>	<b>84%</b>	80%	<b>86%</b>	<b>92%</b>	80%	87%
<b>DoD Composites</b>											
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%
<b>Balanced Scorecard</b>											
Ease making appt by phone	<b>97%</b>	97%	<b>97%</b>	<b>97%</b>	97%	<b>94%</b>	<b>93%</b>	97%	<b>98%</b>	96%	96%
Overall rating of health care <sup>2</sup>	79%	79%	80%	79%	<b>87%</b>	<b>54%</b>	<b>66%</b>	<b>75%</b>	<b>89%</b>	79%	75%
Doctor knew your important medical hx	<b>82%</b>	<b>83%</b>	<b>82%</b>	<b>81%</b>	<b>85%</b>	<b>73%</b>	<b>74%</b>	<b>81%</b>	<b>86%</b>	79%	81%
Timely appt for routine care	<b>86%</b>	<b>87%</b>	<b>87%</b>	<b>85%</b>	<b>90%</b>	80%	82%	<b>85%</b>	<b>89%</b>	81%	87%
Get results on test or X-ray	<b>83%</b>	<b>82%</b>	<b>83%</b>	<b>82%</b>	<b>86%</b>	77%	<b>74%</b>	<b>81%</b>	<b>86%</b>	78%	81%
<b>DoD Wide</b>											
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	<b>67%</b>	<b>67%</b>	<b>67%</b>	<b>66%</b>	<b>70%</b>	<b>67%</b>	<b>68%</b>	<b>69%</b>	<b>66%</b>	63%	N/A

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

<sup>2</sup> 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 <sup>1</sup>	Direct Care 2008 Overall
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#### Overall Satisfaction

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

#### CAHPS Composites

Access to Care	<b>55%</b>	<b>55%</b>	<b>55%</b>	<b>54%</b>	60%	<b>54%</b>	<b>52%</b>	58%	<b>70%</b>	61%	56%
Doctors Communicate	79%	<b>79%</b>	79%	79%	79%	78%	77%	<b>83%</b>	<b>89%</b>	77%	78%
Office Staff	72%	72%	70%	<b>73%</b>	72%	70%	<b>66%</b>	<b>80%</b>	<b>89%</b>	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	<b>83%</b>	<b>84%</b>	<b>83%</b>	<b>83%</b>	<b>84%</b>	<b>84%</b>	<b>79%</b>	<b>87%</b>	92%	94%	83%
Overall rating of health care <sup>2</sup>	<b>54%</b>	<b>55%</b>	<b>55%</b>	<b>54%</b>	<b>53%</b>	<b>48%</b>	<b>53%</b>	<b>70%</b>	<b>87%</b>	67%	52%
Doctor knew your important medical hx	<b>65%</b>	<b>67%</b>	<b>65%</b>	<b>64%</b>	<b>66%</b>	<b>63%</b>	<b>61%</b>	<b>73%</b>	<b>82%</b>	70%	64%
Timely appt for routine care	<b>61%</b>	<b>61%</b>	<b>61%</b>	<b>61%</b>	<b>65%</b>	<b>60%</b>	<b>56%</b>	<b>65%</b>	<b>76%</b>	69%	62%
Get results on test or X-ray	<b>60%</b>	<b>62%</b>	<b>59%</b>	<b>57%</b>	<b>60%</b>	<b>60%</b>	<b>55%</b>	<b>62%</b>	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	<b>64%</b>	<b>65%</b>	64%	63%	<b>65%</b>	62%	<b>64%</b>	<b>67%</b>	<b>69%</b>	61%	N/A

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

<sup>2</sup> 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**



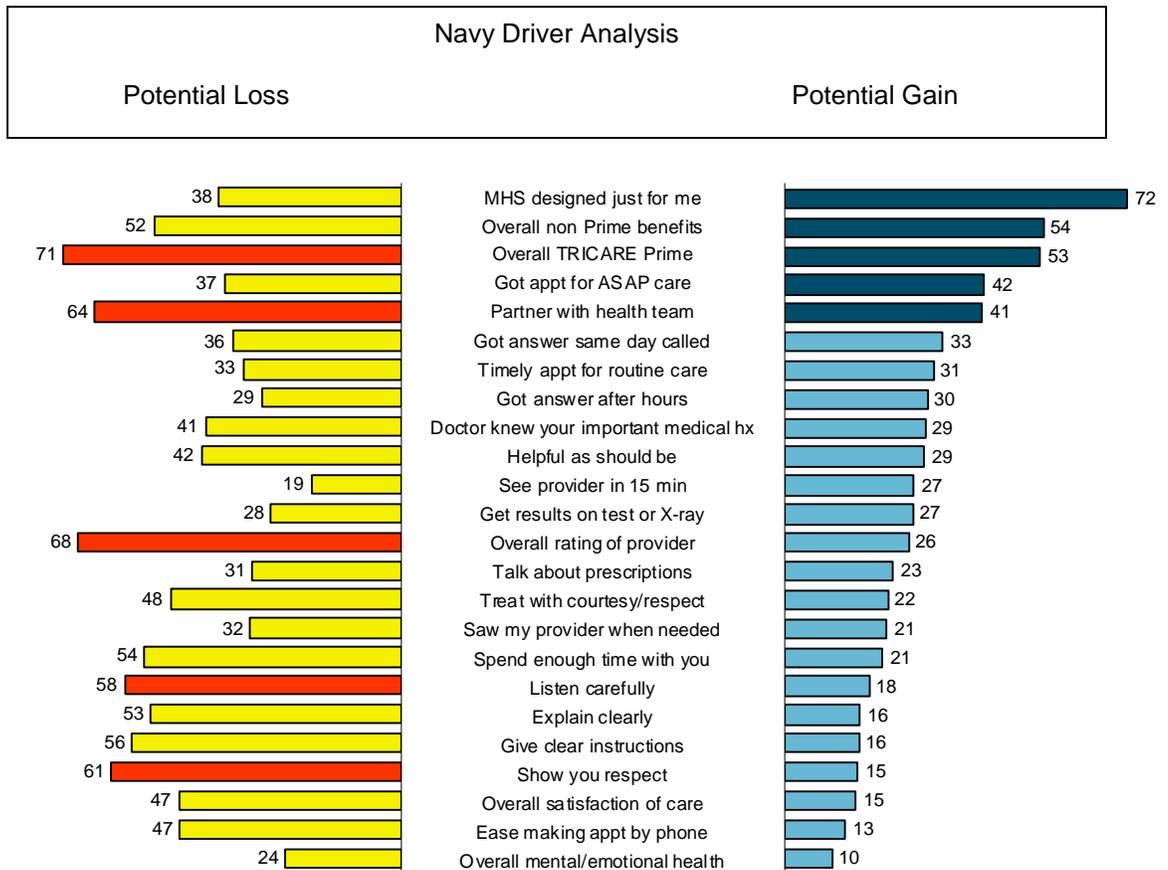
## Driver Analysis

The following analyses show which factors have the greatest impact on overall satisfaction for the Navy. 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 Navy Driver Analysis include:

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

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 Navy 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 shows respect for what you had to say
- Provider listens carefully to you



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 42%. This indicates that 42% 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 61%. This indicates that 61% 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**

<b>C &amp; G CAHPS Composites</b>
<p><b>Access to Care</b></p> <p>Q8 - Received appointment as soon as need for care you needed right away  <b>Q10 - Received appointment as soon as need for a check-up or routine care</b>            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><b>Doctors Communicate</b></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  <b>Q21 - Know the important information about your medical history</b>            Q22 - Show respect for what you had to say            Q23 - Spend enough time with you</p>
<p><b>Office Staff</b></p> <p>Q28 - Helpful as you thought they should be            Q29 - Treat you with courtesy and respect</p>
<b>DoD Composites</b>
<p><b>Feelings Toward MHS</b></p> <p>Q30 - I am a partner with my health care team            Q31 - Military Health System was designed just for me  <b>Q32 - Overall rating of health care</b>            Q34 - Overall rating of TRICARE Prime            Q36 - Overall rating of TRICARE Standard, Extra, or TRICARE for Life benefits</p>
<p><b>Mental Health Care</b></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><b>Note. Items in blue identify questions reported on the Balanced Scorecard.</b></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**

<b>Purchased Care Correlations</b>	<b>Direct Care Correlations</b>
<b>Access to Care</b>	<b>Access to Care</b>
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
<b>Doctors Communicate</b>	# days from appt to visit
Doctor knew your important medical hx	<b>Doctors Communicate</b>
Overall rating of provider	Doctor knew your important medical hx
Talk about prescriptions	Overall rating of provider
Overall satisfaction of care	Talk about prescriptions
<b>Office Staff</b>	Get results on test or X-ray
Get results on test or X-ray	Overall satisfaction of care
<b>Feelings Toward MHS</b>	<b>Office Staff</b>
Overall rating of health care (top 2)	<b>Feelings Toward MHS</b>
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	<b>Mental Health Care</b>
<b>Mental Health Care</b>	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 <sup>1</sup>	--	67%	--	--	--	--	--	--	
2009 Direct Care Civilian Benchmark	--	61%	--	--	--	--	--	--	
2009 Purchased Care Civilian Benchmark	--	71%	--	--	--	--	--	--	
<b>MHS Wide</b>									
2009	41824.4	<b>70%</b>	<b>58%</b>	65%	<b>72%</b>	<b>78%</b>	<b>70%</b>	<b>71%</b>	
2008	56923.6	70%	59%	64%	71%	79%	68%	72%	
<b>Overall - Direct Care</b>									
2009	16033	<b>55%</b>	<b>54%</b>	<b>52%</b>	58%	<b>70%</b>	<b>52%</b>	59%	
2008	17288.6	56%	57%	51%	57%	72%	52%	63%	
<b>Direct Care - CONUS<sup>2</sup></b>									
2009	14399	<b>54%</b>	<b>54%</b>	<b>52%</b>	57%	<b>69%</b>	<b>52%</b>	58%	
2008	15760	55%	56%	51%	57%	71%	51%	62%	
<b>Direct Care - OCONUS</b>									
2009	1634	60%	59%	57%	65%	<b>76%</b>	57%	66%	
2008	1528.6	62%	63%	57%	64%	83%	58%	68%	
<b>Overall - Purchased Care</b>									
2009	25791.4	<b>76%</b>	72%	<b>74%</b>	<b>75%</b>	<b>79%</b>	<b>77%</b>	<b>76%</b>	
2008	39635	76%	72%	73%	75%	79%	76%	76%	
<b>Purchased Care - North Region<sup>3</sup></b>									
2009	7901.2	<b>78%</b>	74%	<b>75%</b>	<b>76%</b>	<b>80%</b>	<b>78%</b>	<b>76%</b>	
2008	12219.2	77%	75%	75%	76%	80%	78%	77%	
<b>Purchased Care - South Region<sup>3</sup></b>									
2009	10230.4	<b>75%</b>	70%	71%	73%	<b>78%</b>	<b>75%</b>	<b>75%</b>	
2008	15646.2	76%	69%	71%	74%	79%	75%	76%	
<b>Purchased Care - West Region<sup>3</sup></b>									
2009	7322.6	<b>76%</b>	71%	<b>75%</b>	<b>76%</b>	<b>78%</b>	<b>77%</b>	<b>76%</b>	
2008	11121.4	77%	71%	73%	76%	79%	77%	77%	
<b>Purchased Care - U.S. Family Health Plan</b>									
2009	336.4	<b>78%</b>	*	74%	72%	<b>86%</b>	<b>77%</b>	<b>83%</b>	
2008	647.4	72%	--	66%	68%	76%	71%	75%	

<sup>1</sup> 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.  
<sup>2</sup> CONUS includes Alaska and Hawaii.  
<sup>3</sup> 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, 62<sup>nd</sup> 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:**  
**Navy Report Tables**



## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
<b>Direct Care 2009 Civilian Benchmark<sup>1</sup></b>		--	61%	--	--	--	--	--	--
<b>Overall - Direct Care</b>									
	2009	16033	<b>55%</b>	<b>54%</b>	<b>52%</b>	58%	<b>70%</b>	<b>52%</b>	59%
	2008	17288.6	56%	57%	51%	57%	72%	52%	63%
<b>Overall - Navy <sup>2</sup></b>									
	2009	4277.8	<b>55%</b>	<b>55%</b>	<b>51%</b>	61%	<b>70%</b>	<b>55%</b>	56%
	2008	4054	54%	54%	52%	56%	70%	51%	60%
<b>Navy - CONUS <sup>3</sup></b>									
	2009	3685.6	<b>54%</b>	<b>53%</b>	<b>51%</b>	61%	69%	<b>54%</b>	<b>55%</b>
	2008	3488.6	53%	52%	51%	56%	69%	50%	59%
<b>Navy - OCONUS</b>									
	2009	592.2	66%	67%	61%	67%	<b>86%</b>	65%	67%
	2008	565.4	65%	67%	62%	57%	83%	58%	72%
<b>Navy - Intermediate Commands</b>									
NAVMED_E	Navy Medicine East								
	2009	2007.2	<b>55%</b>	54%	<b>51%</b>	63%	69%	<b>53%</b>	58%
	2008	1824.4	52%	49%	49%	58%	72%	49%	56%
NAVMED_W	Navy Medicine West								
	2009	1511.6	<b>55%</b>	56%	<b>49%</b>	60%	73%	56%	<b>54%</b>
	2008	1661.8	57%	61%	53%	53%	68%	52%	66%
NCA	Navy Counselor Association								
	2009	758	59%	55%	61%	55%	73%	59%	57%
	2008	567.8	57%	52%	59%	57%	74%	53%	62%

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

<sup>2</sup> Parent DMIS 6992 (Opsforce) had fewer than 10 responses across the year. Data are included in Navy Overall totals.

<sup>3</sup> 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 - Navy

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+		
NAVMED_E	NAVAL HLTH CLINIC NEW ENGLAND								
	2009	158.2	58%	53%	59%	70%	86%	58%	61%
	2008	174.4	54%	55%	47%	55%	91%	52%	62%
NAVMED_E	NH BEAUFORT								
	2009	102.2	70%	81%	63%	68%	75%	66%	<b>77%</b>
	2008	60.6	38%	25%	36%	52%	64%	50%	36%
NAVMED_E	NH CAMP LEJEUNE								
	2009	175.6	54%	60%	51%	48%	65%	51%	57%
	2008	210.2	54%	48%	52%	62%	76%	54%	54%
NAVMED_E	NH GUANTANAMO BAY								
	2009	30	72%	69%	58%	*	*	62%	74%
	2008	23.4	77%	74%	*	*	*	80%	56%
NAVMED_E	NH JACKSONVILLE								
	2009	186.2	<b>51%</b>	56%	<b>37%</b>	55%	77%	<b>49%</b>	56%
	2008	423.8	51%	43%	48%	65%	77%	52%	49%
NAVMED_E	NH NAPLES								
	2009	110	63%	68%	60%	81%	*	73%	52%
	2008	78.4	73%	74%	69%	*	*	72%	74%
NAVMED_E	NH PENSACOLA								
	2009	217.4	54%	46%	56%	<b>74%</b>	46%	52%	63%
	2008	139.2	57%	52%	58%	60%	75%	55%	65%
NAVMED_E	NH ROTA								
	2009	69.8	<b>78%</b>	75%	79%	75%	*	<b>76%</b>	80%
	2008	52.4	72%	75%	67%	*	*	67%	81%
NAVMED_E	NH SIGONELLA								
	2009	75.6	60%	45%	66%	74%	*	54%	75%
	2008	64.4	59%	64%	54%	*	*	51%	85%
NAVMED_E	NHC CHARLESTON								
	2009	174	67%	61%	70%	<b>86%</b>	*	65%	71%
	2008	125.2	59%	45%	65%	70%	*	57%	66%
NAVMED_E	NHC CHERRY POINT								
	2009	109.4	51%	<b>44%</b>	54%	50%	58%	49%	55%
	2008	52.2	46%	48%	36%	52%	*	44%	48%
NAVMED_E	NHC CORPUS CHRISTI								
	2009	148	61%	61%	57%	67%	*	59%	68%
	2008	76.6	50%	51%	47%	51%	*	47%	73%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NAVMEDE	NHC GREAT LAKES								
	2009	134.2	65%	72%	54%	79%	76%	63%	70%
	2008	153	46%	52%	42%	41%	50%	43%	67%
NAVMEDE	NMC PORTSMOUTH								
	2009	316.6	50%	47%	48%	62%	57%	49%	52%
	2008	190.6	43%	43%	38%	46%	74%	30%	55%
NAVMEDE	NH BREMERTON								
	2009	144.2	59%	73%	54%	40%	47%	60%	50%
	2008	75.2	64%	73%	53%	45%	*	57%	67%
NAVMEDE	NH CAMP PENDLETON								
	2009	200.2	48%	39%	46%	67%	60%	54%	39%
	2008	122.2	54%	60%	50%	53%	58%	54%	47%
NAVMEDE	NH GUAM								
	2009	104.4	63%	74%	57%	51%	64%	58%	68%
	2008	131.2	54%	75%	48%	42%	71%	49%	75%
NAVMEDE	NH LEMOORE								
	2009	144.8	43%	39%	43%	45%	74%	49%	32%
	2008	175.4	56%	58%	52%	62%	73%	52%	69%
NAVMEDE	NH OAK HARBOR								
	2009	111	59%	60%	52%	47%	*	59%	59%
	2008	72.2	43%	33%	48%	43%	*	39%	63%
NAVMEDE	NH OKINAWA								
	2009	97.4	70%	70%	67%	68%	92%	71%	66%
	2008	72.2	68%	65%	68%	*	*	61%	73%
NAVMEDE	NH TWENTYNINE PALMS								
	2009	131.8	49%	58%	46%	49%	57%	46%	54%
	2008	60.4	79%	80%	77%	79%	75%	78%	75%
NAVMEDE	NH YOKOSUKA								
	2009	104	62%	61%	54%	72%	*	59%	75%
	2008	143.4	59%	61%	57%	66%	*	59%	65%
NAVMEDE	NHC HAWAII								
	2009	139.2	64%	62%	56%	75%	87%	65%	58%
	2008	78.2	61%	72%	48%	77%	*	59%	80%
NAVMEDE	NMC SAN DIEGO								
	2009	334.6	52%	52%	47%	61%	78%	49%	55%
	2008	731.4	55%	59%	51%	47%	70%	44%	66%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

