

TRICARE Outpatient Satisfaction Survey (TROSS)

Provider Region North

Annual Report

May 2008 – April 2009

TRICARE Management Activity
Health Program Analysis and Evaluation
5111 Leesburg Pike, Five Skyline Place
Falls Church, VA 22041

Prepared by



Altarum Institute
Ann Arbor, MI / Alexandria, VA



Synovate
Public Sector and Healthcare Services
Research Group
Chicago, IL / Falls Church, VA

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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 Purchased Care system had 38.1 million encounters. The 2009 Purchased Care sample consisted of 219,050 TRICARE beneficiaries receiving care at an MHS civilian provider. Of the total number sampled, 57,675 responded to the mail survey for an overall Purchased Care AAPOR response rate of 28.0%. The Purchase Care report is broken out by provider region and includes further breakouts by military treatment facility service areas.

This report summarizes the satisfaction of beneficiaries who received care in Provider Region North between May 1, 2008 and April 30, 2009. Statistical comparisons to the 2009 Purchased Care Civilian Benchmark are provided. For Provider Region North, 66,347 beneficiaries received a survey and 17,344 beneficiaries responded. The AAPOR response rate for Provider Region North was 27.9%. Details on the full survey are included in Appendix A: Methodology Report.

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

Highlights of Results

Military Health System Overall: For both of the key indicators of satisfaction (*Overall rating of health care* and *Overall rating of provider*) the MHS is significantly different from the MHS Wide Civilian Benchmark. Fifty percent (50%) of MHS beneficiaries rated their health care with a 9 or 10, compared with 53% of Civilian respondents rating their overall health care with a 9 or 10. Eighty-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%).

Purchased Care Results: For both of the key indicators of satisfaction (*Overall rating of health care* and *Overall rating of provider*) the Purchased Care network is significantly higher than the Purchased Care Civilian Benchmark. Sixty percent (60%) of Purchased Care beneficiaries rated their health care with a 9 or 10, compared with Civilian respondents, of whom 58% rated their overall health care with a 9 or 10. Eighty-nine percent (89%) of Purchased Care beneficiaries rated their provider with an 8, 9, or 10, compared with Civilian respondents, of whom 87% rated their provider with an 8, 9, or 10. This trend is consistent across the Provider Regions and the USFHP. Purchased Care satisfaction is significantly higher than Civilian Benchmark for all CAHPS Composites and Balanced Scorecard questions. This pattern is also consistent across the Provider Regions and the USFHP. Purchased Care satisfaction is significantly higher than the Civilians (67% vs. 63%) for *Talk about prescriptions*. Among beneficiary categories, Retirees and Family Members 65+ are the most satisfied in their outpatient care. Overall, the Purchased Care outpatient satisfaction scores increased from 2008 to 2009 (56% to 60%).

Provider Region North Results: Similar to Purchased Care beneficiaries, for *Overall rating of provider*, 89% of Provider Region North beneficiaries rated their provider with an 8, 9, or 10, compared with Civilian respondents, of whom 87% rated their provider with an 8, 9, or 10. Provider Region North satisfaction is significantly higher than Civilian Benchmark for all CAHPS Composites, as well as for *Doctor knew your important medical hx*, *Timely appt for routine care*, and *Get results on test or X-ray*. Provider Region North beneficiary satisfaction is significantly higher than the Civilians (67% vs. 63%) for *Talk about prescriptions*.

TRICARE Outpatient Satisfaction Survey

MHS Wide 2009 Report - May 2008 through April 2009 Encounters

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

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

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

TRICARE Outpatient Satisfaction Survey

Purchased Care 2009 Report - May 2008 through April 2009 Encounters

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

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

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

TRICARE Outpatient Satisfaction Survey

Direct Care 2009 Report - May 2008 through April 2009 Encounters

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

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

CAHPS Composites

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

DoD Composites

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

Balanced Scorecard

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

DoD Wide

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

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

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

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Section 2:
Driver Analysis

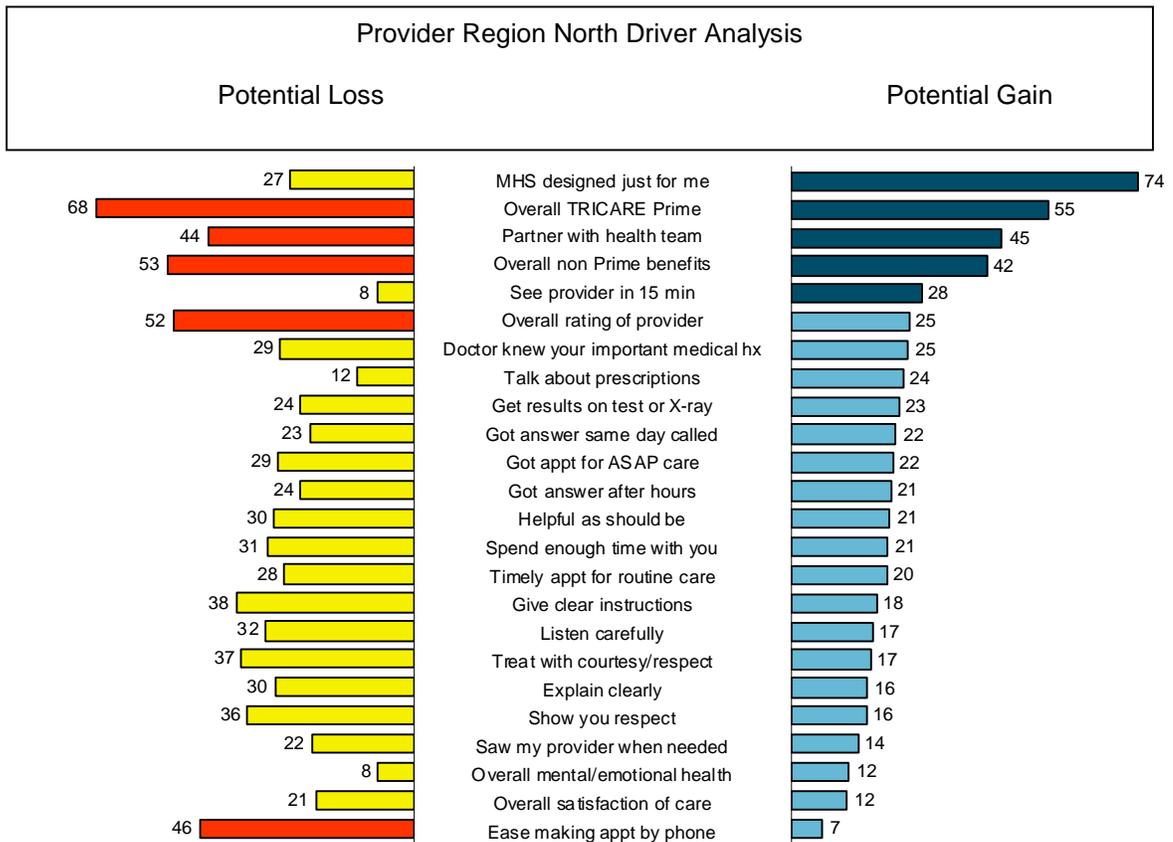
Driver Analysis

The following analyses show which factors have the greatest impact on overall satisfaction for the Provider Region North. 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 Provider Region North include:

- It feels like the Military Health System was designed just for me
- Overall ratings of TRICARE Prime
- I am a partner with my health care team. They know and care about improving my health.
- Overall ratings of TRICARE Standard, Extra, or TRICARE for Life benefits
- See provider within 15 minutes of your appointment time

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 Provider Region North Driver Analysis are:

- Overall ratings of TRICARE Prime
- Overall ratings of TRICARE Standard, Extra, or TRICARE for Life benefits
- Overall ratings of provider
- Ease of making appointment through the phone
- I am a partner with my health care team. They know and care about improving my health.