Domain: Group & Clinician CAHPS Composites

Composite 1 - Access to Care

		Proportion Always							
						Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total	Active Duty	Active Duty Family Members				
NCA	NHC ANNAPOLIS								
	2009	167.6	<b>50%</b>	50%	49%	<b>43%</b>	93%	51%	51%
	2008	80.2	45%	41%	48%	70%	*	39%	83%
NCA	NHC PATUXENT RIVER								
	2009	156.6	54%	48%	61%	<b>46%</b>	*	57%	42%
	2008	81	46%	42%	48%	69%	*	45%	60%
NCA	NHC QUANTICO								
	2009	127.6	54%	53%	52%	64%	91%	52%	72%
	2008	68.8	47%	43%	58%	31%	*	46%	51%
NCA	NNMC BETHESDA								
	2009	306.2	60%	56%	64%	59%	67%	62%	57%
	2008	337.8	61%	60%	61%	60%	72%	60%	61%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

Domain: Access to Care

Q10 - Timely appt for routine care

		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
<b>Direct Care 2009 Civilian Benchmark<sup>1</sup></b>		--	69%	--	--	--	--	--	--
<b>Overall - Direct Care</b>									
	2009	21475	<b>61%</b>	<b>60%</b>	<b>56%</b>	<b>65%</b>	<b>76%</b>	<b>58%</b>	<b>65%</b>
	2008	23252	62%	63%	57%	64%	78%	58%	69%
<b>Overall - Navy <sup>2</sup></b>									
	2009	5785	<b>61%</b>	<b>62%</b>	<b>55%</b>	66%	<b>77%</b>	<b>59%</b>	<b>64%</b>
	2008	5576	60%	60%	56%	63%	75%	56%	67%
<b>Navy - CONUS <sup>3</sup></b>									
	2009	4958	<b>61%</b>	<b>61%</b>	<b>54%</b>	66%	<b>77%</b>	<b>58%</b>	<b>64%</b>
	2008	4778	60%	59%	56%	63%	75%	55%	67%
<b>Navy - OCONUS</b>									
	2009	827	65%	66%	<b>59%</b>	68%	77%	65%	66%
	2008	798	66%	68%	62%	71%	78%	63%	71%

### Navy - Intermediate Commands

NAVMED_E	Navy Medicine East								
	2009	2714	<b>63%</b>	<b>63%</b>	<b>57%</b>	68%	74%	<b>60%</b>	67%
	2008	2520	59%	58%	55%	65%	77%	55%	65%
NAVMED_W	Navy Medicine West								
	2009	2042	<b>59%</b>	<b>61%</b>	<b>50%</b>	<b>64%</b>	<b>78%</b>	<b>57%</b>	<b>62%</b>
	2008	2283	62%	64%	58%	62%	74%	57%	69%
NCA	Navy Counselor Association								
	2009	1028	<b>60%</b>	<b>57%</b>	<b>61%</b>	67%	<b>86%</b>	<b>60%</b>	<b>61%</b>
	2008	773	60%	59%	57%	60%	74%	53%	66%

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

<sup>2</sup> Parent DMIS 6992 (Opsforce) had fewer than 10 responses across the year. Data are included in Navy Overall totals.

<sup>3</sup> 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 - Navy

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
NAVMED_E	NAVAL HLTH CLINIC NEW ENGLAND								
	2009	216	68%	66%	66%	79%	87%	67%	71%
	2008	264	64%	63%	52%	79%	100%	62%	70%
NAVMED_E	NH BEAUFORT								
	2009	135	63%	67%	54%	66%	77%	55%	75%
	2008	84	47%	28%	51%	61%	63%	43%	51%
NAVMED_E	NH CAMP LEJEUNE								
	2009	234	<b>58%</b>	70%	<b>45%</b>	<b>54%</b>	77%	<b>51%</b>	64%
	2008	257	58%	58%	52%	68%	66%	54%	62%
NAVMED_E	NH GUANTANAMO BAY								
	2009	39	74%	65%	87%	*	*	76%	72%
	2008	31	81%	86%	*	*	*	88%	71%
NAVMED_E	NH JACKSONVILLE								
	2009	244	64%	64%	58%	65%	76%	63%	67%
	2008	571	56%	46%	57%	68%	88%	55%	58%
NAVMED_E	NH NAPLES								
	2009	162	73%	69%	82%	77%	*	76%	70%
	2008	113	67%	67%	63%	100%	*	75%	57%
NAVMED_E	NH PENSACOLA								
	2009	278	65%	61%	64%	75%	69%	62%	75%
	2008	188	62%	59%	63%	68%	68%	60%	73%
NAVMED_E	NH ROTA								
	2009	102	76%	73%	87%	72%	57%	73%	80%
	2008	77	73%	75%	66%	83%	77%	76%	70%
NAVMED_E	NH SIGONELLA								
	2009	112	63%	52%	70%	86%	*	65%	57%
	2008	95	67%	64%	70%	81%	*	64%	76%
NAVMED_E	NHC CHARLESTON								
	2009	231	69%	57%	80%	<b>86%</b>	82%	72%	64%
	2008	177	62%	49%	69%	80%	*	59%	68%
NAVMED_E	NHC CHERRY POINT								
	2009	155	63%	66%	57%	<b>52%</b>	77%	63%	65%
	2008	74	52%	68%	31%	35%	84%	47%	78%
NAVMED_E	NHC CORPUS CHRISTI								
	2009	198	65%	69%	60%	58%	*	62%	75%
	2008	103	64%	78%	45%	43%	*	60%	91%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NAVMEDE	NHC GREAT LAKES								
	2009	192	70%	74%	61%	77%	76%	67%	75%
	2008	214	64%	62%	63%	69%	69%	60%	77%
NAVMEDE	NMC PORTSMOUTH								
	2009	416	<b>59%</b>	<b>58%</b>	<b>52%</b>	68%	68%	<b>52%</b>	65%
	2008	272	57%	60%	48%	57%	82%	45%	68%
NAVMEDE	NH BREMERTON								
	2009	193	67%	82%	<b>54%</b>	56%	66%	64%	72%
	2008	101	55%	49%	56%	66%	*	52%	61%
NAVMEDE	NH CAMP PENDLETON								
	2009	276	<b>54%</b>	<b>49%</b>	<b>49%</b>	71%	74%	<b>55%</b>	<b>54%</b>
	2008	159	61%	60%	59%	70%	60%	58%	65%
NAVMEDE	NH GUAM								
	2009	128	66%	72%	56%	69%	54%	57%	79%
	2008	177	74%	88%	71%	68%	62%	63%	89%
NAVMEDE	NH LEMOORE								
	2009	203	<b>53%</b>	<b>51%</b>	<b>47%</b>	56%	84%	<b>55%</b>	<b>48%</b>
	2008	238	60%	60%	53%	76%	80%	58%	65%
NAVMEDE	NH OAK HARBOR								
	2009	142	62%	64%	52%	71%	*	60%	63%
	2008	104	51%	51%	53%	45%	63%	49%	57%
NAVMEDE	NH OKINAWA								
	2009	135	69%	75%	54%	63%	82%	72%	66%
	2008	104	66%	69%	62%	62%	*	57%	74%
NAVMEDE	NH TWENTYNINE PALMS								
	2009	187	<b>49%</b>	<b>49%</b>	<b>42%</b>	<b>46%</b>	84%	<b>46%</b>	56%
	2008	84	86%	92%	82%	73%	86%	81%	100%
NAVMEDE	NH YOKOSUKA								
	2009	148	<b>56%</b>	57%	<b>39%</b>	67%	*	<b>56%</b>	57%
	2008	201	61%	63%	52%	79%	100%	59%	64%
NAVMEDE	NHC HAWAII								
	2009	191	60%	<b>52%</b>	60%	<b>81%</b>	87%	64%	50%
	2008	109	68%	66%	62%	89%	*	66%	71%
NAVMEDE	NMC SAN DIEGO								
	2009	439	<b>59%</b>	62%	<b>50%</b>	<b>60%</b>	<b>82%</b>	<b>52%</b>	65%
	2008	1006	60%	62%	56%	54%	77%	51%	69%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

Domain: Access to Care

Q10 - Timely appt for routine care

		Percent Always							
					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
NCA	NHC ANNAPOLIS								
	2009	243	65%	68%	<b>55%</b>	72%	98%	64%	68%
	2008	114	54%	48%	52%	74%	*	51%	63%
NCA	NHC PATUXENT RIVER								
	2009	222	<b>59%</b>	<b>50%</b>	69%	65%	87%	<b>60%</b>	50%
	2008	119	50%	38%	57%	61%	*	47%	62%
NCA	NHC QUANTICO								
	2009	173	60%	55%	64%	59%	100%	<b>56%</b>	80%
	2008	92	54%	46%	62%	52%	77%	49%	73%
NCA	NNMC BETHESDA								
	2009	390	<b>60%</b>	<b>57%</b>	61%	71%	79%	60%	<b>60%</b>
	2008	448	63%	65%	57%	59%	72%	57%	66%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
<b>Direct Care 2009 Civilian Benchmark<sup>1</sup></b>		--	94%	--	--	--	--	--	--
<b>Overall - Direct Care</b>									
	2009	26277	<b>83%</b>	<b>84%</b>	<b>79%</b>	<b>87%</b>	92%	<b>82%</b>	<b>86%</b>
	2008	28294	83%	84%	78%	86%	94%	80%	87%
<b>Overall - Navy <sup>2</sup></b>									
	2009	6931	<b>83%</b>	<b>85%</b>	<b>77%</b>	<b>88%</b>	94%	<b>82%</b>	<b>85%</b>
	2008	6655	84%	86%	79%	87%	94%	82%	87%
<b>Navy - CONUS <sup>3</sup></b>									
	2009	6019	<b>83%</b>	<b>85%</b>	<b>77%</b>	<b>88%</b>	94%	<b>82%</b>	<b>85%</b>
	2008	5759	83%	86%	77%	87%	94%	81%	87%
<b>Navy - OCONUS</b>									
	2009	912	<b>84%</b>	<b>84%</b>	<b>79%</b>	<b>86%</b>	94%	<b>82%</b>	<b>86%</b>
	2008	896	91%	92%	89%	93%	95%	91%	92%
<b>Navy - Intermediate Commands</b>									
NAVMED_E	Navy Medicine East								
	2009	3270	<b>84%</b>	<b>86%</b>	<b>77%</b>	<b>90%</b>	94%	<b>83%</b>	<b>85%</b>
	2008	2986	84%	85%	78%	91%	94%	83%	86%
NAVMED_W	Navy Medicine West								
	2009	2396	<b>82%</b>	<b>83%</b>	<b>77%</b>	<b>85%</b>	94%	<b>80%</b>	<b>84%</b>
	2008	2698	85%	88%	80%	84%	95%	82%	90%
NCA	Navy Counselor Association								
	2009	1264	<b>84%</b>	<b>82%</b>	<b>82%</b>	89%	96%	<b>82%</b>	<b>85%</b>
	2008	971	84%	86%	75%	83%	94%	82%	85%

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

<sup>2</sup> Parent DMIS 6992 (Opsforce) had fewer than 10 responses across the year. Data are included in Navy Overall totals.

<sup>3</sup> 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 - Navy

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
NAVMED_E	NAVAL HLTH CLINIC NEW ENGLAND								
	2009	265	89%	85%	90%	100%	100%	89%	89%
	2008	308	85%	84%	78%	99%	100%	85%	84%
NAVMED_E	NH BEAUFORT								
	2009	179	80%	82%	72%	90%	93%	80%	81%
	2008	94	67%	66%	61%	78%	90%	76%	58%
NAVMED_E	NH CAMP LEJEUNE								
	2009	269	74%	87%	61%	73%	88%	65%	84%
	2008	343	85%	88%	79%	93%	88%	81%	89%
NAVMED_E	NH GUANTANAMO BAY								
	2009	50	95%	94%	97%	*	*	96%	94%
	2008	38	93%	94%	86%	*	*	96%	88%
NAVMED_E	NH JACKSONVILLE								
	2009	300	86%	83%	84%	96%	95%	86%	84%
	2008	697	85%	88%	75%	93%	93%	82%	91%
NAVMED_E	NH NAPLES								
	2009	159	94%	93%	99%	87%	*	97%	89%
	2008	132	93%	96%	88%	100%	*	95%	90%
NAVMED_E	NH PENSACOLA								
	2009	372	82%	83%	76%	92%	93%	81%	85%
	2008	234	89%	85%	91%	93%	100%	89%	91%
NAVMED_E	NH ROTA								
	2009	112	96%	99%	91%	97%	100%	94%	100%
	2008	70	95%	92%	97%	100%	100%	96%	93%
NAVMED_E	NH SIGONELLA								
	2009	112	79%	79%	76%	86%	82%	81%	73%
	2008	103	97%	97%	97%	100%	*	96%	100%
NAVMED_E	NHC CHARLESTON								
	2009	268	88%	85%	87%	98%	100%	88%	89%
	2008	211	81%	72%	84%	96%	*	80%	83%
NAVMED_E	NHC CHERRY POINT								
	2009	180	90%	92%	89%	84%	100%	90%	93%
	2008	85	80%	79%	78%	82%	95%	76%	95%
NAVMED_E	NHC CORPUS CHRISTI								
	2009	250	88%	89%	85%	95%	91%	87%	93%
	2008	128	84%	86%	77%	90%	*	81%	98%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NAVMEDE	NHC GREAT LAKES								
	2009	225	<b>87%</b>	96%	<b>78%</b>	90%	92%	88%	86%
	2008	245	84%	89%	79%	86%	89%	87%	79%
NAVMEDE	NMC PORTSMOUTH								
	2009	529	<b>84%</b>	<b>88%</b>	<b>74%</b>	90%	96%	<b>84%</b>	<b>85%</b>
	2008	298	80%	80%	73%	88%	100%	76%	83%
NAVMEDE	NH BREMERTON								
	2009	226	<b>85%</b>	85%	84%	84%	90%	<b>85%</b>	84%
	2008	127	89%	89%	88%	89%	100%	90%	87%
NAVMEDE	NH CAMP PENDLETON								
	2009	322	<b>83%</b>	<b>78%</b>	<b>83%</b>	92%	91%	<b>84%</b>	<b>81%</b>
	2008	197	87%	98%	77%	85%	94%	82%	96%
NAVMEDE	NH GUAM								
	2009	157	87%	89%	81%	89%	96%	90%	83%
	2008	215	91%	100%	90%	88%	89%	87%	97%
NAVMEDE	NH LEMOORE								
	2009	228	<b>79%</b>	<b>75%</b>	<b>76%</b>	88%	95%	<b>83%</b>	<b>71%</b>
	2008	295	88%	93%	83%	86%	95%	85%	97%
NAVMEDE	NH OAK HARBOR								
	2009	184	<b>78%</b>	<b>74%</b>	83%	<b>76%</b>	80%	<b>77%</b>	79%
	2008	113	72%	63%	67%	92%	90%	69%	82%
NAVMEDE	NH OKINAWA								
	2009	143	<b>80%</b>	79%	<b>73%</b>	84%	100%	<b>80%</b>	<b>80%</b>
	2008	108	88%	88%	87%	93%	*	90%	87%
NAVMEDE	NH TWENTYNINE PALMS								
	2009	212	<b>64%</b>	83%	<b>52%</b>	<b>57%</b>	<b>74%</b>	<b>63%</b>	<b>69%</b>
	2008	95	80%	76%	78%	95%	86%	85%	61%
NAVMEDE	NH YOKOSUKA								
	2009	178	<b>81%</b>	<b>81%</b>	<b>77%</b>	87%	84%	<b>74%</b>	<b>100%</b>
	2008	230	90%	89%	89%	96%	*	87%	96%
NAVMEDE	NHC HAWAII								
	2009	237	<b>85%</b>	85%	<b>78%</b>	97%	100%	<b>87%</b>	81%
	2008	123	80%	77%	77%	100%	*	79%	81%
NAVMEDE	NMC SAN DIEGO								
	2009	509	<b>83%</b>	<b>86%</b>	<b>75%</b>	<b>83%</b>	<b>100%</b>	<b>77%</b>	<b>87%</b>
	2008	1195	83%	88%	77%	78%	96%	78%	89%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

Domain: Access to Care

Q6 - Ease making appt by phone

		Percent Excellent Top 3							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and	Retirees and	Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
NCA	NHC ANNAPOLIS								
	2009	287	<b>83%</b>	83%	<b>78%</b>	91%	100%	<b>82%</b>	93%
	2008	131	86%	93%	77%	80%	96%	84%	94%
NCA	NHC PATUXENT RIVER								
	2009	266	<b>84%</b>	<b>82%</b>	<b>85%</b>	87%	100%	<b>82%</b>	94%
	2008	131	85%	85%	79%	93%	*	83%	94%
NCA	NHC QUANTICO								
	2009	193	<b>78%</b>	<b>69%</b>	<b>79%</b>	85%	100%	<b>76%</b>	85%
	2008	105	77%	82%	70%	76%	100%	78%	74%
NCA	NNMC BETHESDA								
	2009	518	<b>85%</b>	<b>84%</b>	<b>84%</b>	91%	94%	<b>85%</b>	<b>85%</b>
	2008	604	84%	86%	76%	84%	94%	83%	85%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
<b>Direct Care 2009 Civilian Benchmark<sup>1</sup></b>		--	--	--	--	--	--	--	--
<b>Overall - Direct Care</b>									
	2009	26953	65%	65%	60%	69%	80%	64%	67%
	2008	--	--	--	--	--	--	--	--
<b>Overall - Navy <sup>2</sup></b>									
	2009	7165	67%	68%	62%	72%	82%	66%	69%
	2008	--	--	--	--	--	--	--	--
<b>Navy - CONUS <sup>3</sup></b>									
	2009	6141	67%	67%	62%	72%	83%	66%	69%
	2008	--	--	--	--	--	--	--	--
<b>Navy - OCONUS</b>									
	2009	1024	69%	69%	66%	71%	77%	71%	66%
	2008	--	--	--	--	--	--	--	--

### Navy - Intermediate Commands

NAVMED_E	Navy Medicine East								
	2009	3356	67%	69%	60%	71%	84%	67%	68%
	2008	--	--	--	--	--	--	--	--
NAVMED_W	Navy Medicine West								
	2009	2560	66%	65%	64%	73%	79%	64%	69%
	2008	--	--	--	--	--	--	--	--
NCA	Navy Counselor Association								
	2009	1247	72%	71%	70%	77%	85%	72%	72%
	2008	--	--	--	--	--	--	--	--

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

<sup>2</sup> Parent DMIS 6992 (Opsforce) had fewer than 10 responses across the year. Data are included in Navy Overall totals.