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, *See provider within 15 minutes of your appointment time?* Each question is presented in rank order for potential gain in relation to *Overall rating of health care*. *See provider within 15 minutes of your appointment time* received a score of 28%. This indicates that 28% 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, *Ease of making appointment through the phone?* *Ease of making appointment through the phone* received a score of 46%. This indicates that 46% of those respondents who gave a high *Overall rating of health care* would switch to a low *Overall rating of health care* if their perceptions of this attribute became poor.

Section 3:
Introduction to the Methods

Introduction to the Methods

Purpose of the TRICARE Outpatient Satisfaction Survey

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

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

Survey Methods

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

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

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

Survey Instrument

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

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

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

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

Table 1: Composite Measures

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

Civilian Benchmark Survey

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

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

Presentation of Results and Statistical Testing

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

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

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

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

Table 2: TROSS Key Item Correlations to Composites

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

How to Read the Annual Report

Key Features

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

The following show the basic features of the report.

Survey Question

Civilian Benchmarks

MHS Wide Results

Direct Care Results

Purchased Care Results

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

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

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

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

Section 4 - 3

Bold font represents statistical difference between score and Civilian Benchmark

Caveats to Annual Reports

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

Reporting Periods

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

General Definitions

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

Purchased Care Definitions

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

Direct Care Definitions

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

Section 4:
Provider Region North Report Tables

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

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

	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	
2009 MHS Wide Civilian Benchmark¹	--	67%	--	--	--	--	--	--	
2009 Direct Care Civilian Benchmark	--	61%	--	--	--	--	--	--	
2009 Purchased Care Civilian Benchmark	--	71%	--	--	--	--	--	--	
MHS Wide									
2009	41824.4	70%	58%	65%	72%	78%	70%	71%	
2008	56923.6	70%	59%	64%	71%	79%	68%	72%	
Overall - Direct Care									
2009	16033	55%	54%	52%	58%	70%	52%	59%	
2008	17288.6	56%	57%	51%	57%	72%	52%	63%	
Direct Care - CONUS²									
2009	14399	54%	54%	52%	57%	69%	52%	58%	
2008	15760	55%	56%	51%	57%	71%	51%	62%	
Direct Care - OCONUS									
2009	1634	60%	59%	57%	65%	76%	57%	66%	
2008	1528.6	62%	63%	57%	64%	83%	58%	68%	
Overall - Purchased Care									
2009	25791.4	76%	72%	74%	75%	79%	77%	76%	
2008	39635	76%	72%	73%	75%	79%	76%	76%	
Purchased Care - North Region³									
2009	7901.2	78%	74%	75%	76%	80%	78%	76%	
2008	12219.2	77%	75%	75%	76%	80%	78%	77%	
Purchased Care - South Region³									
2009	10230.4	75%	70%	71%	73%	78%	75%	75%	
2008	15646.2	76%	69%	71%	74%	79%	75%	76%	
Purchased Care - West Region³									
2009	7322.6	76%	71%	75%	76%	78%	77%	76%	
2008	11121.4	77%	71%	73%	76%	79%	77%	77%	
Purchased Care - U.S. Family Health Plan									
2009	336.4	78%	*	74%	72%	86%	77%	83%	
2008	647.4	72%	--	66%	68%	76%	71%	75%	

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group CAHPS Composites

Composite 1 - Access to Care

	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
1st MED GRP-LANGLEY								
2009	55.2	76%	*	80%	67%	84%	71%	83%
2008	115.6	73%	*	73%	73%	71%	72%	76%
4th MED GRP-SEYMOUR JOHNSON								
2009	78	74%	82%	76%	72%	79%	77%	71%
2008	113.4	70%	*	61%	67%	80%	73%	67%
43RD MEDICAL GROUP-POPE								
2009	114.6	77%	59%	77%	76%	83%	81%	73%
2008	283.6	72%	53%	74%	68%	83%	73%	71%
66th MED GRP-HANSCOM								
2009	109.8	75%	65%	73%	89%	76%	73%	79%
2008	179	80%	65%	82%	84%	80%	79%	84%
87th MED GRP-MCGUIRE								
2009	62.8	64%	51%	74%	*	60%	61%	66%
2008	99.2	73%	35%	80%	83%	81%	82%	65%
88th MED GRP-WRIGHT-PATTERSON								
2009	97.8	78%	80%	78%	81%	74%	78%	77%
2008	167.4	78%	*	78%	73%	82%	74%	85%
375th MED GRP-SCOTT								
2009	185.2	81%	65%	80%	75%	90%	87%	73%
2008	286.8	79%	66%	80%	75%	81%	80%	76%
436th MED GRP-DOVER								
2009	60.2	78%	52%	66%	81%	85%	88%	72%
2008	83.8	71%	*	51%	79%	83%	68%	79%
579TH MED GROUP-BOLLING								
2009	1.5	*	--	--	--	*	*	*
2008	3.3	*	--	--	*	*	*	*
779th MED GRP-ANDREWS								
2009	2	*	--	--	*	*	--	*
2008	4.3	*	--	*	*	*	*	*
AINSWORTH US ARMY OCCU HLTH CL								
2009	96.4	80%	81%	70%	87%	82%	80%	79%
2008	155.6	70%	71%	76%	63%	71%	76%	53%
ANDREW RADER AHC-FT. MYER								
2009	20.4	73%	*	*	*	*	*	81%
2008	44.6	66%	*	*	73%	67%	70%	65%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group CAHPS Composites

Composite 1 - Access to Care

	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
BARQUIST ARMY HEALTH CLINIC								
2009	57.2	82%	*	81%	84%	70%	82%	79%
2008	90.6	74%	*	80%	68%	72%	73%	75%
BLANCHFIELD ACH-FT. CAMPBELL								
2009	98.6	80%	*	72%	85%	81%	84%	68%
2008	143.4	71%	*	73%	59%	90%	74%	65%
BMC CAMP GEIGER MCB								
2009	7.8	*	*	*	*	--	*	*
2008	4	*	*	*	--	--	*	*
BMC COLTS NECK EARLE								
2009	14	78%	*	*	*	*	*	*
2008	28	65%	*	*	*	59%	*	48%
BMC LAKEHURST								
2009	21.6	78%	*	*	*	*	85%	66%
2008	36.4	80%	*	*	*	88%	82%	79%
BMC MCAS NEW RIVER								
2009	28.2	75%	*	78%	*	*	74%	*
2008	22.2	74%	*	79%	*	*	74%	*
BMC MECHANICSBURG								
2009	94.6	74%	70%	85%	57%	79%	75%	75%
2008	148.4	82%	*	68%	85%	90%	81%	87%
BMC SUGAR GROVE								
2009	23.3	81%	*	*	*	77%	79%	*
2008	44.6	80%	*	*	75%	86%	75%	90%
BMC WILLOW GROVE								
2009	172.2	79%	77%	86%	79%	76%	78%	80%
2008	299.2	81%	68%	85%	75%	83%	80%	83%
CAMP ATTERBURY OUTPATIENT CLIN								
2009	132.2	81%	79%	79%	77%	85%	78%	90%
2008	180	82%	78%	83%	83%	81%	82%	83%
CONNECTICUT								
2009	41.8	83%	*	*	*	80%	82%	86%
2008	68.4	81%	*	88%	83%	67%	79%	84%
DELAWARE								
2009	2.5	*	--	--	--	*	*	--
2008	2.8	*	--	--	*	*	*	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
DEWITT ACH-FT. BELVOIR								
2009	52.4	69%	*	68%	53%	77%	53%	85%
2008	78	81%	*	83%	76%	84%	80%	81%
DILORENZO TRICARE HEALTH CLIN								
2009	23.6	79%	*	*	*	*	*	81%
2008	41.4	85%	*	*	80%	89%	87%	84%
DILORENZO TRICARE HLTH CLN ARL								
2009	1	*	--	--	--	*	*	--
2008	1.5	*	*	--	--	*	*	*
DUNHAM AHC-CARLISLE BARRACKS								
2009	35.8	87%	71%	*	*	91%	90%	80%
2008	52.8	77%	*	*	59%	88%	84%	76%
EASTERN MISSOURI-ST LOUIS AREA								
2009	38	78%	*	*	84%	72%	78%	83%
2008	39.6	72%	*	*	87%	67%	78%	61%
FAMILY HEALTH CENTER FAIRFAX								
2009	109.4	79%	*	79%	76%	81%	80%	78%
2008	233	82%	*	67%	82%	88%	81%	81%
FAMILY HEALTH CENTER WOODBRIDG								
2009	35	80%	*	*	82%	81%	82%	73%
2008	62.6	77%	*	65%	73%	88%	83%	75%
GUTHRIE AHC-FT. DRUM								
2009	47.6	74%	71%	67%	*	*	80%	59%
2008	61.8	72%	*	64%	86%	*	88%	60%
ILLINOIS								
2009	190	81%	63%	86%	70%	87%	85%	66%
2008	271.8	77%	74%	70%	81%	76%	74%	84%
INDIANA								
2009	255.6	81%	79%	79%	80%	82%	82%	78%
2008	332.8	76%	83%	77%	77%	73%	76%	77%
IOWA-QUAD CITIES AREA								
2009	1	*	--	*	--	--	--	*
2008	2.8	*	--	--	*	*	*	*
IRELAND ACH-FT. KNOX								
2009	138.8	76%	60%	72%	75%	81%	77%	74%
2008	244.2	81%	77%	83%	77%	81%	84%	73%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
KELLER ACH-WEST POINT								
2009	36.2	80%	*	69%	*	85%	80%	80%
2008	69.4	79%	*	74%	82%	81%	84%	73%
KENNER AHC-FT. LEE								
2009	94.8	72%	82%	72%	74%	69%	74%	68%
2008	178.8	77%	*	79%	73%	79%	78%	77%
KENTUCKY								
2009	206.2	79%	81%	79%	69%	82%	83%	71%
2008	306.8	77%	76%	86%	76%	72%	76%	79%
KIMBROUGH AMB CAR CEN-FT MEADE								
2009	42	69%	*	84%	67%	67%	70%	60%
2008	88	76%	*	74%	72%	78%	76%	81%
KIRK AHC-ABERDEEN PRVNG GD								
2009	39	79%	71%	70%	77%	*	88%	59%
2008	54.4	75%	*	*	64%	85%	79%	62%
MAINE								
2009	66.4	81%	72%	78%	78%	81%	78%	88%
2008	90.8	80%	*	79%	86%	76%	76%	87%
MARYLAND								
2009	27.2	66%	*	*	*	82%	78%	72%
2008	44.6	78%	*	*	84%	72%	76%	88%
MASSACHUSETTS								
2009	69.4	81%	82%	69%	92%	81%	80%	83%
2008	123	76%	70%	86%	79%	76%	75%	75%
MCDONALD AHC-FT. EUSTIS								
2009	119.8	80%	*	76%	81%	82%	81%	79%
2008	211.2	72%	*	67%	71%	70%	72%	71%
MICHIGAN								
2009	384.6	74%	73%	70%	70%	81%	73%	77%
2008	400.2	80%	60%	75%	75%	89%	81%	74%
MILLS TROOP CLINIC-FT. DIX								
2009	16.3	66%	*	*	*	*	*	*
2008	9.6	*	*	*	*	*	*	*
MONROE AHC-FT. MONROE								
2009	1.3	*	--	*	*	--	*	*
2008	3.8	*	--	*	*	*	*	*