<sup>3</sup> 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 - Navy

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
NAVMED_E	NAVAL HLTH CLINIC NEW ENGLAND								
	2009	246	68%	64%	63%	88%	93%	70%	59%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH BEAUFORT								
	2009	190	67%	71%	58%	68%	80%	59%	77%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH CAMP LEJEUNE								
	2009	284	66%	79%	53%	56%	90%	64%	68%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH GUANTANAMO BAY								
	2009	40	73%	63%	*	*	--	80%	64%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH JACKSONVILLE								
	2009	305	70%	73%	58%	70%	84%	71%	68%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH NAPLES								
	2009	191	76%	72%	81%	88%	93%	82%	68%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH PENSACOLA								
	2009	352	70%	72%	66%	70%	82%	68%	76%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH ROTA								
	2009	121	82%	83%	74%	88%	100%	73%	95%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH SIGONELLA								
	2009	150	70%	64%	75%	76%	95%	62%	84%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CHARLESTON								
	2009	245	81%	82%	80%	82%	67%	82%	80%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CHERRY POINT								
	2009	202	64%	68%	59%	51%	82%	65%	63%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CORPUS CHRISTI								
	2009	243	69%	68%	70%	71%	73%	70%	64%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

**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
NAVMEDE	NHC GREAT LAKES								
	2009	229	76%	77%	70%	85%	93%	80%	68%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NMC PORTSMOUTH								
	2009	558	61%	61%	53%	72%	80%	58%	64%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH BREMERTON								
	2009	245	62%	62%	63%	53%	67%	58%	65%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH CAMP PENDLETON								
	2009	319	62%	62%	53%	78%	81%	59%	66%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH GUAM								
	2009	183	68%	71%	64%	59%	60%	75%	59%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH LEMOORE								
	2009	252	60%	63%	49%	67%	72%	65%	44%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH OAK HARBOR								
	2009	212	68%	62%	73%	83%	74%	66%	72%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH OKINAWA								
	2009	145	65%	62%	68%	70%	72%	75%	58%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH TWENTYNINE PALMS								
	2009	214	69%	66%	64%	75%	93%	73%	62%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH YOKOSUKA								
	2009	192	68%	72%	48%	71%	80%	66%	71%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NHC HAWAII								
	2009	235	69%	65%	73%	76%	81%	69%	70%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NMC SAN DIEGO								
	2009	563	69%	66%	70%	76%	83%	62%	75%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

**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
NCA	NHC ANNAPOLIS								
	2009	265	78%	71%	83%	88%	76%	77%	82%
	2008	--	--	--	--	--	--	--	--
NCA	NHC PATUXENT RIVER								
	2009	259	75%	77%	68%	79%	79%	74%	81%
	2008	--	--	--	--	--	--	--	--
NCA	NHC QUANTICO								
	2009	210	65%	61%	62%	74%	95%	60%	85%
	2008	--	--	--	--	--	--	--	--
NCA	NNMC BETHESDA								
	2009	513	72%	72%	69%	74%	85%	75%	71%
	2008	--	--	--	--	--	--	--	--

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
<b>Direct Care 2009 Civilian Benchmark<sup>1</sup></b>		--	--	--	--	--	--	--	--
<b>Overall - Direct Care</b>									
	2009	26810	20%	21%	20%	15%	16%	23%	16%
	2008	--	--	--	--	--	--	--	--
<b>Overall - Navy <sup>2</sup></b>									
	2009	7134	18%	21%	17%	13%	15%	22%	14%
	2008	--	--	--	--	--	--	--	--
<b>Navy - CONUS <sup>3</sup></b>									
	2009	6113	18%	20%	16%	13%	14%	21%	14%
	2008	--	--	--	--	--	--	--	--
<b>Navy - OCONUS</b>									
	2009	1021	23%	26%	22%	12%	21%	28%	17%
	2008	--	--	--	--	--	--	--	--

### Navy - Intermediate Commands

NAVMED_E	Navy Medicine East								
	2009	3336	19%	22%	16%	12%	15%	20%	16%
	2008	--	--	--	--	--	--	--	--
NAVMED_W	Navy Medicine West								
	2009	2550	18%	20%	17%	14%	15%	22%	14%
	2008	--	--	--	--	--	--	--	--
NCA	Navy Counselor Association								
	2009	1246	18%	18%	21%	12%	14%	26%	7%
	2008	--	--	--	--	--	--	--	--

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

<sup>2</sup> Parent DMIS 6992 (Opsforce) had fewer than 10 responses across the year. Data are included in Navy Overall totals.

<sup>3</sup> 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 - Navy

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+		
NAVMED_E	NAVAL HLTH CLINIC NEW ENGLAND								
	2009	246	21%	22%	22%	14%	28%	25%	9%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH BEAUFORT								
	2009	184	27%	36%	21%	9%	42%	21%	34%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH CAMP LEJEUNE								
	2009	281	17%	28%	10%	11%	14%	20%	15%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH GUANTANAMO BAY								
	2009	39	35%	48%	*	*	--	30%	42%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH JACKSONVILLE								
	2009	303	19%	21%	15%	16%	14%	16%	24%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH NAPLES								
	2009	189	23%	23%	20%	28%	12%	25%	20%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH PENSACOLA								
	2009	352	19%	25%	17%	7%	3%	23%	8%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH ROTA								
	2009	123	40%	48%	45%	6%	6%	44%	34%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH SIGONELLA								
	2009	149	13%	17%	4%	21%	19%	15%	9%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CHARLESTON								
	2009	246	27%	31%	19%	21%	56%	37%	4%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CHERRY POINT								
	2009	201	23%	21%	26%	23%	23%	24%	19%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CORPUS CHRISTI								
	2009	244	22%	27%	17%	7%	30%	25%	14%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NAVMED_E									
	NHC GREAT LAKES								
	2009	228	26%	37%	16%	23%	20%	30%	19%
	2008	--	--	--	--	--	--	--	--
	NMC PORTSMOUTH								
	2009	551	14%	14%	16%	8%	10%	13%	14%
	2008	--	--	--	--	--	--	--	--
	NH BREMERTON								
	2009	247	13%	11%	17%	10%	20%	17%	10%
	2008	--	--	--	--	--	--	--	--
	NH CAMP PENDLETON								
	2009	317	18%	22%	13%	23%	9%	20%	17%
	2008	--	--	--	--	--	--	--	--
	NH GUAM								
	2009	182	26%	32%	23%	13%	13%	24%	29%
	2008	--	--	--	--	--	--	--	--
	NH LEMOORE								
	2009	251	20%	21%	19%	21%	12%	22%	13%
	2008	--	--	--	--	--	--	--	--
	NH OAK HARBOR								
	2009	213	23%	15%	27%	35%	62%	30%	13%
	2008	--	--	--	--	--	--	--	--
	NH OKINAWA								
	2009	146	21%	24%	28%	7%	22%	36%	10%
	2008	--	--	--	--	--	--	--	--
	NH TWENTYNINE PALMS								
	2009	212	24%	33%	20%	15%	8%	21%	30%
	2008	--	--	--	--	--	--	--	--
	NH YOKOSUKA								
	2009	191	23%	25%	23%	15%	35%	26%	18%
	2008	--	--	--	--	--	--	--	--
	NHC HAWAII								
	2009	235	18%	18%	12%	27%	20%	20%	11%
	2008	--	--	--	--	--	--	--	--
	NMC SAN DIEGO								
	2009	556	16%	19%	15%	7%	10%	21%	12%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NCA	NHC ANNAPOLIS								
	2009	263	32%	39%	29%	16%	15%	33%	28%
	2008	--	--	--	--	--	--	--	--
NCA	NHC PATUXENT RIVER								
	2009	258	22%	27%	16%	14%	26%	26%	3%
	2008	--	--	--	--	--	--	--	--
NCA	NHC QUANTICO								
	2009	212	26%	24%	30%	18%	38%	29%	11%
	2008	--	--	--	--	--	--	--	--
NCA	NNMC BETHESDA								
	2009	513	13%	12%	17%	9%	3%	22%	6%
	2008	--	--	--	--	--	--	--	--

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
<b>Direct Care 2009 Civilian Benchmark<sup>1</sup></b>		--	--	--	--	--	--	--	--
<b>Overall - Direct Care</b>									
	2009	26810	45%	45%	43%	46%	43%	48%	40%
	2008	--	--	--	--	--	--	--	--
<b>Overall - Navy <sup>2</sup></b>									
	2009	7134	45%	45%	45%	48%	41%	50%	38%
	2008	--	--	--	--	--	--	--	--
<b>Navy - CONUS <sup>3</sup></b>									
	2009	6113	45%	45%	45%	48%	40%	51%	37%
	2008	--	--	--	--	--	--	--	--
<b>Navy - OCONUS</b>									
	2009	1021	44%	43%	42%	49%	52%	46%	43%
	2008	--	--	--	--	--	--	--	--

Navy - Intermediate Commands									
NAVMED_E	Navy Medicine East								
	2009	3336	48%	47%	50%	51%	39%	54%	39%
	2008	--	--	--	--	--	--	--	--
NAVMED_W	Navy Medicine West								
	2009	2550	42%	43%	39%	46%	38%	46%	38%
	2008	--	--	--	--	--	--	--	--
NCA	Navy Counselor Association								
	2009	1246	42%	40%	40%	46%	60%	47%	35%
	2008	--	--	--	--	--	--	--	--

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

<sup>2</sup> Parent DMIS 6992 (Opsforce) had fewer than 10 responses across the year. Data are included in Navy Overall totals.

<sup>3</sup> 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 - Navy

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
NAVMED_E									
NAVMED_E	NAVAL HLTH CLINIC NEW ENGLAND								
	2009	246	55%	55%	55%	59%	40%	56%	50%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH BEAUFORT								
	2009	184	44%	47%	33%	58%	40%	51%	35%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH CAMP LEJEUNE								
	2009	281	41%	37%	42%	46%	42%	44%	38%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH GUANTANAMO BAY								
	2009	39	62%	52%	*	*	--	70%	53%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH JACKSONVILLE								
	2009	303	53%	52%	55%	55%	50%	61%	36%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH NAPLES								
	2009	189	50%	48%	59%	44%	58%	51%	49%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH PENSACOLA								
	2009	352	54%	57%	52%	56%	34%	54%	55%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH ROTA								
	2009	123	45%	35%	48%	69%	59%	47%	40%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH SIGONELLA								
	2009	149	72%	73%	71%	68%	75%	73%	69%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CHARLESTON								
	2009	246	52%	51%	52%	60%	26%	50%	55%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CHERRY POINT								
	2009	201	38%	43%	30%	32%	42%	33%	48%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CORPUS CHRISTI								
	2009	244	48%	45%	52%	58%	37%	50%	42%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NAVMED_E									
	NHC GREAT LAKES								
	2009	228	50%	49%	61%	34%	36%	55%	41%
	2008	--	--	--	--	--	--	--	--
	NMC PORTSMOUTH								
	2009	551	44%	41%	50%	49%	30%	55%	33%
	2008	--	--	--	--	--	--	--	--
	NH BREMERTON								
	2009	247	40%	45%	31%	39%	23%	41%	39%
	2008	--	--	--	--	--	--	--	--
	NH CAMP PENDLETON								
	2009	317	43%	41%	47%	39%	47%	50%	35%
	2008	--	--	--	--	--	--	--	--
	NH GUAM								
	2009	182	38%	38%	41%	41%	23%	39%	37%
	2008	--	--	--	--	--	--	--	--
	NH LEMOORE								
	2009	251	36%	38%	29%	38%	44%	37%	32%
	2008	--	--	--	--	--	--	--	--
	NH OAK HARBOR								
	2009	213	42%	45%	37%	40%	27%	40%	44%
	2008	--	--	--	--	--	--	--	--
	NH OKINAWA								
	2009	146	36%	34%	24%	47%	62%	38%	35%
	2008	--	--	--	--	--	--	--	--
	NH TWENTYNINE PALMS								
	2009	212	47%	52%	33%	56%	60%	49%	42%
	2008	--	--	--	--	--	--	--	--
	NH YOKOSUKA								
	2009	191	42%	44%	35%	47%	36%	41%	46%
	2008	--	--	--	--	--	--	--	--
	NHC HAWAII								
	2009	235	61%	57%	76%	58%	45%	67%	45%
	2008	--	--	--	--	--	--	--	--
	NMC SAN DIEGO								
	2009	556	41%	42%	36%	47%	31%	46%	36%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 1-7 Days							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and	Retirees and	Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
NCA	NHC ANNAPOLIS								
	2009	263	57%	52%	59%	71%	57%	59%	40%
	2008	--	--	--	--	--	--	--	--
NCA	NHC PATUXENT RIVER								
	2009	258	46%	46%	46%	44%	38%	43%	57%
	2008	--	--	--	--	--	--	--	--
NCA	NHC QUANTICO								
	2009	212	42%	41%	44%	47%	33%	42%	45%
	2008	--	--	--	--	--	--	--	--
NCA	NNMC BETHESDA								
	2009	513	38%	38%	35%	39%	73%	46%	33%
	2008	--	--	--	--	--	--	--	--

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
<b>Direct Care 2009 Civilian Benchmark<sup>1</sup></b>		--	--	--	--	--	--	--	--
<b>Overall - Direct Care</b>									
	2009	26810	32%	30%	33%	36%	38%	27%	39%
	2008	--	--	--	--	--	--	--	--
<b>Overall - Navy <sup>2</sup></b>									
	2009	7134	33%	32%	33%	35%	42%	26%	42%
	2008	--	--	--	--	--	--	--	--
<b>Navy - CONUS <sup>3</sup></b>									
	2009	6113	33%	32%	33%	35%	43%	26%	43%
	2008	--	--	--	--	--	--	--	--
<b>Navy - OCONUS</b>									
	2009	1021	28%	27%	29%	34%	24%	25%	32%
	2008	--	--	--	--	--	--	--	--

### Navy - Intermediate Commands

NAVMED_E	Navy Medicine East								
	2009	3336	30%	29%	28%	34%	44%	24%	39%
	2008	--	--	--	--	--	--	--	--
NAVMED_W	Navy Medicine West								
	2009	2550	35%	33%	38%	37%	43%	29%	43%
	2008	--	--	--	--	--	--	--	--
NCA	Navy Counselor Association								
	2009	1246	37%	39%	35%	35%	24%	25%	52%
	2008	--	--	--	--	--	--	--	--

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

<sup>2</sup> Parent DMIS 6992 (Opsforce) had fewer than 10 responses across the year. Data are included in Navy Overall totals.

<sup>3</sup> 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 - Navy

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
NAVMED_E									
NAVMED_E	NAVAL HLTH CLINIC NEW ENGLAND								
	2009	246	23%	22%	22%	27%	32%	19%	36%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH BEAUFORT								
	2009	184	26%	16%	41%	26%	18%	25%	26%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH CAMP LEJEUNE								
	2009	281	34%	34%	33%	37%	42%	27%	41%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH GUANTANAMO BAY								
	2009	39	2%	0%	*	*	--	0%	5%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH JACKSONVILLE								
	2009	303	27%	26%	28%	26%	36%	22%	37%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH NAPLES								
	2009	189	27%	29%	21%	27%	29%	24%	30%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH PENSACOLA								
	2009	352	25%	17%	30%	35%	60%	23%	33%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH ROTA								
	2009	123	15%	16%	6%	25%	26%	9%	25%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH SIGONELLA								
	2009	149	13%	9%	22%	6%	6%	11%	19%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CHARLESTON								
	2009	246	21%	18%	29%	20%	18%	13%	40%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CHERRY POINT								
	2009	201	36%	34%	40%	37%	30%	40%	27%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CORPUS CHRISTI								
	2009	244	27%	25%	31%	32%	19%	24%	42%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NAVMED_E									
	NHC GREAT LAKES								
	2009	228	22%	14%	21%	41%	40%	15%	37%
	2008	--	--	--	--	--	--	--	--
	NMC PORTSMOUTH								
	2009	551	38%	42%	26%	41%	59%	30%	46%
	2008	--	--	--	--	--	--	--	--
	NH BREMERTON								
	2009	247	45%	43%	51%	44%	50%	40%	49%
	2008	--	--	--	--	--	--	--	--
	NH CAMP PENDLETON								
	2009	317	34%	30%	37%	37%	42%	28%	40%
	2008	--	--	--	--	--	--	--	--
	NH GUAM								
	2009	182	34%	31%	35%	40%	50%	34%	33%
	2008	--	--	--	--	--	--	--	--
	NH LEMOORE								
	2009	251	43%	41%	48%	41%	44%	39%	55%
	2008	--	--	--	--	--	--	--	--
	NH OAK HARBOR								
	2009	213	34%	38%	36%	23%	10%	30%	40%
	2008	--	--	--	--	--	--	--	--
	NH OKINAWA								
	2009	146	31%	31%	28%	39%	17%	24%	36%
	2008	--	--	--	--	--	--	--	--
	NH TWENTYNINE PALMS								
	2009	212	25%	11%	42%	28%	32%	26%	25%
	2008	--	--	--	--	--	--	--	--
	NH YOKOSUKA								
	2009	191	32%	30%	39%	34%	29%	31%	34%
	2008	--	--	--	--	--	--	--	--
	NHC HAWAII								
	2009	235	19%	22%	12%	15%	30%	13%	36%
	2008	--	--	--	--	--	--	--	--
	NMC SAN DIEGO								
	2009	556	39%	37%	40%	43%	53%	30%	47%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NCA	NHC ANNAPOLIS								
	2009	263	10%	9%	8%	13%	25%	7%	30%
	2008	--	--	--	--	--	--	--	--
NCA	NHC PATUXENT RIVER								
	2009	258	28%	22%	36%	40%	25%	26%	37%
	2008	--	--	--	--	--	--	--	--
NCA	NHC QUANTICO								
	2009	212	30%	34%	25%	30%	29%	28%	40%
	2008	--	--	--	--	--	--	--	--
NCA	NNMC BETHESDA								
	2009	513	44%	46%	44%	43%	22%	30%	54%
	2008	--	--	--	--	--	--	--	--

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
<b>Direct Care 2009 Civilian Benchmark<sup>1</sup></b>		--	--	--	--	--	--	--	--
<b>Overall - Direct Care</b>									
	2009	26810	3%	3%	4%	4%	3%	2%	5%
	2008	--	--	--	--	--	--	--	--
<b>Overall - Navy <sup>2</sup></b>									
	2009	7134	4%	3%	6%	4%	3%	2%	6%
	2008	--	--	--	--	--	--	--	--
<b>Navy - CONUS <sup>3</sup></b>									
	2009	6113	3%	3%	5%	3%	3%	2%	5%
	2008	--	--	--	--	--	--	--	--
<b>Navy - OCONUS</b>									
	2009	1021	5%	4%	7%	5%	3%	2%	8%
	2008	--	--	--	--	--	--	--	--

### Navy - Intermediate Commands

NAVMED_E	Navy Medicine East								
	2009	3336	3%	2%	5%	3%	2%	2%	5%
	2008	--	--	--	--	--	--	--	--
NAVMED_W	Navy Medicine West								
	2009	2550	4%	3%	6%	3%	4%	2%	6%
	2008	--	--	--	--	--	--	--	--
NCA	Navy Counselor Association								
	2009	1246	4%	3%	4%	6%	2%	2%	7%
	2008	--	--	--	--	--	--	--	--

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

<sup>2</sup> Parent DMIS 6992 (Opsforce) had fewer than 10 responses across the year. Data are included in Navy Overall totals.