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
NAVAL HLTH CLINIC NEW ENGLAND								
2009	84.8	78%	71%	81%	82%	76%	76%	85%
2008	137.8	76%	*	77%	78%	75%	78%	71%
NBHC ANDREWS AFB								
2009	13.4	82%	*	*	*	*	*	*
2008	11.6	88%	--	*	*	*	*	*
NBHC CHESAPEAKE								
2009	45.4	67%	*	39%	*	83%	67%	68%
2008	77.4	71%	*	63%	63%	76%	66%	86%
NBHC DAHLGREN								
2009	28.4	83%	*	84%	78%	*	83%	*
2008	25	66%	--	*	*	*	65%	*
NBHC GROTON								
2009	99	77%	85%	76%	75%	78%	78%	77%
2008	147.2	82%	64%	81%	78%	85%	84%	78%
NBHC INDIAN HEAD								
2009	4.3	*	*	*	--	*	*	*
2008	9.8	*	*	*	*	*	*	*
NBHC LITTLE CREEK								
2009	132.4	72%	*	68%	71%	78%	70%	75%
2008	243.6	74%	*	68%	80%	74%	74%	75%
NBHC NAS BRUNSWICK								
2009	56.2	80%	59%	83%	84%	83%	84%	66%
2008	57.6	82%	*	86%	92%	82%	85%	70%
NBHC NAVSTA SEWELLS								
2009	27	72%	*	69%	*	74%	78%	68%
2008	65.2	71%	*	68%	82%	67%	76%	56%
NBHC NSY NORFOLK								
2009	10.4	70%	--	*	*	*	70%	--
2008	18.6	65%	--	*	*	*	65%	*
NBHC OCEANA								
2009	100.4	79%	*	78%	71%	84%	76%	81%
2008	186.8	75%	*	73%	70%	83%	73%	76%
NBHC PORTSMOUTH								
2009	46.2	87%	44%	*	*	92%	88%	84%
2008	59.6	89%	*	*	95%	89%	89%	89%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
NBHC SARATOGA SPRINGS								
2009	71.4	85%	78%	78%	91%	84%	88%	80%
2008	100.2	83%	91%	77%	80%	90%	78%	92%
NBHC WASHINGTON NAVY YARD								
2009	7.8	*	--	*	*	*	*	*
2008	9	*	--	--	*	*	*	*
NBHC YORKTOWN								
2009	20.2	78%	--	*	*	*	77%	*
2008	33.8	78%	--	*	60%	86%	77%	77%
NEW HAMPSHIRE								
2009	33.8	79%	*	*	73%	88%	87%	63%
2008	43.6	83%	*	*	89%	80%	82%	84%
NEW JERSEY								
2009	31.2	76%	80%	75%	*	*	73%	87%
2008	48.2	80%	*	77%	*	77%	79%	82%
NEW YORK								
2009	319	81%	65%	81%	75%	85%	81%	78%
2008	376.2	80%	74%	81%	80%	79%	81%	78%
NH CAMP LEJEUNE								
2009	139	64%	67%	61%	69%	*	59%	73%
2008	177.8	66%	*	64%	60%	73%	64%	71%
NHC ANNAPOLIS								
2009	34.4	83%	*	*	*	87%	75%	93%
2008	62.2	70%	*	*	75%	68%	66%	83%
NHC CHERRY POINT								
2009	87.4	79%	68%	70%	81%	85%	81%	75%
2008	135.6	81%	*	75%	82%	85%	83%	79%
NHC GREAT LAKES								
2009	102	76%	70%	77%	52%	80%	77%	74%
2008	162.6	77%	*	76%	68%	81%	76%	79%
NHC PATUXENT RIVER								
2009	41.4	68%	*	64%	67%	*	76%	59%
2008	69.8	80%	*	81%	79%	88%	80%	79%
NHC QUANTICO								
2009	97.6	72%	*	75%	68%	74%	70%	71%
2008	146.4	78%	*	81%	78%	80%	73%	85%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
NMC PORTSMOUTH								
2009	127	74%	*	69%	71%	82%	75%	73%
2008	215.2	78%	*	78%	79%	76%	78%	77%
NNMC BETHESDA								
2009	26.8	82%	*	*	*	78%	*	84%
2008	61.2	84%	*	*	81%	81%	85%	83%
NORTH CAROLINA								
2009	595.6	80%	74%	78%	77%	82%	81%	79%
2008	943.8	79%	80%	74%	79%	81%	80%	77%
NORTHEAST WEST VIRGINIA								
2009	2.5	*	--	--	*	*	*	*
2008	5	*	--	--	*	*	*	*
NORTHERN VIRGINIA								
2009	31.6	85%	*	*	82%	87%	85%	*
2008	55.2	85%	*	*	87%	88%	84%	87%
OHC EDGEWOOD ARS								
2009	38.4	82%	74%	*	*	80%	84%	79%
2008	41.8	82%	*	*	88%	82%	84%	73%
OHIO								
2009	432.8	79%	82%	76%	78%	82%	79%	80%
2008	598.4	79%	85%	82%	77%	76%	77%	83%
PATTERSON AHC-FT. MONMOUTH								
2009	17	85%	*	*	*	*	*	*
2008	20.8	72%	*	*	*	61%	64%	83%
PENNSYLVANIA								
2009	376.4	81%	80%	83%	78%	82%	82%	75%
2008	552.8	81%	79%	75%	76%	86%	81%	83%
ROCK ISLAND ARSENAL AHC								
2009	27.4	72%	*	*	*	*	68%	88%
2008	42.2	85%	*	80%	87%	80%	85%	86%
SELFRIDGE AHC-SELFRIDGE ANGB								
2009	--	--	--	--	--	--	--	--
2008	137.2	79%	74%	76%	82%	86%	79%	78%
SOUTHERN VIRGINIA								
2009	165	74%	83%	71%	75%	72%	73%	77%
2008	275.2	77%	*	76%	70%	82%	76%	81%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
TMC CONTRACT SPARTA-FT. MCCOY								
2009	44	77%	59%	*	80%	*	81%	79%
2008	43.2	86%	*	76%	80%	94%	87%	81%
TRICARE OUTPATIENT CHESAPEAKE								
2009	102.8	75%	*	71%	71%	84%	74%	77%
2008	177	76%	*	70%	80%	86%	76%	78%
TRICARE OUTPATIENT CL VA BEACH								
2009	46.4	78%	*	82%	66%	*	83%	*
2008	65	85%	*	86%	85%	*	86%	*
VERMONT								
2009	58.6	89%	83%	89%	93%	88%	89%	89%
2008	83	79%	*	81%	76%	84%	78%	87%
WALTER REED AMC-WASHINGTON DC								
2009	12.6	67%	*	*	*	*	*	*
2008	30.6	86%	*	*	*	91%	85%	84%
WESTERN WEST VIRGINIA								
2009	154.2	79%	77%	81%	79%	77%	76%	86%
2008	227.6	81%	81%	79%	76%	85%	79%	86%
WISCONSIN								
2009	280.6	80%	80%	75%	84%	80%	79%	87%
2008	373.4	81%	81%	82%	81%	79%	80%	82%
WOMACK AMC-FT. BRAGG								
2009	129.4	76%	64%	76%	68%	85%	78%	72%
2008	189.6	76%	*	74%	80%	61%	78%	72%

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

Domain: Access to Care

Q10 - Timely appt for routine care

	Responses	Total	Percent Always						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care	
2009 MHS Wide Civilian Benchmark¹	--	77%	--	--	--	--	--	--	
2009 Direct Care Civilian Benchmark	--	69%	--	--	--	--	--	--	
2009 Purchased Care Civilian Benchmark	--	81%	--	--	--	--	--	--	
MHS Wide									
2009	55087	79%	63%	71%	81%	88%	79%	80%	
2008	75098	78%	65%	69%	81%	89%	77%	80%	
Overall - Direct Care									
2009	21475	61%	60%	56%	65%	76%	58%	65%	
2008	23252	62%	63%	57%	64%	78%	58%	69%	
Direct Care - CONUS²									
2009	19216	61%	60%	56%	65%	76%	57%	65%	
2008	21110	62%	63%	56%	64%	77%	57%	69%	
Direct Care - OCONUS									
2009	2259	65%	64%	62%	68%	77%	64%	67%	
2008	2142	64%	62%	63%	72%	87%	63%	66%	
Overall - Purchased Care									
2009	33612	86%	80%	82%	85%	89%	87%	86%	
2008	51846	87%	81%	82%	86%	89%	87%	86%	
Purchased Care - North Region³									
2009	10298	87%	81%	82%	85%	89%	87%	86%	
2008	16025	87%	82%	83%	86%	90%	88%	86%	
Purchased Care - South Region³									
2009	13400	87%	80%	81%	85%	89%	88%	86%	
2008	20470	87%	81%	82%	86%	90%	88%	86%	
Purchased Care - West Region³									
2009	9438	85%	80%	82%	84%	88%	86%	85%	
2008	14456	85%	80%	80%	85%	88%	85%	85%	
Purchased Care - U.S. Family Health Plan									
2009	476	90%	*	81%	86%	94%	90%	89%	
2008	895	81%	--	71%	75%	86%	79%	85%	