<sup>3</sup> 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 - Navy

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		Primary Care	Specialty Care
						Family Members Under 65	Family Members 65+		
NAVMED_E	NAVAL HLTH CLINIC NEW ENGLAND								
	2009	246	1%	2%	1%	0%	0%	0%	5%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH BEAUFORT								
	2009	184	3%	0%	5%	8%	0%	2%	4%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH CAMP LEJEUNE								
	2009	281	7%	1%	15%	7%	2%	9%	6%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH GUANTANAMO BAY								
	2009	39	0%	0%	*	*	--	0%	0%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH JACKSONVILLE								
	2009	303	1%	1%	2%	3%	0%	1%	2%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH NAPLES								
	2009	189	1%	1%	0%	2%	0%	0%	1%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH PENSACOLA								
	2009	352	1%	2%	1%	2%	3%	1%	4%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH ROTA								
	2009	123	0%	0%	0%	0%	9%	0%	1%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH SIGONELLA								
	2009	149	2%	1%	2%	5%	0%	1%	3%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CHARLESTON								
	2009	246	0%	0%	0%	0%	0%	0%	1%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CHERRY POINT								
	2009	201	4%	2%	4%	8%	5%	3%	6%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CORPUS CHRISTI								
	2009	244	2%	2%	0%	3%	15%	2%	3%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NAVMED_E									
	NHC GREAT LAKES								
	2009	228	1%	1%	1%	1%	4%	0%	3%
	2008	--	--	--	--	--	--	--	--
	NMC PORTSMOUTH								
	2009	551	5%	4%	7%	2%	2%	1%	8%
	2008	--	--	--	--	--	--	--	--
	NH BREMERTON								
	2009	247	2%	1%	1%	7%	7%	2%	2%
	2008	--	--	--	--	--	--	--	--
	NH CAMP PENDLETON								
	2009	317	5%	7%	3%	2%	2%	2%	8%
	2008	--	--	--	--	--	--	--	--
	NH GUAM								
	2009	182	2%	0%	1%	6%	15%	2%	1%
	2008	--	--	--	--	--	--	--	--
	NH LEMOORE								
	2009	251	2%	1%	5%	0%	0%	2%	0%
	2008	--	--	--	--	--	--	--	--
	NH OAK HARBOR								
	2009	213	1%	2%	0%	1%	0%	0%	3%
	2008	--	--	--	--	--	--	--	--
	NH OKINAWA								
	2009	146	11%	11%	20%	7%	0%	2%	18%
	2008	--	--	--	--	--	--	--	--
	NH TWENTYNINE PALMS								
	2009	212	4%	4%	5%	1%	0%	4%	3%
	2008	--	--	--	--	--	--	--	--
	NH YOKOSUKA								
	2009	191	2%	2%	4%	4%	0%	2%	3%
	2008	--	--	--	--	--	--	--	--
	NHC HAWAII								
	2009	235	2%	4%	0%	0%	5%	0%	9%
	2008	--	--	--	--	--	--	--	--
	NMC SAN DIEGO								
	2009	556	4%	2%	10%	3%	5%	4%	4%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

Domain: Access to Care

Q3B - # days from appt to visit

		Percent 31 Days or More							
						Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total	Active Duty	Active Duty Family Members				
NCA	NHC ANNAPOLIS								
	2009	263	1%	0%	4%	0%	3%	1%	2%
	2008	--	--	--	--	--	--	--	--
NCA	NHC PATUXENT RIVER								
	2009	258	4%	5%	3%	2%	11%	5%	3%
	2008	--	--	--	--	--	--	--	--
NCA	NHC QUANTICO								
	2009	212	2%	1%	2%	5%	0%	1%	4%
	2008	--	--	--	--	--	--	--	--
NCA	NNMC BETHESDA								
	2009	513	5%	4%	5%	9%	2%	2%	7%
	2008	--	--	--	--	--	--	--	--

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
<b>Direct Care 2009 Civilian Benchmark<sup>1</sup></b>		--	77%	--	--	--	--	--	--
<b>Overall - Direct Care</b>									
	2009	33608.5	79%	78%	77%	<b>83%</b>	<b>89%</b>	77%	<b>82%</b>
	2008	35448	78%	77%	76%	82%	89%	75%	82%
<b>Overall - Navy <sup>2</sup></b>									
	2009	8970.8	79%	78%	76%	<b>84%</b>	<b>90%</b>	77%	<b>81%</b>
	2008	8219.2	78%	77%	77%	81%	88%	76%	82%
<b>Navy - CONUS <sup>3</sup></b>									
	2009	7669.8	79%	78%	76%	<b>84%</b>	<b>90%</b>	77%	<b>82%</b>
	2008	7043.5	78%	77%	77%	81%	88%	75%	82%
<b>Navy - OCONUS</b>									
	2009	1301	77%	73%	79%	<b>85%</b>	<b>91%</b>	76%	79%
	2008	1175.7	83%	82%	82%	85%	86%	83%	82%

### Navy - Intermediate Commands

<b>NAVMED_E</b>		<b>Navy Medicine East</b>							
	2009	4237.7	78%	77%	<b>74%</b>	<b>86%</b>	<b>91%</b>	76%	<b>81%</b>
	2008	3688.3	78%	77%	75%	82%	89%	75%	82%
<b>NAVMED_W</b>		<b>Navy Medicine West</b>							
	2009	3146.7	78%	77%	77%	<b>82%</b>	<b>88%</b>	77%	79%
	2008	3342	78%	76%	79%	80%	86%	76%	82%
<b>NCA</b>		<b>Navy Counselor Association</b>							
	2009	1584.7	<b>83%</b>	<b>83%</b>	<b>82%</b>	<b>86%</b>	<b>88%</b>	79%	<b>88%</b>
	2008	1188.8	82%	80%	83%	84%	92%	80%	83%

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

<sup>2</sup> Parent DMIS 6992 (Opsforce) had fewer than 10 responses across the year. Data are included in Navy Overall totals.

<sup>3</sup> 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 - Navy

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
NAVMED_E	NAVAL HLTH CLINIC NEW ENGLAND								
	2009	331	78%	77%	75%	<b>88%</b>	89%	77%	81%
	2008	363.7	79%	79%	71%	90%	96%	78%	82%
NAVMED_E	NH BEAUFORT								
	2009	221.7	82%	80%	79%	<b>87%</b>	89%	77%	<b>88%</b>
	2008	124.5	68%	56%	77%	75%	73%	67%	70%
NAVMED_E	NH CAMP LEJEUNE								
	2009	353.3	75%	75%	72%	76%	<b>96%</b>	73%	77%
	2008	430.5	78%	79%	74%	86%	86%	76%	80%
NAVMED_E	NH GUANTANAMO BAY								
	2009	63.2	77%	72%	87%	*	*	72%	82%
	2008	47.8	92%	96%	78%	95%	*	91%	93%
NAVMED_E	NH JACKSONVILLE								
	2009	384	81%	<b>84%</b>	<b>68%</b>	<b>87%</b>	<b>89%</b>	79%	<b>85%</b>
	2008	818.7	77%	76%	75%	84%	88%	76%	80%
NAVMED_E	NH NAPLES								
	2009	246.8	81%	80%	83%	83%	88%	81%	80%
	2008	172.5	82%	83%	81%	95%	*	84%	81%
NAVMED_E	NH PENSACOLA								
	2009	455	76%	74%	74%	<b>88%</b>	84%	76%	77%
	2008	278.2	76%	72%	76%	82%	97%	74%	84%
NAVMED_E	NH ROTA								
	2009	159.2	<b>86%</b>	84%	<b>88%</b>	<b>88%</b>	100%	84%	<b>90%</b>
	2008	118	87%	88%	80%	96%	96%	82%	95%
NAVMED_E	NH SIGONELLA								
	2009	175.5	76%	72%	76%	<b>92%</b>	98%	78%	72%
	2008	127.7	84%	84%	79%	96%	*	83%	89%
NAVMED_E	NHC CHARLESTON								
	2009	332.2	80%	75%	<b>85%</b>	<b>90%</b>	91%	79%	82%
	2008	229.3	76%	69%	79%	88%	*	75%	77%
NAVMED_E	NHC CHERRY POINT								
	2009	247.2	78%	80%	68%	77%	<b>91%</b>	76%	81%
	2008	105.3	68%	64%	71%	63%	94%	70%	63%
NAVMED_E	NHC CORPUS CHRISTI								
	2009	294.2	74%	72%	76%	80%	91%	74%	76%
	2008	142.8	69%	68%	72%	72%	*	67%	80%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NAVMED_E	NHC GREAT LAKES								
	2009	289.7	<b>85%</b>	84%	81%	<b>92%</b>	91%	<b>84%</b>	<b>86%</b>
	2008	303.2	79%	75%	81%	84%	83%	80%	77%
NAVMED_E	NMC PORTSMOUTH								
	2009	684.8	77%	75%	74%	<b>88%</b>	<b>93%</b>	72%	82%
	2008	426.2	79%	83%	72%	77%	93%	72%	86%
NAVMED_W	NH BREMERTON								
	2009	299.8	77%	74%	84%	70%	84%	81%	72%
	2008	162.2	83%	85%	80%	85%	82%	80%	88%
NAVMED_W	NH CAMP PENDLETON								
	2009	404	75%	74%	74%	80%	83%	76%	74%
	2008	234.2	73%	69%	71%	85%	77%	70%	76%
NAVMED_W	NH GUAM								
	2009	223.5	78%	82%	73%	77%	79%	77%	80%
	2008	269.5	84%	87%	84%	83%	80%	82%	87%
NAVMED_W	NH LEMOORE								
	2009	295.3	78%	83%	70%	78%	84%	76%	81%
	2008	346	75%	73%	72%	84%	88%	74%	77%
NAVMED_W	NH OAK HARBOR								
	2009	249.7	83%	<b>90%</b>	72%	83%	85%	80%	<b>87%</b>
	2008	156.2	71%	68%	70%	77%	88%	68%	80%
NAVMED_W	NH OKINAWA								
	2009	202.2	80%	73%	86%	84%	97%	81%	79%
	2008	144.5	78%	75%	83%	77%	*	80%	75%
NAVMED_W	NH TWENTYNINE PALMS								
	2009	271.7	79%	78%	77%	84%	<b>91%</b>	79%	79%
	2008	111	91%	94%	92%	85%	80%	93%	88%
NAVMED_W	NH YOKOSUKA								
	2009	228.8	71%	<b>68%</b>	71%	<b>88%</b>	84%	<b>68%</b>	77%
	2008	295.7	84%	84%	84%	87%	91%	84%	85%
NAVMED_W	NHC HAWAII								
	2009	293.5	76%	71%	79%	<b>89%</b>	90%	78%	73%
	2008	144.8	80%	81%	75%	86%	*	75%	90%
NAVMED_W	NMC SAN DIEGO								
	2009	678.2	80%	80%	78%	<b>85%</b>	<b>91%</b>	77%	<b>83%</b>
	2008	1478	78%	74%	82%	77%	88%	73%	82%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

Domain: Group & Clinician CAHPS Composites

Composite 2 - Doctors Communicate

		Proportion Always							
						Retirees and Family Members Under 65	Retirees and Family Members 65+		
		Responses	Total	Active Duty	Active Duty Family Members			Primary Care	Specialty Care
NCA	NHC ANNAPOLIS								
	2009	335.5	<b>84%</b>	81%	83%	<b>89%</b>	<b>91%</b>	<b>83%</b>	<b>89%</b>
	2008	155.8	82%	81%	86%	77%	98%	81%	87%
NCA	NHC PATUXENT RIVER								
	2009	328.3	74%	73%	72%	75%	97%	<b>71%</b>	<b>90%</b>
	2008	156	76%	78%	58%	88%	*	74%	82%
NCA	NHC QUANTICO								
	2009	270.2	78%	77%	74%	<b>86%</b>	89%	77%	84%
	2008	131.7	73%	67%	76%	79%	90%	77%	59%
NCA	NNMC BETHESDA								
	2009	650.7	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>87%</b>	86%	82%	<b>88%</b>
	2008	745.3	84%	81%	87%	85%	92%	82%	84%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
<b>Direct Care 2009 Civilian Benchmark<sup>1</sup></b>		--	70%	--	--	--	--	--	--
<b>Overall - Direct Care</b>									
	2009	34645	<b>65%</b>	<b>63%</b>	<b>61%</b>	<b>73%</b>	<b>82%</b>	<b>62%</b>	70%
	2008	36430	64%	63%	61%	71%	82%	61%	70%
<b>Overall - Navy <sup>2</sup></b>									
	2009	9261	<b>65%</b>	<b>63%</b>	<b>59%</b>	<b>75%</b>	<b>83%</b>	<b>62%</b>	68%
	2008	8438	66%	64%	63%	71%	82%	61%	72%
<b>Navy - CONUS <sup>3</sup></b>									
	2009	7914	<b>65%</b>	<b>64%</b>	<b>59%</b>	<b>74%</b>	<b>83%</b>	<b>62%</b>	69%
	2008	7228	65%	63%	63%	71%	82%	60%	72%
<b>Navy - OCONUS</b>									
	2009	1347	<b>64%</b>	<b>59%</b>	67%	<b>79%</b>	<b>81%</b>	<b>64%</b>	65%
	2008	1210	68%	67%	68%	75%	79%	67%	70%

### Navy - Intermediate Commands

NAVMED_E	Navy Medicine East								
	2009	4375	<b>64%</b>	<b>63%</b>	<b>56%</b>	<b>78%</b>	<b>85%</b>	<b>60%</b>	69%
	2008	3799	64%	63%	61%	71%	81%	60%	71%
NAVMED_W	Navy Medicine West								
	2009	3248	<b>64%</b>	<b>63%</b>	<b>61%</b>	72%	<b>81%</b>	<b>63%</b>	66%
	2008	3425	66%	64%	65%	71%	81%	61%	72%
NCA	Navy Counselor Association								
	2009	1636	70%	69%	67%	75%	<b>79%</b>	65%	<b>75%</b>
	2008	1214	69%	65%	68%	75%	88%	63%	74%

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

<sup>2</sup> Parent DMIS 6992 (Opsforce) had fewer than 10 responses across the year. Data are included in Navy Overall totals.

<sup>3</sup> 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 - Navy

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
NAVMED_E	NAVAL HLTH CLINIC NEW ENGLAND								
	2009	343	63%	64%	<b>54%</b>	79%	65%	63%	63%
	2008	373	64%	63%	53%	80%	92%	62%	70%
NAVMED_E	NH BEAUFORT								
	2009	231	71%	75%	64%	73%	86%	68%	75%
	2008	128	59%	49%	65%	64%	67%	54%	65%
NAVMED_E	NH CAMP LEJEUNE								
	2009	366	<b>61%</b>	61%	<b>56%</b>	63%	<b>91%</b>	<b>60%</b>	63%
	2008	445	67%	70%	58%	79%	73%	63%	71%
NAVMED_E	NH GUANTANAMO BAY								
	2009	65	56%	55%	48%	84%	*	<b>48%</b>	66%
	2008	50	86%	94%	62%	90%	*	89%	82%
NAVMED_E	NH JACKSONVILLE								
	2009	391	69%	74%	<b>48%</b>	<b>84%</b>	80%	65%	76%
	2008	842	63%	60%	62%	69%	75%	61%	65%
NAVMED_E	NH NAPLES								
	2009	256	70%	69%	72%	72%	81%	71%	70%
	2008	178	66%	63%	68%	84%	*	68%	63%
NAVMED_E	NH PENSACOLA								
	2009	468	<b>63%</b>	<b>58%</b>	<b>60%</b>	<b>81%</b>	81%	<b>60%</b>	72%
	2008	284	63%	54%	67%	75%	96%	59%	76%
NAVMED_E	NH ROTA								
	2009	164	74%	71%	72%	78%	100%	73%	76%
	2008	123	75%	75%	68%	81%	89%	69%	85%
NAVMED_E	NH SIGONELLA								
	2009	181	<b>55%</b>	<b>42%</b>	68%	83%	91%	<b>53%</b>	60%
	2008	132	71%	73%	59%	92%	*	69%	82%
NAVMED_E	NHC CHARLESTON								
	2009	346	<b>60%</b>	<b>49%</b>	68%	<b>83%</b>	83%	<b>61%</b>	58%
	2008	236	63%	51%	67%	88%	*	63%	64%
NAVMED_E	NHC CHERRY POINT								
	2009	255	64%	67%	<b>51%</b>	61%	<b>85%</b>	62%	68%
	2008	109	50%	44%	53%	51%	83%	50%	50%
NAVMED_E	NHC CORPUS CHRISTI								
	2009	304	<b>56%</b>	<b>50%</b>	63%	67%	82%	<b>54%</b>	66%
	2008	147	52%	48%	63%	54%	*	48%	76%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

### 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
NAVMEDE	NHC GREAT LAKES								
	2009	299	74%	76%	65%	86%	84%	72%	77%
	2008	311	67%	60%	70%	78%	69%	67%	66%
NAVMEDE	NMC PORTSMOUTH								
	2009	706	62%	59%	53%	81%	89%	54%	69%
	2008	441	67%	70%	58%	65%	87%	56%	76%
NAVMEDE	NH BREMERTON								
	2009	307	62%	61%	72%	48%	77%	65%	59%
	2008	165	63%	64%	52%	68%	88%	55%	72%
NAVMEDE	NH CAMP PENDLETON								
	2009	417	61%	60%	59%	66%	71%	58%	65%
	2008	240	64%	64%	57%	78%	82%	60%	70%
NAVMEDE	NH GUAM								
	2009	233	64%	65%	54%	72%	66%	62%	66%
	2008	276	72%	70%	70%	76%	75%	70%	74%
NAVMEDE	NH LEMOORE								
	2009	305	65%	71%	57%	62%	76%	64%	68%
	2008	355	63%	66%	56%	75%	78%	61%	68%
NAVMEDE	NH OAK HARBOR								
	2009	256	66%	75%	53%	64%	65%	61%	72%
	2008	161	58%	45%	66%	62%	83%	54%	70%
NAVMEDE	NH OKINAWA								
	2009	208	71%	63%	75%	80%	82%	75%	66%
	2008	147	60%	58%	62%	67%	*	54%	67%
NAVMEDE	NH TWENTYNINE PALMS								
	2009	278	63%	59%	58%	71%	89%	60%	69%
	2008	114	84%	88%	89%	64%	77%	88%	74%
NAVMEDE	NH YOKOSUKA								
	2009	238	58%	52%	61%	82%	78%	57%	60%
	2008	304	71%	70%	73%	71%	75%	72%	70%
NAVMEDE	NHC HAWAII								
	2009	302	59%	55%	55%	77%	86%	59%	58%
	2008	150	66%	68%	57%	76%	*	63%	75%
NAVMEDE	NMC SAN DIEGO								
	2009	704	67%	66%	62%	78%	87%	66%	68%
	2008	1513	66%	62%	70%	69%	82%	58%	74%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

**Domain: Feelings About Interactions with Providers**

**Q21 - Doctor knew your important medical hx**

		Percent Always							
						Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total	Active Duty	Active Duty Family Members				
NCA	NHC ANNAPOLIS								
	2009	347	65%	<b>53%</b>	73%	79%	<b>90%</b>	63%	77%
	2008	158	65%	62%	74%	57%	86%	59%	81%
NCA	NHC PATUXENT RIVER								
	2009	340	<b>62%</b>	63%	<b>53%</b>	67%	92%	<b>59%</b>	78%
	2008	159	68%	69%	50%	85%	*	68%	70%
NCA	NHC QUANTICO								
	2009	278	64%	68%	<b>56%</b>	69%	61%	62%	72%
	2008	134	57%	45%	59%	71%	84%	61%	37%
NCA	NNMC BETHESDA								
	2009	671	73%	72%	70%	<b>79%</b>	81%	68%	76%
	2008	763	71%	68%	71%	78%	88%	64%	75%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
<b>Direct Care 2009 Civilian Benchmark<sup>1</sup></b>		--	77%	--	--	--	--	--	--
<b>Overall - Direct Care</b>									
	2009	34978	78%	76%	76%	<b>84%</b>	<b>92%</b>	76%	<b>82%</b>
	2008	36880	77%	75%	73%	83%	91%	74%	81%
<b>Overall - Navy <sup>2</sup></b>									
	2009	9356	77%	75%	76%	<b>85%</b>	<b>92%</b>	75%	<b>80%</b>
	2008	8529	76%	75%	74%	82%	90%	73%	81%
<b>Navy - CONUS <sup>3</sup></b>									
	2009	7994	78%	76%	76%	<b>85%</b>	<b>92%</b>	76%	<b>81%</b>
	2008	7305	76%	74%	73%	81%	90%	72%	81%
<b>Navy - OCONUS</b>									
	2009	1362	74%	<b>70%</b>	74%	<b>85%</b>	<b>93%</b>	75%	73%
	2008	1224	80%	78%	81%	88%	86%	79%	82%

### Navy - Intermediate Commands

<b>NAVMED_E</b>		<b>Navy Medicine East</b>							
	2009	4418	77%	75%	74%	<b>87%</b>	<b>94%</b>	75%	<b>81%</b>
	2008	3823	74%	73%	70%	82%	94%	71%	80%
<b>NAVMED_W</b>		<b>Navy Medicine West</b>							
	2009	3284	76%	73%	77%	<b>82%</b>	<b>89%</b>	76%	77%
	2008	3469	77%	76%	77%	81%	86%	74%	82%
<b>NCA</b>		<b>Navy Counselor Association</b>							
	2009	1652	<b>82%</b>	81%	81%	<b>87%</b>	<b>89%</b>	78%	<b>87%</b>
	2008	1237	80%	78%	79%	83%	93%	76%	84%

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

<sup>2</sup> Parent DMIS 6992 (Opsforce) had fewer than 10 responses across the year. Data are included in Navy Overall totals.

<sup>3</sup> 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 - Navy

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
NAVMED_E	NAVAL HLTH CLINIC NEW ENGLAND								
	2009	346	78%	75%	78%	91%	93%	77%	80%
	2008	373	76%	77%	66%	90%	97%	74%	84%
NAVMED_E	NH BEAUFORT								
	2009	234	81%	76%	81%	90%	91%	75%	90%
	2008	127	72%	69%	77%	65%	75%	72%	72%
NAVMED_E	NH CAMP LEJEUNE								
	2009	370	74%	73%	72%	75%	92%	72%	76%
	2008	451	71%	70%	64%	85%	96%	67%	74%
NAVMED_E	NH GUANTANAMO BAY								
	2009	67	80%	76%	88%	93%	*	82%	78%
	2008	50	91%	98%	69%	100%	*	92%	90%
NAVMED_E	NH JACKSONVILLE								
	2009	398	79%	79%	71%	93%	95%	78%	82%
	2008	847	75%	74%	70%	82%	91%	74%	76%
NAVMED_E	NH NAPLES								
	2009	257	77%	75%	80%	86%	96%	81%	74%
	2008	179	80%	78%	83%	81%	*	82%	78%
NAVMED_E	NH PENSACOLA								
	2009	474	79%	77%	76%	87%	92%	78%	82%
	2008	289	73%	68%	70%	88%	99%	69%	87%
NAVMED_E	NH ROTA								
	2009	167	91%	92%	87%	88%	100%	87%	97%
	2008	125	87%	89%	74%	100%	100%	82%	95%
NAVMED_E	NH SIGONELLA								
	2009	181	72%	64%	76%	97%	100%	75%	66%
	2008	132	70%	68%	72%	100%	*	67%	87%
NAVMED_E	NHC CHARLESTON								
	2009	346	81%	76%	83%	94%	100%	78%	85%
	2008	237	72%	63%	75%	94%	*	71%	75%
NAVMED_E	NHC CHERRY POINT								
	2009	256	78%	77%	73%	79%	93%	75%	84%
	2008	110	67%	67%	64%	62%	97%	68%	65%
NAVMED_E	NHC CORPUS CHRISTI								
	2009	305	73%	69%	77%	78%	93%	73%	72%
	2008	148	69%	66%	74%	74%	*	66%	84%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NAVMEDE	NHC GREAT LAKES								
	2009	300	82%	80%	79%	<b>93%</b>	94%	82%	83%
	2008	314	78%	73%	79%	89%	89%	77%	81%
NAVMEDE	NMC PORTSMOUTH								
	2009	717	76%	74%	70%	<b>87%</b>	<b>96%</b>	<b>68%</b>	<b>83%</b>
	2008	441	77%	78%	70%	78%	97%	68%	85%
NAVMEDE	NH BREMERTON								
	2009	314	75%	73%	83%	70%	82%	82%	68%
	2008	168	80%	86%	72%	76%	94%	81%	79%
NAVMEDE	NH CAMP PENDLETON								
	2009	420	72%	67%	75%	79%	<b>89%</b>	74%	70%
	2008	245	75%	76%	70%	84%	77%	71%	80%
NAVMEDE	NH GUAM								
	2009	235	74%	73%	72%	78%	86%	81%	67%
	2008	279	83%	84%	85%	81%	78%	80%	88%
NAVMEDE	NH LEMOORE								
	2009	307	78%	75%	78%	85%	82%	78%	77%
	2008	360	73%	73%	70%	84%	77%	71%	78%
NAVMEDE	NH OAK HARBOR								
	2009	264	78%	85%	65%	82%	90%	76%	82%
	2008	162	68%	67%	64%	77%	79%	65%	77%
NAVMEDE	NH OKINAWA								
	2009	212	78%	73%	76%	85%	97%	81%	75%
	2008	150	77%	73%	83%	88%	*	80%	75%
NAVMEDE	NH TWENTYNINE PALMS								
	2009	280	77%	72%	80%	78%	<b>94%</b>	77%	77%
	2008	115	87%	85%	87%	91%	90%	90%	78%
NAVMEDE	NH YOKOSUKA								
	2009	241	<b>67%</b>	<b>62%</b>	66%	<b>88%</b>	84%	<b>64%</b>	73%
	2008	309	85%	85%	80%	96%	97%	83%	87%
NAVMEDE	NHC HAWAII								
	2009	305	76%	72%	79%	<b>86%</b>	92%	76%	78%
	2008	149	81%	80%	78%	96%	*	78%	90%
NAVMEDE	NMC SAN DIEGO								
	2009	706	80%	78%	79%	<b>85%</b>	<b>90%</b>	76%	82%
	2008	1532	76%	73%	80%	77%	88%	69%	83%

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## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NCA	NHC ANNAPOLIS								
	2009	350	<b>85%</b>	80%	<b>88%</b>	<b>93%</b>	<b>100%</b>	<b>84%</b>	<b>91%</b>
	2008	163	79%	78%	77%	84%	100%	75%	90%
NCA	NHC PATUXENT RIVER								
	2009	343	73%	73%	68%	75%	100%	<b>70%</b>	<b>90%</b>
	2008	161	76%	79%	56%	90%	*	74%	87%
NCA	NHC QUANTICO								
	2009	284	79%	77%	74%	85%	94%	77%	84%
	2008	136	74%	69%	71%	81%	100%	76%	63%
NCA	NNMC BETHESDA								
	2009	675	<b>83%</b>	<b>83%</b>	82%	<b>88%</b>	85%	77%	<b>88%</b>
	2008	777	81%	79%	83%	82%	91%	77%	84%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
<b>Direct Care 2009 Civilian Benchmark<sup>1</sup></b>		--	61%	--	--	--	--	--	--
<b>Overall - Direct Care</b>									
	2009	30369	<b>64%</b>	62%	<b>64%</b>	<b>67%</b>	<b>69%</b>	<b>66%</b>	60%
	2008	--	--	--	--	--	--	--	--
<b>Overall - Navy <sup>2</sup></b>									
	2009	8068	64%	62%	64%	<b>69%</b>	<b>69%</b>	<b>66%</b>	61%
	2008	--	--	--	--	--	--	--	--
<b>Navy - CONUS <sup>3</sup></b>									
	2009	6915	64%	62%	64%	<b>69%</b>	<b>68%</b>	<b>66%</b>	61%
	2008	--	--	--	--	--	--	--	--
<b>Navy - OCONUS</b>									
	2009	1153	64%	61%	67%	68%	<b>76%</b>	67%	60%
	2008	--	--	--	--	--	--	--	--
<b>Navy - Intermediate Commands</b>									
NAVMED_E	Navy Medicine East								
	2009	3839	<b>65%</b>	64%	63%	<b>71%</b>	<b>72%</b>	<b>66%</b>	63%
	2008	--	--	--	--	--	--	--	--
NAVMED_W	Navy Medicine West								
	2009	2815	62%	58%	<b>67%</b>	<b>68%</b>	65%	65%	58%
	2008	--	--	--	--	--	--	--	--
NCA	Navy Counselor Association								
	2009	1412	64%	64%	63%	66%	65%	<b>68%</b>	59%
	2008	--	--	--	--	--	--	--	--

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

<sup>2</sup> Parent DMIS 6992 (Opsforce) had fewer than 10 responses across the year. Data are included in Navy Overall totals.

<sup>3</sup> 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 - Navy

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
NAVMED_E	NAVAL HLTH CLINIC NEW ENGLAND								
	2009	300	59%	54%	64%	79%	49%	62%	49%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH BEAUFORT								
	2009	197	68%	63%	77%	72%	32%	67%	70%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH CAMP LEJEUNE								
	2009	309	57%	58%	52%	60%	76%	58%	56%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH GUANTANAMO BAY								
	2009	61	69%	64%	74%	100%	*	67%	72%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH JACKSONVILLE								
	2009	358	70%	70%	65%	73%	88%	72%	64%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH NAPLES								
	2009	217	74%	71%	78%	78%	89%	80%	68%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH PENSACOLA								
	2009	413	66%	66%	62%	69%	71%	69%	53%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH ROTA								
	2009	150	59%	42%	72%	84%	94%	63%	53%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH SIGONELLA								
	2009	150	58%	47%	63%	85%	100%	64%	45%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CHARLESTON								
	2009	303	59%	56%	60%	70%	58%	63%	50%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CHERRY POINT								
	2009	222	72%	76%	62%	71%	75%	73%	69%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CORPUS CHRISTI								
	2009	267	62%	58%	70%	64%	64%	62%	63%
	2008	--	--	--	--	--	--	--	--

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## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NAVMEDE	NHC GREAT LAKES								
	2009	259	71%	66%	74%	78%	77%	77%	63%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NMC PORTSMOUTH								
	2009	633	66%	65%	62%	73%	71%	63%	68%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH BREMERTON								
	2009	270	63%	61%	75%	51%	68%	71%	52%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH CAMP PENDLETON								
	2009	360	62%	55%	73%	67%	54%	68%	57%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH GUAM								
	2009	200	67%	68%	62%	68%	71%	74%	60%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH LEMOORE								
	2009	261	63%	71%	50%	64%	73%	60%	71%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH OAK HARBOR								
	2009	222	67%	78%	55%	65%	59%	68%	65%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH OKINAWA								
	2009	176	68%	67%	76%	59%	75%	73%	63%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH TWENTYNINE PALMS								
	2009	252	63%	58%	66%	66%	71%	63%	64%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH YOKOSUKA								
	2009	197	58%	57%	51%	72%	61%	58%	58%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NHC HAWAII								
	2009	269	56%	45%	66%	75%	82%	63%	36%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NMC SAN DIEGO								
	2009	608	61%	56%	66%	74%	63%	64%	59%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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						
NCA	NHC ANNAPOLIS								
	2009	307	<b>72%</b>	69%	<b>73%</b>	<b>80%</b>	60%	<b>75%</b>	51%
	2008	--	--	--	--	--	--	--	--
NCA	NHC PATUXENT RIVER								
	2009	279	58%	57%	57%	56%	70%	60%	45%
	2008	--	--	--	--	--	--	--	--
NCA	NHC QUANTICO								
	2009	244	65%	68%	63%	65%	47%	66%	60%
	2008	--	--	--	--	--	--	--	--
NCA	NNMC BETHESDA								
	2009	582	64%	64%	62%	65%	71%	69%	60%
	2008	--	--	--	--	--	--	--	--

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
<b>Direct Care 2009 Civilian Benchmark<sup>1</sup></b>		--	69%	--	--	--	--	--	--
<b>Overall - Direct Care</b>									
	2009	20255	<b>60%</b>	<b>60%</b>	<b>55%</b>	<b>62%</b>	71%	<b>57%</b>	<b>65%</b>
	2008	21425	59%	59%	54%	63%	72%	55%	65%
<b>Overall - Navy <sup>2</sup></b>									
	2009	5323	<b>59%</b>	<b>60%</b>	<b>51%</b>	<b>64%</b>	71%	<b>57%</b>	<b>61%</b>
	2008	4976	60%	61%	56%	61%	70%	57%	65%
<b>Navy - CONUS <sup>3</sup></b>									
	2009	4574	<b>59%</b>	<b>60%</b>	<b>51%</b>	<b>63%</b>	70%	<b>57%</b>	<b>62%</b>
	2008	4285	60%	61%	57%	60%	71%	57%	65%
<b>Navy - OCONUS</b>									
	2009	749	<b>59%</b>	<b>60%</b>	<b>41%</b>	65%	80%	<b>59%</b>	<b>58%</b>
	2008	691	60%	61%	56%	64%	63%	58%	64%
<b>Navy - Intermediate Commands</b>									
NAVMED_E	Navy Medicine East								
	2009	2498	<b>61%</b>	<b>62%</b>	<b>53%</b>	<b>63%</b>	74%	<b>58%</b>	65%
	2008	2212	60%	60%	56%	59%	74%	56%	66%
NAVMED_W	Navy Medicine West								
	2009	1897	<b>56%</b>	<b>57%</b>	<b>44%</b>	<b>64%</b>	68%	<b>56%</b>	<b>56%</b>
	2008	2087	61%	61%	57%	64%	65%	59%	63%
NCA	Navy Counselor Association								
	2009	928	<b>63%</b>	<b>61%</b>	65%	67%	69%	<b>58%</b>	69%
	2008	677	60%	61%	59%	55%	72%	54%	66%

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

<sup>2</sup> Parent DMIS 6992 (Opsforce) had fewer than 10 responses across the year. Data are included in Navy Overall totals.