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Access to Care

Q10 - Timely appt for routine care

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
1st MED GRP-LANGLEY								
2009	66	84%	*	76%	75%	95%	81%	87%
2008	151	85%	*	77%	80%	93%	83%	89%
4th MED GRP-SEYMOUR JOHNSON								
2009	90	86%	88%	89%	89%	82%	89%	81%
2008	145	80%	88%	69%	72%	87%	82%	76%
43RD MEDICAL GROUP-POPE								
2009	145	88%	75%	92%	81%	90%	94%	80%
2008	365	87%	67%	84%	86%	91%	88%	85%
66th MED GRP-HANSCOM								
2009	144	83%	75%	82%	100%	81%	81%	88%
2008	229	86%	68%	90%	92%	85%	84%	92%
87th MED GRP-MCGUIRE								
2009	77	74%	69%	69%	81%	73%	75%	72%
2008	129	82%	54%	92%	87%	83%	86%	76%
88th MED GRP-WRIGHT-PATTERSON								
2009	128	85%	83%	86%	84%	85%	79%	95%
2008	225	85%	*	91%	82%	86%	84%	88%
375th MED GRP-SCOTT								
2009	223	92%	86%	81%	91%	96%	93%	90%
2008	372	91%	84%	86%	89%	95%	92%	89%
436th MED GRP-DOVER								
2009	75	86%	57%	60%	100%	89%	93%	81%
2008	117	92%	*	90%	87%	96%	95%	90%
579TH MED GROUP-BOLLING								
2009	--	--	--	--	--	--	--	--
2008	2	*	--	--	--	*	*	*
779th MED GRP-ANDREWS								
2009	1	*	--	--	--	*	--	*
2008	6	*	--	--	*	*	*	*
AINSWORTH US ARMY OCCU HLTH CL								
2009	130	89%	90%	70%	100%	95%	86%	94%
2008	202	88%	84%	93%	80%	90%	90%	84%
ANDREW RADER AHC-FT. MYER								
2009	28	85%	*	*	*	74%	77%	100%
2008	56	76%	*	*	94%	73%	77%	76%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Access to Care

Q10 - Timely appt for routine care

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BARQUIST ARMY HEALTH CLINIC								
2009	82	85%	73%	86%	92%	80%	86%	84%
2008	116	82%	*	91%	77%	84%	85%	77%
BLANCHFIELD ACH-FT. CAMPBELL								
2009	124	88%	74%	66%	93%	96%	90%	84%
2008	191	86%	*	89%	82%	97%	89%	79%
BMC CAMP GEIGER MCB								
2009	9	*	--	*	*	--	*	*
2008	3	*	--	*	--	--	--	*
BMC COLTS NECK EARLE								
2009	19	85%	*	*	*	*	79%	*
2008	29	94%	*	*	*	94%	100%	91%
BMC LAKEHURST								
2009	24	94%	*	*	*	*	95%	92%
2008	49	93%	*	*	*	95%	92%	94%
BMC MCAS NEW RIVER								
2009	34	78%	*	80%	*	*	74%	*
2008	30	93%	*	100%	*	*	91%	*
BMC MECHANICSBURG								
2009	129	87%	75%	77%	72%	97%	87%	85%
2008	205	89%	100%	74%	91%	92%	89%	89%
BMC SUGAR GROVE								
2009	26	85%	--	*	*	78%	79%	*
2008	61	88%	*	86%	74%	92%	84%	94%
BMC WILLOW GROVE								
2009	218	87%	84%	96%	88%	86%	90%	83%
2008	403	90%	90%	96%	80%	93%	91%	90%
CAMP ATTERBURY OUTPATIENT CLIN								
2009	182	89%	81%	87%	90%	90%	87%	91%
2008	239	84%	78%	93%	85%	81%	88%	78%
CONNECTICUT								
2009	61	95%	85%	89%	100%	96%	95%	98%
2008	87	87%	*	94%	93%	85%	84%	93%
DELAWARE								
2009	2	*	--	--	--	*	*	--
2008	3	*	--	--	--	*	*	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Access to Care

Q10 - Timely appt for routine care

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
DEWITT ACH-FT. BELVOIR								
2009	68	82%	*	79%	68%	89%	74%	95%
2008	110	87%	*	92%	76%	92%	89%	86%
DILORENZO TRICARE HEALTH CLIN								
2009	28	85%	*	*	87%	*	*	83%
2008	59	88%	*	*	85%	89%	92%	85%
DILORENZO TRICARE HLTH CLN ARL								
2009	1	*	--	--	--	*	*	--
2008	1	*	--	--	--	*	--	*
DUNHAM AHC-CARLISLE BARRACKS								
2009	47	87%	79%	*	*	88%	86%	88%
2008	74	93%	*	*	93%	91%	89%	98%
EASTERN MISSOURI-ST LOUIS AREA								
2009	47	90%	100%	*	82%	94%	91%	90%
2008	55	90%	*	86%	100%	89%	92%	86%
FAMILY HEALTH CENTER FAIRFAX								
2009	145	88%	*	90%	79%	94%	90%	87%
2008	311	89%	*	78%	87%	92%	90%	87%
FAMILY HEALTH CENTER WOODBRIDG								
2009	40	88%	*	*	84%	91%	86%	91%
2008	79	88%	*	88%	85%	94%	87%	89%
GUTHRIE AHC-FT. DRUM								
2009	59	82%	80%	75%	*	*	86%	75%
2008	84	83%	87%	78%	84%	100%	88%	80%
ILLINOIS								
2009	257	90%	83%	84%	88%	93%	92%	86%
2008	361	85%	91%	79%	87%	84%	82%	92%
INDIANA								
2009	333	89%	76%	82%	88%	92%	90%	87%
2008	439	89%	97%	88%	94%	86%	89%	89%
IOWA-QUAD CITIES AREA								
2009	--	--	--	--	--	--	--	--
2008	4	*	--	--	*	*	*	*
IRELAND ACH-FT. KNOX								
2009	195	84%	79%	80%	78%	90%	86%	82%
2008	339	90%	77%	95%	87%	91%	89%	90%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Access to Care