<sup>3</sup> 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 - Navy

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
NAVMED_E	NAVAL HLTH CLINIC NEW ENGLAND								
	2009	178	66%	66%	63%	68%	60%	64%	75%
	2008	194	56%	55%	52%	58%	87%	55%	63%
NAVMED_E	NH BEAUFORT								
	2009	141	60%	68%	<b>49%</b>	65%	*	56%	65%
	2008	79	45%	39%	46%	44%	64%	33%	58%
NAVMED_E	NH CAMP LEJEUNE								
	2009	223	<b>57%</b>	72%	<b>40%</b>	<b>51%</b>	69%	<b>54%</b>	60%
	2008	234	64%	66%	56%	65%	82%	60%	68%
NAVMED_E	NH GUANTANAMO BAY								
	2009	26	71%	64%	*	*	*	71%	*
	2008	27	56%	44%	*	*	*	38%	82%
NAVMED_E	NH JACKSONVILLE								
	2009	235	<b>61%</b>	64%	<b>49%</b>	57%	76%	63%	56%
	2008	521	61%	64%	56%	57%	74%	58%	68%
NAVMED_E	NH NAPLES								
	2009	137	66%	63%	88%	70%	*	64%	69%
	2008	95	58%	58%	56%	65%	*	57%	59%
NAVMED_E	NH PENSACOLA								
	2009	264	<b>57%</b>	56%	<b>48%</b>	70%	66%	<b>55%</b>	65%
	2008	171	56%	50%	55%	58%	79%	54%	66%
NAVMED_E	NH ROTA								
	2009	95	63%	70%	34%	62%	76%	57%	75%
	2008	68	81%	92%	60%	67%	72%	76%	87%
NAVMED_E	NH SIGONELLA								
	2009	103	58%	57%	57%	49%	100%	63%	50%
	2008	71	62%	59%	62%	88%	*	62%	62%
NAVMED_E	NHC CHARLESTON								
	2009	199	62%	<b>52%</b>	73%	71%	*	61%	66%
	2008	148	57%	45%	69%	66%	*	60%	47%
NAVMED_E	NHC CHERRY POINT								
	2009	145	58%	64%	44%	<b>47%</b>	71%	57%	62%
	2008	60	55%	*	31%	44%	72%	55%	52%
NAVMED_E	NHC CORPUS CHRISTI								
	2009	163	<b>42%</b>	<b>37%</b>	54%	<b>43%</b>	*	<b>35%</b>	86%
	2008	87	49%	46%	58%	50%	*	49%	52%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NAVMEDE	NHC GREAT LAKES								
	2009	173	60%	68%	42%	71%	69%	55%	68%
	2008	200	58%	59%	56%	60%	57%	60%	54%
NAVMEDE	NMC PORTSMOUTH								
	2009	416	64%	61%	63%	68%	78%	58%	68%
	2008	257	63%	64%	58%	59%	75%	54%	70%
NAVMEDE	NH BREMERTON								
	2009	173	52%	54%	52%	48%	43%	58%	42%
	2008	102	63%	63%	58%	71%	54%	50%	81%
NAVMEDE	NH CAMP PENDLETON								
	2009	240	50%	52%	42%	55%	58%	46%	55%
	2008	137	59%	56%	57%	66%	67%	63%	52%
NAVMEDE	NH GUAM								
	2009	130	57%	64%	44%	55%	59%	53%	62%
	2008	159	65%	70%	68%	61%	46%	53%	81%
NAVMEDE	NH LEMOORE								
	2009	185	61%	57%	51%	74%	81%	58%	67%
	2008	228	58%	64%	52%	53%	75%	55%	69%
NAVMEDE	NH OAK HARBOR								
	2009	155	68%	73%	58%	58%	94%	65%	71%
	2008	93	52%	50%	45%	61%	71%	53%	47%
NAVMEDE	NH OKINAWA								
	2009	123	60%	65%	28%	64%	90%	69%	52%
	2008	99	53%	50%	56%	64%	*	51%	55%
NAVMEDE	NH TWENTYNINE PALMS								
	2009	172	56%	52%	47%	68%	73%	57%	54%
	2008	76	61%	66%	28%	94%	72%	62%	58%
NAVMEDE	NH YOKOSUKA								
	2009	135	54%	52%	30%	74%	65%	50%	62%
	2008	172	64%	73%	45%	59%	74%	62%	68%
NAVMEDE	NHC HAWAII								
	2009	165	55%	48%	46%	78%	83%	60%	34%
	2008	80	60%	51%	64%	69%	*	64%	*
NAVMEDE	NMC SAN DIEGO								
	2009	419	56%	57%	45%	67%	68%	55%	57%
	2008	941	62%	62%	62%	63%	65%	61%	64%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

**Domain: Wait Time and Communication**

**Q26 - Get results on test or X-ray**

		Percent Always							
						Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total	Active Duty	Active Duty Family Members				
NCA	NHC ANNAPOLIS								
	2009	205	78%	75%	77%	79%	87%	78%	76%
	2008	101	59%	59%	67%	42%	*	57%	65%
NCA	NHC PATUXENT RIVER								
	2009	179	<b>57%</b>	60%	<b>52%</b>	<b>50%</b>	*	<b>56%</b>	81%
	2008	79	61%	65%	55%	57%	*	62%	*
NCA	NHC QUANTICO								
	2009	151	<b>57%</b>	<b>48%</b>	<b>53%</b>	78%	*	<b>55%</b>	67%
	2008	82	48%	40%	57%	44%	*	54%	*
NCA	NNMC BETHESDA								
	2009	393	63%	62%	67%	59%	62%	<b>55%</b>	69%
	2008	415	63%	64%	58%	59%	70%	52%	69%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
<b>Direct Care 2009 Civilian Benchmark<sup>1</sup></b>		--	--	--	--	--	--	--	--
<b>Overall - Direct Care</b>									
	2009	27035	80%	79%	80%	84%	88%	79%	82%
	2008	--	--	--	--	--	--	--	--
<b>Overall - Navy <sup>2</sup></b>									
	2009	7196	81%	81%	80%	85%	87%	81%	82%
	2008	--	--	--	--	--	--	--	--
<b>Navy - CONUS <sup>3</sup></b>									
	2009	6168	81%	80%	81%	85%	88%	80%	82%
	2008	--	--	--	--	--	--	--	--
<b>Navy - OCONUS</b>									
	2009	1028	82%	83%	78%	82%	86%	85%	79%
	2008	--	--	--	--	--	--	--	--
<b>Navy - Intermediate Commands</b>									
NAVMED_E	Navy Medicine East								
	2009	3368	81%	79%	81%	84%	87%	80%	81%
	2008	--	--	--	--	--	--	--	--
NAVMED_W	Navy Medicine West								
	2009	2571	81%	80%	78%	84%	88%	80%	81%
	2008	--	--	--	--	--	--	--	--
NCA	Navy Counselor Association								
	2009	1255	87%	87%	88%	91%	84%	86%	89%
	2008	--	--	--	--	--	--	--	--

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

<sup>2</sup> Parent DMIS 6992 (Opsforce) had fewer than 10 responses across the year. Data are included in Navy Overall totals.

<sup>3</sup> 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 - Navy

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
NAVMED_E	NAVAL HLTH CLINIC NEW ENGLAND								
	2009	248	78%	74%	79%	93%	93%	78%	78%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH BEAUFORT								
	2009	191	82%	83%	77%	86%	95%	76%	91%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH CAMP LEJEUNE								
	2009	283	82%	83%	81%	80%	82%	84%	80%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH GUANTANAMO BAY								
	2009	40	79%	77%	*	*	--	83%	73%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH JACKSONVILLE								
	2009	303	78%	76%	78%	84%	83%	78%	79%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH NAPLES								
	2009	191	86%	86%	82%	95%	82%	82%	91%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH PENSACOLA								
	2009	356	79%	74%	79%	91%	90%	79%	78%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH ROTA								
	2009	123	93%	93%	86%	100%	100%	91%	95%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH SIGONELLA								
	2009	149	85%	86%	84%	86%	89%	88%	80%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CHARLESTON								
	2009	246	84%	79%	91%	93%	64%	80%	93%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CHERRY POINT								
	2009	204	81%	88%	69%	74%	97%	80%	84%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CORPUS CHRISTI								
	2009	244	81%	78%	85%	80%	100%	79%	85%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NAVMEDE	NHC GREAT LAKES								
	2009	230	87%	83%	90%	93%	82%	91%	80%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NMC PORTSMOUTH								
	2009	560	80%	79%	81%	78%	88%	80%	80%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH BREMERTON								
	2009	248	78%	76%	83%	79%	73%	77%	80%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH CAMP PENDLETON								
	2009	317	77%	75%	75%	82%	88%	79%	75%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH GUAM								
	2009	184	85%	85%	88%	80%	95%	91%	78%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH LEMOORE								
	2009	253	76%	73%	77%	80%	89%	76%	76%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH OAK HARBOR								
	2009	215	81%	82%	75%	87%	87%	81%	81%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH OKINAWA								
	2009	147	79%	80%	76%	79%	85%	88%	73%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH TWENTYNINE PALMS								
	2009	214	82%	81%	83%	79%	87%	83%	79%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH YOKOSUKA								
	2009	192	80%	83%	68%	80%	80%	78%	83%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NHC HAWAII								
	2009	238	87%	85%	92%	85%	84%	88%	84%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NMC SAN DIEGO								
	2009	563	82%	82%	75%	91%	93%	77%	86%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NCA	NHC ANNAPOLIS								
	2009	266	87%	85%	87%	94%	82%	87%	84%
	2008	--	--	--	--	--	--	--	--
NCA	NHC PATUXENT RIVER								
	2009	259	76%	74%	78%	80%	76%	74%	90%
	2008	--	--	--	--	--	--	--	--
NCA	NHC QUANTICO								
	2009	213	88%	84%	90%	97%	88%	88%	90%
	2008	--	--	--	--	--	--	--	--
NCA	NNMC BETHESDA								
	2009	517	89%	89%	88%	89%	84%	87%	89%
	2008	--	--	--	--	--	--	--	--

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
<b>Direct Care 2009 Civilian Benchmark<sup>1</sup></b>		--	70%	--	--	--	--	--	--
<b>Overall - Direct Care</b>									
	2009	34917.5	72%	70%	<b>66%</b>	<b>80%</b>	<b>89%</b>	69%	<b>75%</b>
	2008	36793	71%	70%	65%	78%	88%	67%	76%
<b>Overall - Navy <sup>2</sup></b>									
	2009	9326.5	70%	69%	<b>63%</b>	<b>80%</b>	<b>87%</b>	<b>67%</b>	<b>74%</b>
	2008	8514.5	69%	69%	64%	76%	87%	66%	74%
<b>Navy - CONUS <sup>3</sup></b>									
	2009	7965.5	70%	69%	<b>63%</b>	<b>80%</b>	<b>87%</b>	<b>66%</b>	<b>74%</b>
	2008	7293	69%	68%	64%	76%	87%	65%	73%
<b>Navy - OCONUS</b>									
	2009	1361	72%	69%	69%	<b>83%</b>	<b>89%</b>	71%	74%
	2008	1221.5	73%	73%	70%	81%	85%	71%	77%

### Navy - Intermediate Commands

NAVMED_E	Navy Medicine East								
		2009	4405	71%	71%	<b>63%</b>	<b>83%</b>	<b>91%</b>	68%
		2008	3826.5	68%	69%	61%	76%	89%	64%
NAVMED_W	Navy Medicine West								
		2009	3277.5	68%	67%	<b>64%</b>	<b>77%</b>	<b>83%</b>	66%
		2008	3458	71%	69%	68%	76%	84%	68%
NCA	Navy Counselor Association								
		2009	1642	69%	69%	<b>64%</b>	<b>77%</b>	<b>89%</b>	66%
		2008	1230	69%	64%	70%	79%	85%	67%

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

<sup>2</sup> Parent DMIS 6992 (Opsforce) had fewer than 10 responses across the year. Data are included in Navy Overall totals.

<sup>3</sup> 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 - Navy

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+		
NAVMED_E	NAVAL HLTH CLINIC NEW ENGLAND								
	2009	346	74%	74%	64%	<b>88%</b>	<b>92%</b>	70%	<b>86%</b>
	2008	374.5	70%	72%	56%	85%	95%	68%	77%
NAVMED_E	NH BEAUFORT								
	2009	230	71%	73%	<b>57%</b>	<b>87%</b>	89%	68%	75%
	2008	128	51%	50%	49%	44%	79%	48%	53%
NAVMED_E	NH CAMP LEJEUNE								
	2009	366.5	68%	67%	<b>60%</b>	78%	<b>95%</b>	62%	73%
	2008	453	71%	72%	62%	87%	89%	69%	73%
NAVMED_E	NH GUANTANAMO BAY								
	2009	66.5	66%	63%	67%	77%	*	66%	65%
	2008	50	80%	87%	61%	71%	*	79%	80%
NAVMED_E	NH JACKSONVILLE								
	2009	397.5	72%	75%	<b>58%</b>	<b>85%</b>	<b>92%</b>	65%	<b>87%</b>
	2008	846	66%	63%	61%	78%	82%	61%	76%
NAVMED_E	NH NAPLES								
	2009	256.5	<b>82%</b>	<b>81%</b>	<b>83%</b>	82%	89%	<b>85%</b>	78%
	2008	180.5	81%	82%	79%	88%	*	74%	87%
NAVMED_E	NH PENSACOLA								
	2009	473	73%	68%	74%	<b>86%</b>	<b>83%</b>	70%	<b>81%</b>
	2008	287	74%	73%	71%	79%	92%	74%	76%
NAVMED_E	NH ROTA								
	2009	166	<b>81%</b>	79%	78%	<b>89%</b>	96%	78%	<b>88%</b>
	2008	125.5	76%	76%	73%	80%	84%	72%	82%
NAVMED_E	NH SIGONELLA								
	2009	181	73%	64%	<b>83%</b>	82%	96%	67%	<b>84%</b>
	2008	133	70%	70%	67%	92%	*	71%	69%
NAVMED_E	NHC CHARLESTON								
	2009	344.5	68%	64%	66%	<b>85%</b>	93%	68%	67%
	2008	237	63%	55%	64%	82%	*	63%	62%
NAVMED_E	NHC CHERRY POINT								
	2009	256.5	69%	63%	68%	74%	<b>100%</b>	69%	69%
	2008	111	62%	57%	58%	73%	100%	58%	77%
NAVMED_E	NHC CORPUS CHRISTI								
	2009	304	71%	69%	70%	<b>83%</b>	86%	72%	69%
	2008	147	66%	63%	69%	74%	*	64%	77%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

Domain: Group & Clinician CAHPS Composites

Composite 3 - Office Staff

		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
NAVMEDE	NHC GREAT LAKES								
	2009	300.5	78%	82%	67%	87%	96%	73%	86%
	2008	314	65%	63%	58%	73%	86%	63%	69%
NAVMEDE	NMC PORTSMOUTH								
	2009	716.5	70%	70%	58%	83%	89%	65%	74%
	2008	440	68%	72%	54%	71%	96%	58%	77%
NAVMEDE	NH BREMERTON								
	2009	311.5	73%	75%	74%	67%	76%	76%	70%
	2008	167	66%	70%	54%	67%	92%	65%	67%
NAVMEDE	NH CAMP PENDLETON								
	2009	421	65%	60%	65%	77%	74%	65%	65%
	2008	245	68%	68%	64%	75%	78%	68%	68%
NAVMEDE	NH GUAM								
	2009	237.5	74%	78%	59%	82%	73%	71%	76%
	2008	278.5	78%	83%	74%	81%	76%	72%	86%
NAVMEDE	NH LEMOORE								
	2009	306.5	64%	66%	57%	66%	83%	60%	74%
	2008	360.5	72%	71%	70%	80%	87%	68%	84%
NAVMEDE	NH OAK HARBOR								
	2009	262.5	76%	74%	77%	76%	79%	71%	82%
	2008	161.5	67%	74%	60%	68%	72%	63%	80%
NAVMEDE	NH OKINAWA								
	2009	212	79%	77%	76%	82%	99%	81%	78%
	2008	147.5	70%	68%	71%	70%	*	76%	65%
NAVMEDE	NH TWENTYNINE PALMS								
	2009	281	57%	55%	48%	67%	94%	56%	59%
	2008	114.5	79%	81%	74%	86%	79%	87%	60%
NAVMEDE	NH YOKOSUKA								
	2009	239.5	59%	56%	50%	87%	77%	59%	60%
	2008	306.5	68%	70%	60%	89%	76%	64%	77%
NAVMEDE	NHC HAWAII								
	2009	305	73%	71%	70%	80%	94%	73%	72%
	2008	151.5	78%	73%	80%	98%	*	81%	73%
NAVMEDE	NMC SAN DIEGO								
	2009	701	67%	67%	60%	78%	84%	61%	73%
	2008	1525.5	70%	67%	69%	74%	85%	64%	75%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NCA	Location								
NCA	NHC ANNAPOLIS								
	2009	348	65%	<b>50%</b>	76%	75%	<b>95%</b>	64%	68%
	2008	160.5	61%	49%	83%	87%	100%	60%	64%
NCA	NHC PATUXENT RIVER								
	2009	338.5	<b>76%</b>	73%	<b>80%</b>	77%	96%	74%	<b>85%</b>
	2008	160	70%	70%	61%	82%	*	70%	75%
NCA	NHC QUANTICO								
	2009	283.5	70%	70%	63%	75%	97%	66%	<b>86%</b>
	2008	136.5	72%	60%	79%	74%	97%	72%	70%
NCA	NNMC BETHESDA								
	2009	672	69%	70%	<b>60%</b>	<b>79%</b>	<b>84%</b>	65%	72%
	2008	773	70%	67%	66%	78%	84%	67%	71%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
<b>Direct Care 2009 Civilian Benchmark<sup>1</sup></b>		--	--	--	--	--	--	--	--
<b>Overall - Direct Care</b>									
	2009	34263.8	43%	36%	39%	53%	74%	44%	43%
	2008	32669.8	41%	33%	37%	52%	73%	41%	41%
<b>Overall - Navy <sup>2</sup></b>									
	2009	9244.6	42%	36%	38%	56%	75%	43%	42%
	2008	7624.2	42%	34%	40%	51%	74%	42%	42%
<b>Navy - CONUS <sup>3</sup></b>									
	2009	7941.4	42%	35%	38%	56%	76%	43%	42%
	2008	6549.2	42%	33%	40%	51%	74%	42%	42%
<b>Navy - OCONUS</b>									
	2009	1303.2	42%	37%	41%	53%	68%	43%	41%
	2008	1075	44%	41%	42%	51%	72%	45%	43%

## Navy - Intermediate Commands

<b>NAVMED_E</b>		<b>Navy Medicine East</b>							
	2009	4379	42%	36%	37%	56%	77%	42%	42%
	2008	3438.6	41%	34%	37%	52%	74%	41%	39%
<b>NAVMED_W</b>		<b>Navy Medicine West</b>							
	2009	3240	42%	35%	39%	57%	75%	44%	41%
	2008	3094.8	43%	34%	44%	51%	75%	43%	44%
<b>NCA</b>		<b>Navy Counselor Association</b>							
	2009	1624	41%	37%	38%	50%	66%	38%	45%
	2008	1090.8	44%	38%	39%	49%	69%	41%	46%

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

<sup>2</sup> Parent DMIS 6992 (Opsforce) had fewer than 10 responses across the year. Data are included in Navy Overall totals.