Q10 - Timely appt for routine care

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
KELLER ACH-WEST POINT								
2009	47	90%	*	76%	*	95%	86%	96%
2008	98	90%	*	92%	83%	92%	94%	84%
KENNER AHC-FT. LEE								
2009	114	86%	89%	86%	79%	87%	90%	80%
2008	228	87%	*	82%	83%	92%	92%	82%
KENTUCKY								
2009	280	87%	82%	88%	86%	88%	90%	82%
2008	396	85%	89%	95%	83%	83%	86%	84%
KIMBROUGH AMB CAR CEN-FT MEADE								
2009	53	85%	*	89%	78%	88%	84%	88%
2008	112	86%	*	79%	88%	87%	86%	87%
KIRK AHC-ABERDEEN PRVNG GD								
2009	53	84%	76%	80%	86%	*	87%	79%
2008	75	88%	*	80%	75%	94%	90%	82%
MAINE								
2009	84	83%	78%	75%	87%	84%	83%	86%
2008	118	86%	*	79%	94%	82%	79%	97%
MARYLAND								
2009	38	94%	*	100%	*	93%	88%	100%
2008	52	87%	*	87%	78%	90%	86%	90%
MASSACHUSETTS								
2009	91	85%	89%	75%	94%	84%	85%	84%
2008	153	88%	82%	100%	98%	82%	85%	92%
MCDONALD AHC-FT. EUSTIS								
2009	153	89%	*	91%	94%	86%	89%	89%
2008	272	81%	*	70%	80%	86%	83%	77%
MICHIGAN								
2009	523	86%	84%	86%	82%	88%	85%	87%
2008	510	87%	86%	80%	86%	93%	89%	82%
MILLS TROOP CLINIC-FT. DIX								
2009	20	68%	*	*	*	*	*	59%
2008	10	100%	*	*	*	*	*	*
MONROE AHC-FT. MONROE								
2009	1	*	--	*	--	--	*	--
2008	5	*	--	*	--	*	*	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NAVAL HLTH CLINIC NEW ENGLAND								
2009	109	88%	78%	88%	82%	89%	84%	97%
2008	171	82%	*	82%	88%	81%	85%	75%
NBHC ANDREWS AFB								
2009	20	88%	*	*	*	89%	86%	*
2008	16	97%	--	*	*	97%	95%	*
NBHC CHESAPEAKE								
2009	54	83%	*	49%	87%	100%	84%	82%
2008	97	83%	*	69%	93%	92%	82%	88%
NBHC DAHLGREN								
2009	36	92%	--	92%	100%	*	91%	*
2008	32	72%	--	93%	64%	67%	78%	*
NBHC GROTON								
2009	128	86%	81%	88%	83%	86%	85%	86%
2008	195	87%	84%	83%	91%	89%	94%	78%
NBHC INDIAN HEAD								
2009	6	*	*	*	--	*	*	*
2008	11	85%	--	*	*	*	*	*
NBHC LITTLE CREEK								
2009	176	82%	*	74%	87%	84%	82%	83%
2008	332	86%	*	76%	92%	90%	89%	82%
NBHC NAS BRUNSWICK								
2009	68	93%	82%	92%	90%	100%	93%	94%
2008	70	83%	*	94%	94%	78%	90%	67%
NBHC NAVSTA SEWELLS								
2009	30	89%	*	64%	*	100%	94%	85%
2008	83	83%	--	73%	76%	97%	85%	81%
NBHC NSY NORFOLK								
2009	15	76%	--	*	*	*	76%	--
2008	26	84%	--	*	72%	*	84%	*
NBHC OCEANA								
2009	120	82%	*	76%	82%	85%	87%	78%
2008	239	89%	*	82%	90%	90%	81%	95%
NBHC PORTSMOUTH								
2009	63	86%	51%	*	64%	94%	85%	87%
2008	78	89%	*	64%	91%	92%	89%	87%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Access to Care

Q10 - Timely appt for routine care

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NBHC SARATOGA SPRINGS								
2009	100	84%	80%	81%	89%	87%	89%	77%
2008	138	86%	89%	75%	85%	96%	80%	95%
NBHC WASHINGTON NAVY YARD								
2009	11	72%	--	*	*	*	*	*
2008	12	100%	--	--	*	*	*	*
NBHC YORKTOWN								
2009	26	94%	--	*	100%	*	93%	*
2008	49	90%	--	100%	100%	79%	87%	96%
NEW HAMPSHIRE								
2009	34	96%	--	*	92%	100%	94%	100%
2008	64	96%	*	*	90%	99%	95%	100%
NEW JERSEY								
2009	42	85%	72%	93%	*	83%	88%	77%
2008	60	92%	*	78%	84%	99%	90%	96%
NEW YORK								
2009	426	87%	78%	86%	83%	89%	87%	85%
2008	501	86%	83%	78%	85%	89%	87%	81%
NH CAMP LEJEUNE								
2009	172	69%	65%	71%	52%	*	63%	78%
2008	231	80%	66%	78%	87%	88%	82%	77%
NHC ANNAPOLIS								
2009	42	96%	*	*	*	100%	95%	97%
2008	78	82%	*	*	80%	81%	80%	85%
NHC CHERRY POINT								
2009	115	85%	68%	88%	74%	91%	86%	84%
2008	175	86%	*	86%	85%	89%	85%	87%
NHC GREAT LAKES								
2009	128	84%	63%	78%	83%	87%	86%	79%
2008	195	84%	82%	89%	69%	88%	83%	86%
NHC PATUXENT RIVER								
2009	57	86%	*	82%	82%	*	88%	83%
2008	87	88%	*	89%	84%	94%	91%	83%
NHC QUANTICO								
2009	128	75%	82%	81%	72%	73%	71%	83%
2008	191	91%	*	90%	87%	97%	92%	89%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Access to Care

Q10 - Timely appt for routine care

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NMC PORTSMOUTH								
2009	165	81%	72%	72%	72%	96%	81%	81%
2008	281	87%	*	82%	90%	88%	89%	84%
NNMC BETHESDA								
2009	37	96%	*	*	*	95%	100%	93%
2008	88	92%	*	93%	100%	89%	94%	90%
NORTH CAROLINA								
2009	772	88%	79%	85%	87%	89%	88%	87%
2008	1205	88%	76%	81%	89%	90%	90%	85%
NORTHEAST WEST VIRGINIA								
2009	2	*	--	--	*	*	*	--
2008	5	*	--	--	*	--	*	*
NORTHERN VIRGINIA								
2009	42	93%	*	74%	92%	100%	95%	89%
2008	74	94%	*	64%	98%	98%	92%	97%
OHC EDGEWOOD ARS								
2009	53	87%	73%	*	*	86%	96%	76%
2008	48	84%	*	88%	93%	76%	80%	94%
OHIO								
2009	568	87%	94%	85%	86%	88%	86%	89%
2008	809	88%	91%	87%	87%	88%	87%	91%
PATTERSON AHC-FT. MONMOUTH								
2009	19	88%	100%	*	*	*	100%	*
2008	30	93%	*	*	*	100%	92%	95%
PENNSYLVANIA								
2009	514	90%	82%	91%	87%	91%	89%	92%
2008	751	89%	79%	84%	87%	91%	89%	87%
ROCK ISLAND ARSENAL AHC								
2009	33	86%	*	*	*	78%	76%	100%
2008	56	87%	*	90%	77%	95%	86%	92%
SELFRIDGE AHC-SELFRIDGE ANGB								
2009	--	--	--	--	--	--	--	--
2008	191	90%	100%	86%	87%	94%	92%	86%
SOUTHERN VIRGINIA								
2009	215	87%	83%	74%	83%	91%	87%	88%
2008	359	89%	98%	86%	82%	92%	88%	92%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Access to Care