<sup>3</sup> 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 - Navy

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

		Proportion Agree							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NAVMED_E	Location								
NAVMED_E	NAVAL HLTH CLINIC NEW ENGLAND								
	2009	342.8	40%	32%	35%	56%	71%	40%	40%
	2008	339.4	39%	35%	30%	53%	89%	42%	32%
NAVMED_E	NH BEAUFORT								
	2009	221.6	46%	29%	44%	61%	51%	45%	46%
	2008	108.8	40%	27%	37%	47%	71%	43%	38%
NAVMED_E	NH CAMP LEJEUNE								
	2009	381.6	40%	34%	33%	46%	80%	43%	38%
	2008	409.2	36%	26%	32%	53%	67%	40%	33%
NAVMED_E	NH GUANTANAMO BAY								
	2009	68.6	48%	39%	65%	62%	*	46%	52%
	2008	54.6	43%	41%	31%	63%	*	46%	43%
NAVMED_E	NH JACKSONVILLE								
	2009	395.4	46%	39%	40%	64%	79%	47%	43%
	2008	730.2	42%	34%	37%	53%	74%	43%	38%
NAVMED_E	NH NAPLES								
	2009	246.2	44%	39%	56%	49%	58%	48%	41%
	2008	150.6	45%	45%	38%	46%	*	44%	47%
NAVMED_E	NH PENSACOLA								
	2009	470.8	44%	35%	38%	63%	79%	43%	45%
	2008	269.4	44%	31%	47%	52%	86%	43%	49%
NAVMED_E	NH ROTA								
	2009	163.4	51%	45%	47%	60%	84%	50%	51%
	2008	110.2	38%	34%	36%	55%	60%	37%	39%
NAVMED_E	NH SIGONELLA								
	2009	171	40%	29%	45%	60%	67%	37%	49%
	2008	111	49%	47%	53%	66%	*	51%	38%
NAVMED_E	NHC CHARLESTON								
	2009	319.6	44%	34%	45%	65%	58%	46%	39%
	2008	208.4	47%	41%	44%	69%	*	45%	51%
NAVMED_E	NHC CHERRY POINT								
	2009	250.6	42%	39%	31%	45%	79%	45%	36%
	2008	114.4	25%	14%	26%	27%	72%	28%	14%
NAVMED_E	NHC CORPUS CHRISTI								
	2009	312.2	39%	32%	40%	55%	61%	38%	43%
	2008	134	38%	35%	38%	55%	*	40%	34%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NAVMEDE	NHC GREAT LAKES								
	2009	299.2	54%	54%	39%	64%	82%	53%	55%
	2008	284	45%	38%	41%	55%	62%	43%	49%
NAVMEDE	NMC PORTSMOUTH								
	2009	736	39%	32%	33%	51%	79%	36%	41%
	2008	414.4	40%	35%	36%	49%	79%	39%	41%
NAVMEDE	NH BREMERTON								
	2009	319	38%	28%	43%	49%	71%	41%	36%
	2008	176	35%	29%	32%	38%	69%	39%	32%
NAVMEDE	NH CAMP PENDLETON								
	2009	422	42%	30%	37%	63%	72%	47%	37%
	2008	231.6	43%	35%	39%	60%	66%	46%	38%
NAVMEDE	NH GUAM								
	2009	234.8	49%	43%	53%	59%	65%	54%	44%
	2008	240.2	50%	47%	46%	56%	73%	52%	47%
NAVMEDE	NH LEMOORE								
	2009	293.2	44%	35%	30%	63%	75%	47%	36%
	2008	312	42%	32%	41%	56%	76%	43%	40%
NAVMEDE	NH OAK HARBOR								
	2009	273.2	37%	37%	29%	37%	56%	33%	40%
	2008	154.4	38%	26%	34%	44%	63%	36%	43%
NAVMEDE	NH OKINAWA								
	2009	188.6	45%	39%	36%	55%	74%	48%	42%
	2008	141.8	40%	37%	41%	41%	*	41%	39%
NAVMEDE	NH TWENTYNINE PALMS								
	2009	264.2	45%	35%	39%	54%	85%	47%	41%
	2008	110	48%	33%	50%	71%	65%	56%	37%
NAVMEDE	NH YOKOSUKA								
	2009	229	33%	32%	30%	43%	46%	34%	33%
	2008	266.6	41%	39%	40%	52%	53%	41%	41%
NAVMEDE	NHC HAWAII								
	2009	314.4	42%	35%	35%	64%	72%	41%	44%
	2008	142	43%	41%	37%	54%	*	43%	43%
NAVMEDE	NMC SAN DIEGO								
	2009	701.6	45%	38%	43%	63%	81%	45%	45%
	2008	1320.2	45%	32%	51%	49%	80%	41%	49%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

		Proportion Agree							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NCA	NHC ANNAPOLIS								
	2009	322.2	44%	36%	43%	47%	74%	42%	49%
	2008	142.2	39%	24%	32%	61%	76%	37%	43%
NCA	NHC PATUXENT RIVER								
	2009	338	39%	33%	35%	54%	69%	37%	45%
	2008	144	39%	37%	30%	50%	*	35%	53%
NCA	NHC QUANTICO								
	2009	288.4	36%	28%	28%	47%	68%	33%	47%
	2008	129.2	42%	36%	30%	42%	76%	39%	48%
NCA	NNMC BETHESDA								
	2009	675.4	43%	39%	40%	53%	64%	40%	44%
	2008	675.4	46%	40%	42%	49%	68%	45%	46%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
<b>Direct Care 2009 Civilian Benchmark<sup>1</sup></b>		--	44%	--	--	--	--	--	--
<b>Overall - Direct Care</b>									
	2009	42539	<b>33%</b>	<b>26%</b>	<b>31%</b>	<b>47%</b>	<b>69%</b>	<b>33%</b>	<b>32%</b>
	2008	40303	30%	24%	28%	44%	68%	30%	31%
<b>Overall - Navy <sup>2</sup></b>									
	2009	11502	<b>32%</b>	<b>26%</b>	<b>31%</b>	<b>49%</b>	<b>71%</b>	<b>33%</b>	<b>32%</b>
	2008	9451	32%	25%	32%	45%	70%	31%	33%
<b>Navy - CONUS <sup>3</sup></b>									
	2009	9832	<b>32%</b>	<b>26%</b>	<b>31%</b>	<b>49%</b>	<b>72%</b>	<b>33%</b>	<b>32%</b>
	2008	8072	31%	24%	32%	45%	70%	31%	33%
<b>Navy - OCONUS</b>									
	2009	1670	<b>32%</b>	<b>27%</b>	<b>30%</b>	47%	<b>67%</b>	<b>32%</b>	<b>32%</b>
	2008	1379	35%	33%	34%	44%	69%	34%	36%

### Navy - Intermediate Commands

<b>NAVMED_E</b>		<b>Navy Medicine East</b>							
	2009	5445	<b>33%</b>	<b>27%</b>	<b>30%</b>	<b>49%</b>	<b>73%</b>	<b>33%</b>	<b>32%</b>
	2008	4264	30%	24%	29%	45%	70%	30%	29%
<b>NAVMED_W</b>		<b>Navy Medicine West</b>							
	2009	4026	<b>31%</b>	<b>24%</b>	<b>32%</b>	<b>49%</b>	<b>70%</b>	<b>33%</b>	<b>30%</b>
	2008	3824	33%	26%	35%	43%	70%	32%	36%
<b>NCA</b>		<b>Navy Counselor Association</b>							
	2009	2029	<b>35%</b>	<b>30%</b>	<b>35%</b>	48%	<b>68%</b>	<b>33%</b>	<b>37%</b>
	2008	1363	35%	29%	34%	47%	66%	32%	38%

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

<sup>2</sup> Parent DMIS 6992 (Opsforce) had fewer than 10 responses across the year. Data are included in Navy Overall totals.

<sup>3</sup> 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 - Navy

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
NAVMED_E	NAVAL HLTH CLINIC NEW ENGLAND								
	2009	426	30%	25%	33%	45%	66%	30%	31%
	2008	419	29%	25%	24%	49%	80%	33%	21%
NAVMED_E	NH BEAUFORT								
	2009	274	32%	26%	29%	44%	50%	29%	35%
	2008	135	25%	11%	26%	43%	53%	29%	20%
NAVMED_E	NH CAMP LEJEUNE								
	2009	469	30%	26%	24%	39%	74%	32%	29%
	2008	507	24%	18%	22%	41%	60%	22%	25%
NAVMED_E	NH GUANTANAMO BAY								
	2009	87	38%	29%	57%	56%	*	35%	43%
	2008	68	34%	27%	31%	76%	*	40%	28%
NAVMED_E	NH JACKSONVILLE								
	2009	490	36%	31%	29%	59%	73%	36%	35%
	2008	894	31%	24%	29%	45%	67%	32%	28%
NAVMED_E	NH NAPLES								
	2009	317	37%	32%	49%	47%	49%	40%	33%
	2008	195	42%	41%	43%	42%	*	38%	45%
NAVMED_E	NH PENSACOLA								
	2009	582	34%	28%	33%	55%	70%	37%	26%
	2008	334	34%	23%	37%	46%	91%	34%	34%
NAVMED_E	NH ROTA								
	2009	214	42%	34%	46%	57%	100%	46%	37%
	2008	143	36%	34%	33%	47%	65%	42%	28%
NAVMED_E	NH SIGONELLA								
	2009	217	32%	21%	39%	66%	61%	31%	34%
	2008	143	33%	30%	32%	76%	*	33%	32%
NAVMED_E	NHC CHARLESTON								
	2009	393	34%	26%	39%	52%	60%	38%	26%
	2008	257	32%	21%	34%	62%	55%	33%	30%
NAVMED_E	NHC CHERRY POINT								
	2009	308	28%	22%	23%	37%	75%	32%	19%
	2008	142	19%	12%	23%	22%	75%	22%	11%
NAVMED_E	NHC CORPUS CHRISTI								
	2009	386	30%	28%	27%	44%	57%	30%	32%
	2008	166	23%	16%	31%	47%	*	26%	11%

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## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NAVMEDE	NHC GREAT LAKES								
	2009	372	42%	40%	35%	49%	85%	41%	42%
	2008	350	38%	35%	31%	52%	59%	34%	47%
NAVMEDE	NMC PORTSMOUTH								
	2009	910	30%	23%	28%	48%	77%	27%	33%
	2008	511	31%	24%	30%	44%	79%	30%	31%
NAVMEDE	NH BREMERTON								
	2009	393	28%	17%	42%	34%	70%	31%	25%
	2008	219	24%	17%	23%	34%	55%	26%	21%
NAVMEDE	NH CAMP PENDLETON								
	2009	522	30%	19%	30%	58%	60%	35%	25%
	2008	286	36%	28%	36%	51%	58%	35%	36%
NAVMEDE	NH GUAM								
	2009	297	35%	29%	36%	53%	52%	38%	32%
	2008	305	39%	36%	35%	44%	66%	42%	36%
NAVMEDE	NH LEMOORE								
	2009	359	33%	24%	29%	48%	77%	37%	21%
	2008	379	33%	23%	34%	48%	77%	34%	30%
NAVMEDE	NH OAK HARBOR								
	2009	332	27%	24%	27%	32%	51%	24%	31%
	2008	190	24%	13%	22%	42%	61%	23%	28%
NAVMEDE	NH OKINAWA								
	2009	246	35%	30%	22%	50%	82%	31%	39%
	2008	185	32%	31%	33%	33%	70%	29%	35%
NAVMEDE	NH TWENTYNINE PALMS								
	2009	327	33%	19%	34%	47%	81%	34%	30%
	2008	134	42%	27%	53%	63%	59%	51%	26%
NAVMEDE	NH YOKOSUKA								
	2009	290	23%	22%	19%	33%	44%	26%	19%
	2008	340	32%	31%	28%	49%	62%	32%	32%
NAVMEDE	NHC HAWAII								
	2009	392	31%	26%	27%	52%	72%	32%	28%
	2008	177	37%	43%	21%	45%	79%	29%	55%
NAVMEDE	NMC SAN DIEGO								
	2009	868	34%	26%	36%	56%	75%	34%	33%
	2008	1609	34%	24%	41%	42%	76%	30%	38%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 2 Box							
						Retirees and Family Members Under 65	Retirees and Family Members 65+		
		Responses	Total	Active Duty	Active Duty Family Members			Primary Care	Specialty Care
NCA	NHC ANNAPOLIS								
	2009	405	<b>33%</b>	<b>21%</b>	42%	46%	<b>74%</b>	<b>33%</b>	33%
	2008	183	23%	17%	33%	38%	73%	22%	24%
NCA	NHC PATUXENT RIVER								
	2009	416	<b>30%</b>	<b>22%</b>	<b>32%</b>	54%	<b>65%</b>	<b>29%</b>	35%
	2008	178	27%	23%	20%	41%	*	23%	41%
NCA	NHC QUANTICO								
	2009	359	<b>25%</b>	<b>16%</b>	<b>25%</b>	41%	<b>70%</b>	<b>26%</b>	<b>22%</b>
	2008	161	29%	21%	25%	44%	71%	31%	21%
NCA	NNMC BETHESDA								
	2009	849	<b>38%</b>	<b>36%</b>	37%	50%	<b>67%</b>	38%	39%
	2008	841	39%	33%	38%	49%	65%	37%	40%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
<b>Direct Care 2009 Civilian Benchmark<sup>1</sup></b>		--	67%	--	--	--	--	--	--
<b>Overall - Direct Care</b>									
	2009	42539	<b>54%</b>	<b>48%</b>	<b>53%</b>	<b>70%</b>	<b>87%</b>	<b>55%</b>	<b>54%</b>
	2008	40303	52%	45%	50%	67%	85%	52%	52%
<b>Overall - Navy <sup>2</sup></b>									
	2009	11502	<b>55%</b>	<b>48%</b>	<b>54%</b>	<b>73%</b>	<b>89%</b>	<b>55%</b>	<b>54%</b>
	2008	9451	54%	47%	53%	69%	85%	53%	55%
<b>Navy - CONUS <sup>3</sup></b>									
	2009	9832	<b>55%</b>	<b>48%</b>	<b>54%</b>	<b>73%</b>	<b>89%</b>	<b>55%</b>	<b>54%</b>
	2008	8072	53%	46%	52%	69%	86%	52%	54%
<b>Navy - OCONUS</b>									
	2009	1670	<b>55%</b>	<b>49%</b>	<b>52%</b>	71%	<b>88%</b>	<b>56%</b>	<b>53%</b>
	2008	1379	59%	57%	57%	68%	78%	60%	56%

### Navy - Intermediate Commands

NAVMED_E	Navy Medicine East								
	2009	5445	<b>55%</b>	<b>49%</b>	<b>52%</b>	<b>73%</b>	<b>90%</b>	<b>55%</b>	<b>55%</b>
	2008	4264	52%	46%	49%	70%	86%	52%	52%
NAVMED_W	Navy Medicine West								
	2009	4026	<b>54%</b>	<b>46%</b>	<b>55%</b>	<b>72%</b>	<b>88%</b>	<b>56%</b>	<b>52%</b>
	2008	3824	55%	48%	55%	68%	85%	53%	57%
NCA	Navy Counselor Association								
	2009	2029	<b>58%</b>	<b>53%</b>	<b>58%</b>	71%	<b>84%</b>	<b>56%</b>	<b>61%</b>
	2008	1363	57%	50%	57%	71%	84%	55%	58%

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

<sup>2</sup> Parent DMIS 6992 (Opsforce) had fewer than 10 responses across the year. Data are included in Navy Overall totals.