Q10 - Timely appt for routine care

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
TMC CONTRACT SPARTA-FT. MCCOY								
2009	51	76%	89%	*	75%	*	72%	90%
2008	57	86%	*	63%	93%	99%	88%	82%
TRICARE OUTPATIENT CHESAPEAKE								
2009	127	89%	*	87%	85%	93%	89%	89%
2008	231	83%	*	79%	83%	96%	83%	83%
TRICARE OUTPATIENT CL VA BEACH								
2009	58	90%	*	87%	86%	*	93%	*
2008	79	95%	--	94%	95%	*	96%	*
VERMONT								
2009	72	92%	75%	96%	91%	94%	95%	88%
2008	106	84%	*	91%	82%	84%	82%	93%
WALTER REED AMC-WASHINGTON DC								
2009	21	77%	*	*	*	*	*	73%
2008	36	89%	*	*	*	100%	96%	83%
WESTERN WEST VIRGINIA								
2009	207	90%	89%	91%	85%	91%	89%	93%
2008	296	90%	82%	86%	90%	93%	89%	92%
WISCONSIN								
2009	363	89%	82%	84%	91%	91%	88%	93%
2008	480	88%	85%	90%	83%	90%	87%	89%
WOMACK AMC-FT. BRAGG								
2009	165	81%	86%	78%	66%	95%	80%	82%
2008	253	86%	*	80%	91%	90%	93%	77%

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

Domain: Access to Care

Q6 - Ease making appt by phone

	Responses	Total	Percent Excellent Top 3						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care	
2009 MHS Wide Civilian Benchmark¹	--	95%	--	--	--	--	--	--	
2009 Direct Care Civilian Benchmark	--	94%	--	--	--	--	--	--	
2009 Purchased Care Civilian Benchmark	--	96%	--	--	--	--	--	--	
MHS Wide									
2009	66834	93%	86%	87%	95%	98%	92%	94%	
2008	89292	92%	86%	86%	93%	98%	90%	93%	
Overall - Direct Care									
2009	26277	83%	84%	79%	87%	92%	82%	86%	
2008	28294	83%	84%	78%	86%	94%	80%	87%	
Direct Care - CONUS²									
2009	23620	83%	84%	79%	87%	92%	82%	86%	
2008	25812	82%	84%	77%	85%	94%	80%	86%	
Direct Care - OCONUS									
2009	2657	84%	84%	80%	85%	92%	82%	88%	
2008	2482	86%	86%	84%	91%	95%	84%	89%	
Overall - Purchased Care									
2009	40557	97%	94%	93%	97%	98%	97%	97%	
2008	60998	96%	95%	93%	96%	98%	96%	96%	
Purchased Care - North Region³									
2009	12166	97%	95%	94%	96%	98%	96%	97%	
2008	18710	97%	95%	94%	96%	98%	97%	96%	
Purchased Care - South Region³									
2009	16019	97%	95%	93%	96%	98%	97%	97%	
2008	23635	96%	95%	93%	96%	98%	96%	96%	
Purchased Care - West Region³									
2009	11848	97%	94%	93%	97%	98%	97%	97%	
2008	17649	96%	95%	93%	96%	98%	97%	96%	
Purchased Care - U.S. Family Health Plan									
2009	523	97%	*	89%	97%	99%	97%	98%	
2008	1002	95%	--	90%	94%	98%	95%	97%	

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
1st MED GRP-LANGLEY								
2009	90	96%	74%	97%	93%	100%	95%	96%
2008	171	94%	*	91%	94%	99%	95%	93%
4th MED GRP-SEYMOUR JOHNSON								
2009	114	97%	88%	100%	91%	100%	97%	96%
2008	172	97%	100%	96%	93%	100%	98%	97%
43RD MEDICAL GROUP-POPE								
2009	147	98%	82%	97%	98%	100%	98%	98%
2008	409	94%	100%	92%	96%	93%	92%	96%
66th MED GRP-HANSCOM								
2009	186	97%	83%	90%	100%	100%	98%	95%
2008	275	97%	93%	100%	100%	96%	97%	98%
87th MED GRP-MCGUIRE								
2009	113	92%	93%	95%	83%	93%	90%	94%
2008	162	96%	95%	97%	96%	97%	97%	96%
88th MED GRP-WRIGHT-PATTERSON								
2009	161	95%	95%	94%	93%	98%	93%	99%
2008	282	97%	87%	95%	96%	99%	97%	96%
375th MED GRP-SCOTT								
2009	305	97%	98%	97%	95%	100%	97%	97%
2008	466	97%	97%	96%	96%	99%	97%	98%
436th MED GRP-DOVER								
2009	109	99%	88%	96%	100%	100%	100%	98%
2008	131	95%	71%	86%	100%	100%	95%	94%
579TH MED GROUP-BOLLING								
2009	2	*	--	--	--	*	*	*
2008	5	*	--	--	*	*	*	*
779th MED GRP-ANDREWS								
2009	2	*	--	--	--	*	--	*
2008	7	*	--	--	*	*	*	*
AINSWORTH US ARMY OCCU HLTH CL								
2009	154	98%	98%	94%	100%	100%	97%	99%
2008	231	93%	94%	85%	85%	99%	96%	89%
ANDREW RADER AHC-FT. MYER								
2009	35	100%	*	*	100%	100%	100%	100%
2008	76	95%	*	84%	100%	95%	95%	95%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
BARQUIST ARMY HEALTH CLINIC								
2009	98	93%	100%	100%	97%	88%	96%	87%
2008	144	96%	100%	98%	93%	96%	98%	92%
BLANCHFIELD ACH-FT. CAMPBELL								
2009	144	95%	*	88%	95%	100%	96%	92%
2008	224	93%	*	93%	92%	97%	95%	91%
BMC CAMP GEIGER MCB								
2009	15	93%	*	*	*	--	90%	*
2008	5	*	*	*	--	--	*	*
BMC COLTS NECK EARLE								
2009	20	99%	*	*	*	*	100%	*
2008	44	97%	*	*	*	100%	94%	100%
BMC LAKEHURST								
2009	32	99%	*	*	*	100%	100%	97%
2008	63	99%	*	100%	100%	100%	100%	98%
BMC MCAS NEW RIVER								
2009	42	90%	*	89%	*	*	89%	*
2008	32	87%	*	92%	*	*	84%	*
BMC MECHANICSBURG								
2009	144	97%	93%	98%	91%	100%	96%	99%
2008	234	99%	100%	97%	99%	100%	99%	100%
BMC SUGAR GROVE								
2009	31	100%	*	*	*	100%	100%	*
2008	63	92%	*	88%	80%	100%	90%	96%
BMC WILLOW GROVE								
2009	270	95%	96%	100%	91%	96%	95%	95%
2008	478	97%	100%	97%	91%	99%	97%	97%
CAMP ATTERBURY OUTPATIENT CLIN								
2009	211	97%	98%	97%	100%	94%	96%	99%
2008	274	96%	95%	98%	99%	91%	94%	100%
CONNECTICUT								
2009	68	93%	94%	73%	100%	93%	93%	92%
2008	105	99%	*	95%	100%	100%	100%	97%
DELAWARE								
2009	1	*	--	--	--	*	*	--
2008	4	*	--	--	*	*	*	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
DEWITT ACH-FT. BELVOIR								
2009	102	97%	78%	97%	93%	100%	94%	100%
2008	133	97%	*	96%	93%	100%	99%	95%
DILORENZO TRICARE HEALTH CLIN								
2009	40	93%	*	*	96%	*	100%	90%
2008	81	96%	*	93%	91%	100%	100%	94%
DILORENZO TRICARE HLTH CLN ARL								
2009	1	*	--	--	--	*	*	--
2008	2	*	*	--	--	*	--	*
DUNHAM AHC-CARLISLE BARRACKS								
2009	59	98%	100%	*	100%	100%	100%	95%
2008	82	100%	*	100%	100%	100%	100%	100%
EASTERN MISSOURI-ST LOUIS AREA								
2009	60	97%	100%	100%	92%	100%	96%	100%
2008	64	95%	*	82%	95%	100%	92%	100%
FAMILY HEALTH CENTER FAIRFAX								
2009	194	97%	91%	93%	96%	100%	98%	97%
2008	431	97%	*	95%	96%	99%	99%	96%
FAMILY HEALTH CENTER WOODBRIDG								
2009	58	97%	*	83%	100%	100%	100%	93%
2008	109	97%	*	100%	95%	100%	95%	99%
GUTHRIE AHC-FT. DRUM								
2009	66	94%	91%	92%	*	*	97%	91%
2008	96	95%	96%	96%	97%	85%	98%	93%
ILLINOIS								
2009	283	99%	100%	95%	100%	99%	99%	99%
2008	398	96%	95%	95%	95%	98%	97%	96%
INDIANA								
2009	373	99%	98%	95%	100%	100%	99%	100%
2008	498	98%	97%	97%	97%	100%	98%	98%
IOWA-QUAD CITIES AREA								
2009	--	--	--	--	--	--	--	--
2008	3	*	--	--	*	*	*	--
IRELAND ACH-FT. KNOX								
2009	215	95%	97%	90%	93%	97%	94%	96%
2008	357	97%	96%	95%	95%	99%	98%	96%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
KELLER ACH-WEST POINT								
2009	58	100%	100%	100%	*	100%	100%	100%
2008	109	100%	*	100%	100%	100%	100%	100%
KENNER AHC-FT. LEE								
2009	144	99%	100%	89%	100%	100%	99%	99%
2008	272	95%	100%	95%	93%	97%	95%	95%
KENTUCKY								
2009	301	97%	94%	94%	98%	98%	97%	97%
2008	444	96%	100%	94%	95%	96%	96%	94%
KIMBROUGH AMB CAR CEN-FT MEADE								
2009	64	95%	*	91%	88%	100%	97%	91%
2008	136	94%	*	72%	97%	100%	95%	94%
KIRK AHC-ABERDEEN PRVNG GD								
2009	63	98%	100%	100%	94%	*	100%	96%
2008	83	98%	90%	100%	98%	99%	99%	95%
MAINE								
2009	98	94%	96%	100%	96%	92%	92%	100%
2008	128	98%	86%	91%	100%	100%	97%	100%
MARYLAND								
2009	41	96%	*	80%	*	100%	91%	100%
2008	64	100%	*	100%	100%	100%	100%	100%
MASSACHUSETTS								
2009	104	98%	90%	100%	100%	97%	100%	93%
2008	183	96%	94%	95%	100%	95%	98%	92%
MCDONALD AHC-FT. EUSTIS								
2009	174	98%	*	93%	99%	100%	99%	96%
2008	339	96%	*	88%	98%	100%	97%	95%
MICHIGAN								
2009	589	98%	96%	97%	96%	100%	98%	99%
2008	617	97%	94%	93%	98%	100%	98%	95%
MILLS TROOP CLINIC-FT. DIX								
2009	24	90%	100%	*	*	*	90%	90%
2008	13	100%	*	*	*	*	*	*
MONROE AHC-FT. MONROE								
2009	2	*	--	*	*	--	*	*
2008	5	*	--	*	*	*	*	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Access to Care