<sup>3</sup> 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 - Navy

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
NAVMED_E	NAVAL HLTH CLINIC NEW ENGLAND								
	2009	426	<b>56%</b>	<b>51%</b>	<b>53%</b>	<b>78%</b>	<b>92%</b>	<b>56%</b>	57%
	2008	419	53%	51%	43%	72%	93%	56%	45%
NAVMED_E	NH BEAUFORT								
	2009	274	<b>51%</b>	<b>39%</b>	<b>48%</b>	<b>78%</b>	81%	<b>51%</b>	<b>51%</b>
	2008	135	43%	31%	45%	50%	74%	50%	35%
NAVMED_E	NH CAMP LEJEUNE								
	2009	469	<b>49%</b>	<b>43%</b>	<b>44%</b>	<b>57%</b>	<b>92%</b>	<b>49%</b>	<b>48%</b>
	2008	507	45%	40%	39%	68%	89%	44%	47%
NAVMED_E	NH GUANTANAMO BAY								
	2009	87	61%	53%	76%	82%	*	63%	60%
	2008	68	61%	62%	45%	76%	*	68%	53%
NAVMED_E	NH JACKSONVILLE								
	2009	490	<b>59%</b>	<b>56%</b>	<b>51%</b>	<b>77%</b>	<b>89%</b>	<b>59%</b>	59%
	2008	894	54%	46%	53%	73%	81%	53%	55%
NAVMED_E	NH NAPLES								
	2009	317	63%	58%	<b>79%</b>	69%	76%	65%	62%
	2008	195	67%	64%	72%	71%	*	75%	61%
NAVMED_E	NH PENSACOLA								
	2009	582	<b>58%</b>	<b>53%</b>	<b>56%</b>	<b>76%</b>	<b>92%</b>	<b>58%</b>	59%
	2008	334	57%	49%	57%	74%	97%	58%	55%
NAVMED_E	NH ROTA								
	2009	214	70%	65%	75%	78%	100%	74%	64%
	2008	143	59%	53%	58%	89%	96%	64%	53%
NAVMED_E	NH SIGONELLA								
	2009	217	61%	<b>49%</b>	73%	<b>86%</b>	85%	58%	68%
	2008	143	61%	62%	53%	85%	*	63%	53%
NAVMED_E	NHC CHARLESTON								
	2009	393	<b>54%</b>	<b>43%</b>	62%	<b>82%</b>	60%	59%	<b>44%</b>
	2008	257	53%	39%	60%	83%	75%	53%	53%
NAVMED_E	NHC CHERRY POINT								
	2009	308	<b>50%</b>	<b>47%</b>	<b>39%</b>	65%	<b>85%</b>	58%	<b>35%</b>
	2008	142	39%	28%	46%	44%	90%	42%	26%
NAVMED_E	NHC CORPUS CHRISTI								
	2009	386	<b>51%</b>	<b>42%</b>	63%	73%	70%	<b>52%</b>	<b>48%</b>
	2008	166	49%	41%	57%	76%	*	50%	45%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NAVMEDE	NHC GREAT LAKES								
	2009	372	67%	62%	65%	79%	96%	68%	65%
	2008	350	56%	51%	50%	75%	79%	52%	65%
NAVMEDE	NMC PORTSMOUTH								
	2009	910	51%	44%	48%	75%	93%	48%	54%
	2008	511	51%	46%	47%	69%	90%	48%	54%
NAVMEDE	NH BREMERTON								
	2009	393	55%	47%	59%	64%	85%	58%	51%
	2008	219	47%	34%	50%	62%	80%	53%	40%
NAVMEDE	NH CAMP PENDLETON								
	2009	522	51%	38%	56%	77%	79%	56%	46%
	2008	286	52%	46%	45%	77%	79%	49%	55%
NAVMEDE	NH GUAM								
	2009	297	60%	56%	59%	69%	75%	71%	46%
	2008	305	62%	62%	58%	66%	78%	66%	58%
NAVMEDE	NH LEMOORE								
	2009	359	55%	45%	56%	69%	87%	62%	37%
	2008	379	53%	45%	53%	67%	86%	54%	50%
NAVMEDE	NH OAK HARBOR								
	2009	332	47%	45%	38%	57%	90%	47%	47%
	2008	190	48%	36%	52%	58%	74%	44%	58%
NAVMEDE	NH OKINAWA								
	2009	246	53%	48%	38%	71%	100%	55%	51%
	2008	185	55%	54%	53%	66%	70%	52%	58%
NAVMEDE	NH TWENTYNINE PALMS								
	2009	327	54%	41%	54%	74%	98%	56%	52%
	2008	134	67%	54%	79%	84%	81%	76%	52%
NAVMEDE	NH YOKOSUKA								
	2009	290	45%	42%	40%	67%	76%	43%	48%
	2008	340	53%	51%	52%	66%	76%	55%	50%
NAVMEDE	NHC HAWAII								
	2009	392	54%	52%	45%	74%	83%	56%	50%
	2008	177	60%	61%	49%	78%	79%	57%	67%
NAVMEDE	NMC SAN DIEGO								
	2009	868	57%	48%	62%	77%	91%	56%	57%
	2008	1609	55%	45%	61%	66%	91%	50%	60%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 3 Box							
						Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total	Active Duty	Active Duty Family Members				
NCA	NHC ANNAPOLIS								
	2009	405	<b>56%</b>	<b>42%</b>	67%	71%	<b>90%</b>	<b>57%</b>	50%
	2008	183	47%	44%	46%	74%	76%	47%	49%
NCA	NHC PATUXENT RIVER								
	2009	416	<b>54%</b>	<b>48%</b>	<b>56%</b>	<b>78%</b>	70%	<b>54%</b>	57%
	2008	178	50%	41%	49%	76%	*	49%	55%
NCA	NHC QUANTICO								
	2009	359	<b>49%</b>	<b>40%</b>	<b>52%</b>	63%	80%	<b>48%</b>	52%
	2008	161	53%	41%	57%	63%	94%	55%	45%
NCA	NNMC BETHESDA								
	2009	849	<b>61%</b>	<b>58%</b>	59%	74%	<b>85%</b>	60%	62%
	2008	841	60%	53%	60%	71%	84%	60%	59%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
<b>Direct Care 2009 Civilian Benchmark<sup>1</sup></b>		--	--	--	--	--	--	--	--
<b>Overall - Direct Care</b>									
	2009	4858	58%	57%	57%	64%	75%	57%	60%
	2008	2480.5	56%	53%	58%	63%	80%	56%	56%
<b>Overall - Navy <sup>2</sup></b>									
	2009	1296.5	57%	53%	60%	67%	73%	57%	57%
	2008	696	57%	54%	59%	63%	77%	60%	54%
<b>Navy - CONUS <sup>3</sup></b>									
	2009	1126.5	57%	53%	60%	67%	72%	57%	57%
	2008	596	56%	52%	59%	61%	80%	58%	53%
<b>Navy - OCONUS</b>									
	2009	170	58%	54%	65%	72%	79%	59%	57%
	2008	100	68%	72%	56%	88%	*	74%	58%

### Navy - Intermediate Commands

NAVMED_E	Navy Medicine East								
	2009	608.5	58%	52%	65%	68%	76%	57%	59%
	2008	375	53%	51%	53%	61%	83%	58%	48%
NAVMED_W	Navy Medicine West								
	2009	464	55%	52%	55%	67%	71%	55%	54%
	2008	212	60%	55%	65%	65%	76%	63%	57%
NCA	Navy Counselor Association								
	2009	223	62%	62%	59%	63%	67%	62%	62%
	2008	109	65%	66%	65%	63%	62%	62%	69%

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

<sup>2</sup> Parent DMIS 6992 (Opsforce) had fewer than 10 responses across the year. Data are included in Navy Overall totals.

<sup>3</sup> 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 - Navy

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
NAVMED_E	NAVAL HLTH CLINIC NEW ENGLAND								
	2009	51	60%	54%	73%	60%	*	52%	78%
	2008	59	63%	65%	*	68%	*	67%	55%
NAVMED_E	NH BEAUFORT								
	2009	34.5	68%	69%	*	61%	*	77%	49%
	2008	26	56%	*	66%	*	*	73%	39%
NAVMED_E	NH CAMP LEJEUNE								
	2009	60	49%	42%	51%	64%	*	51%	48%
	2008	31	37%	*	43%	*	*	53%	19%
NAVMED_E	NH GUANTANAMO BAY								
	2009	11	62%	*	*	*	--	*	*
	2008	10	76%	*	*	--	--	*	*
NAVMED_E	NH JACKSONVILLE								
	2009	49.5	54%	53%	52%	*	*	46%	63%
	2008	35.5	56%	61%	*	60%	--	56%	56%
NAVMED_E	NH NAPLES								
	2009	33	58%	53%	*	*	--	55%	60%
	2008	16	83%	95%	*	--	*	*	*
NAVMED_E	NH PENSACOLA								
	2009	85	63%	61%	63%	68%	*	64%	57%
	2008	38	63%	63%	*	*	*	71%	49%
NAVMED_E	NH ROTA								
	2009	15.5	84%	*	*	*	*	*	*
	2008	12	52%	*	*	*	*	*	*
NAVMED_E	NH SIGONELLA								
	2009	17.5	45%	*	*	*	*	42%	*
	2008	16	73%	*	*	*	*	66%	*
NAVMED_E	NHC CHARLESTON								
	2009	39	69%	69%	64%	*	*	65%	75%
	2008	18	59%	*	*	*	*	69%	*
NAVMED_E	NHC CHERRY POINT								
	2009	24.5	48%	52%	30%	*	*	41%	*
	2008	18.5	56%	*	*	*	*	52%	*
NAVMED_E	NHC CORPUS CHRISTI								
	2009	39	53%	35%	*	73%	*	51%	*
	2008	14	41%	*	*	*	--	40%	*

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NAVMED_E	NHC GREAT LAKES								
	2009	39	56%	44%	*	86%	*	63%	43%
	2008	30	52%	58%	*	*	*	56%	*
NAVMED_E	NMC PORTSMOUTH								
	2009	110	60%	51%	76%	66%	78%	59%	61%
	2008	51	47%	42%	52%	70%	*	45%	49%
NAVMED_W	NH BREMERTON								
	2009	48.5	52%	42%	59%	82%	*	49%	58%
	2008	17.5	49%	*	*	65%	--	66%	*
NAVMED_W	NH CAMP PENDLETON								
	2009	64.5	47%	50%	35%	52%	*	46%	48%
	2008	36.5	55%	65%	39%	*	*	55%	56%
NAVMED_W	NH GUAM								
	2009	29.5	83%	90%	*	*	*	78%	88%
	2008	16	65%	*	*	*	*	72%	*
NAVMED_W	NH LEMOORE								
	2009	33.5	62%	69%	67%	*	*	61%	*
	2008	15	60%	*	*	*	--	54%	*
NAVMED_W	NH OAK HARBOR								
	2009	28.5	74%	*	81%	*	--	77%	70%
	2008	19.5	66%	*	*	*	*	58%	*
NAVMED_W	NH OKINAWA								
	2009	31	54%	46%	*	*	*	59%	49%
	2008	14	69%	*	*	*	--	81%	*
NAVMED_W	NH TWENTYNINE PALMS								
	2009	32	50%	45%	53%	*	*	59%	42%
	2008	9	*	*	*	*	--	*	*
NAVMED_W	NH YOKOSUKA								
	2009	31.5	49%	45%	*	*	*	54%	41%
	2008	16	47%	*	*	*	*	56%	*
NAVMED_W	NHC HAWAII								
	2009	51	51%	45%	62%	59%	*	54%	39%
	2008	15	64%	*	*	*	--	61%	*
NAVMED_W	NMC SAN DIEGO								
	2009	114	56%	53%	56%	79%	*	56%	57%
	2008	53.5	60%	49%	76%	62%	*	62%	59%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NCA	NHC ANNAPOLIS								
	2009	38.5	50%	28%	64%	*	*	52%	*
	2008	15.5	47%	*	*	*	*	52%	*
NCA	NHC PATUXENT RIVER								
	2009	37.5	68%	69%	*	*	*	66%	*
	2008	19	67%	*	*	*	*	72%	*
NCA	NHC QUANTICO								
	2009	34	55%	*	44%	69%	*	54%	*
	2008	21	74%	72%	*	*	*	71%	*
NCA	NNMC BETHESDA								
	2009	113	64%	65%	64%	59%	*	66%	62%
	2008	53.5	65%	68%	61%	*	*	57%	70%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
<b>Direct Care 2009 Civilian Benchmark<sup>1</sup></b>		--	--	--	--	--	--	--	--
<b>Overall - Direct Care</b>									
	2009	24014	82%	78%	79%	93%	93%	84%	79%
	2008	--	--	--	--	--	--	--	--
<b>Overall - Navy <sup>2</sup></b>									
	2009	6397	80%	76%	80%	94%	92%	83%	77%
	2008	--	--	--	--	--	--	--	--
<b>Navy - CONUS <sup>3</sup></b>									
	2009	5494	81%	76%	80%	94%	93%	83%	77%
	2008	--	--	--	--	--	--	--	--
<b>Navy - OCONUS</b>									
	2009	903	77%	73%	78%	94%	80%	79%	75%
	2008	--	--	--	--	--	--	--	--
<b>Navy - Intermediate Commands</b>									
NAVMED_E	Navy Medicine East								
	2009	2986	80%	75%	83%	94%	93%	83%	76%
	2008	--	--	--	--	--	--	--	--
NAVMED_W	Navy Medicine West								
	2009	2295	80%	77%	75%	95%	92%	82%	77%
	2008	--	--	--	--	--	--	--	--
NCA	Navy Counselor Association								
	2009	1114	81%	78%	81%	94%	87%	82%	79%
	2008	--	--	--	--	--	--	--	--

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

<sup>2</sup> Parent DMIS 6992 (Opsforce) had fewer than 10 responses across the year. Data are included in Navy Overall totals.

<sup>3</sup> 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 - Navy

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
NAVMED_E	NAVAL HLTH CLINIC NEW ENGLAND								
	2009	225	80%	78%	78%	94%	75%	81%	73%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH BEAUFORT								
	2009	177	70%	53%	76%	99%	74%	71%	68%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH CAMP LEJEUNE								
	2009	243	76%	68%	73%	97%	95%	82%	70%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH GUANTANAMO BAY								
	2009	34	84%	84%	*	*	--	79%	89%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH JACKSONVILLE								
	2009	270	84%	78%	90%	97%	98%	87%	78%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH NAPLES								
	2009	159	77%	77%	71%	92%	*	74%	82%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH PENSACOLA								
	2009	315	81%	74%	83%	92%	100%	83%	74%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH ROTA								
	2009	103	88%	86%	88%	92%	89%	89%	85%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NH SIGONELLA								
	2009	133	76%	76%	68%	94%	94%	78%	71%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CHARLESTON								
	2009	228	86%	85%	84%	89%	*	90%	74%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CHERRY POINT								
	2009	183	77%	67%	83%	97%	95%	82%	67%
	2008	--	--	--	--	--	--	--	--
NAVMED_E	NHC CORPUS CHRISTI								
	2009	222	81%	79%	78%	91%	93%	80%	83%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

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
NAVMEDE	NHC GREAT LAKES								
	2009	208	81%	72%	80%	97%	97%	82%	77%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NMC PORTSMOUTH								
	2009	486	82%	76%	89%	90%	94%	86%	79%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH BREMERTON								
	2009	215	83%	85%	69%	93%	96%	85%	80%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH CAMP PENDLETON								
	2009	283	79%	75%	76%	94%	94%	84%	74%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH GUAM								
	2009	163	86%	87%	76%	96%	88%	86%	85%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH LEMOORE								
	2009	232	80%	75%	78%	94%	97%	82%	74%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH OAK HARBOR								
	2009	187	77%	69%	77%	94%	100%	81%	71%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH OKINAWA								
	2009	137	75%	63%	82%	95%	68%	74%	75%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH TWENTYNINE PALMS								
	2009	196	86%	83%	85%	89%	100%	86%	84%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NH YOKOSUKA								
	2009	172	75%	70%	80%	91%	91%	80%	66%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NHC HAWAII								
	2009	204	80%	76%	78%	93%	100%	83%	73%
	2008	--	--	--	--	--	--	--	--
NAVMEDE	NMC SAN DIEGO								
	2009	506	81%	80%	71%	97%	92%	82%	79%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Navy

**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
NCA	NHC ANNAPOLIS								
	2009	241	82%	78%	80%	95%	94%	84%	70%
	2008	--	--	--	--	--	--	--	--
NCA	NHC PATUXENT RIVER								
	2009	234	73%	70%	69%	88%	86%	74%	65%
	2008	--	--	--	--	--	--	--	--
NCA	NHC QUANTICO								
	2009	185	81%	78%	81%	88%	79%	86%	62%
	2008	--	--	--	--	--	--	--	--
NCA	NNMC BETHESDA								
	2009	454	82%	79%	83%	97%	88%	82%	82%
	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
<b>TOTAL</b>	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**

<b>Sample</b>	<b>Completes</b>	<b>Initial Sample</b>	<b>Response Rate (AAPOR Formula 1)</b>
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%
<b>TOTAL</b>	<b>43,178</b>	<b>293,748</b>	<b>16.3%</b>

**Table A5: Direct Care Mail – Army AAPOR Response Rate**

<b>Sample</b>	<b>Completes</b>	<b>Initial Sample</b>	<b>Response Rate (AAPOR Formula 1)</b>
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%
<b>TOTAL</b>	<b>18,411</b>	<b>138,046</b>	<b>15.1%</b>

**Table A6: Direct Care Mail – Navy AAPOR Response Rate**

<b>Sample</b>	<b>Completes</b>	<b>Initial Sample</b>	<b>Response Rate (AAPOR Formula 1)</b>
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%
<b>TOTAL</b>	<b>11,711</b>	<b>76,352</b>	<b>17.2%</b>

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

<b>Sample</b>	<b>Completes</b>	<b>Initial Sample</b>	<b>Response Rate (AAPOR Formula 1)</b>
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%
<b>TOTAL</b>	<b>13,056</b>	<b>79,350</b>	<b>17.5%</b>

## 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 balancing<sup>1</sup>. 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](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.*

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<sup>1</sup> 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**

<b>Composite Name</b>	<b>Question</b>	<b>Response Option</b>
<b>Feelings Toward MHS</b>	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
<b>Mental Health Care</b>	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