Q6 - Ease making appt by phone

	Responses	Total	Percent Excellent Top 3					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NAVAL HLTH CLINIC NEW ENGLAND								
2009	124	98%	100%	94%	100%	98%	99%	96%
2008	198	98%	92%	100%	100%	97%	98%	98%
NBHC ANDREWS AFB								
2009	23	93%	*	*	*	*	100%	*
2008	17	97%	--	*	*	96%	*	*
NBHC CHESAPEAKE								
2009	75	97%	88%	93%	100%	100%	99%	95%
2008	114	95%	*	87%	100%	100%	93%	100%
NBHC DAHLGREN								
2009	44	95%	*	97%	90%	*	94%	*
2008	40	98%	--	100%	94%	100%	97%	*
NBHC GROTON								
2009	150	95%	96%	92%	93%	97%	98%	91%
2008	221	98%	100%	97%	100%	97%	98%	98%
NBHC INDIAN HEAD								
2009	6	*	*	*	--	*	*	*
2008	12	95%	*	*	*	*	*	*
NBHC LITTLE CREEK								
2009	201	93%	*	88%	98%	93%	93%	93%
2008	363	96%	*	94%	97%	98%	96%	97%
NBHC NAS BRUNSWICK								
2009	88	99%	98%	96%	100%	100%	98%	99%
2008	93	98%	87%	100%	100%	100%	100%	95%
NBHC NAVSTA SEWELLS								
2009	39	98%	*	94%	*	100%	100%	97%
2008	100	96%	*	95%	90%	100%	94%	98%
NBHC NSY NORFOLK								
2009	16	97%	--	*	*	*	97%	--
2008	24	100%	--	*	100%	*	100%	--
NBHC OCEANA								
2009	150	94%	*	86%	97%	95%	91%	96%
2008	295	96%	*	96%	95%	97%	94%	98%
NBHC PORTSMOUTH								
2009	75	100%	100%	100%	100%	100%	100%	100%
2008	94	97%	100%	86%	100%	97%	97%	97%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NBHC SARATOGA SPRINGS								
2009	114	99%	100%	98%	100%	100%	99%	100%
2008	148	99%	97%	99%	100%	100%	100%	98%
NBHC WASHINGTON NAVY YARD								
2009	11	100%	--	*	*	*	*	*
2008	18	79%	--	--	*	67%	*	100%
NBHC YORKTOWN								
2009	30	95%	--	*	100%	90%	94%	*
2008	50	96%	--	100%	92%	100%	100%	88%
NEW HAMPSHIRE								
2009	48	100%	*	*	100%	100%	100%	100%
2008	60	100%	*	*	100%	100%	100%	100%
NEW JERSEY								
2009	54	95%	100%	85%	*	100%	98%	91%
2008	74	100%	*	100%	100%	100%	100%	100%
NEW YORK								
2009	474	94%	90%	95%	92%	95%	96%	90%
2008	543	98%	94%	97%	98%	99%	99%	97%
NH CAMP LEJEUNE								
2009	222	88%	97%	86%	92%	*	86%	92%
2008	271	92%	86%	90%	97%	100%	93%	91%
NHC ANNAPOLIS								
2009	60	98%	*	92%	100%	100%	97%	99%
2008	99	98%	*	100%	100%	97%	99%	95%
NHC CHERRY POINT								
2009	138	100%	100%	100%	100%	100%	100%	100%
2008	210	94%	93%	93%	92%	98%	98%	92%
NHC GREAT LAKES								
2009	160	95%	85%	97%	96%	95%	94%	98%
2008	240	96%	92%	93%	97%	98%	96%	95%
NHC PATUXENT RIVER								
2009	68	87%	92%	90%	81%	*	85%	89%
2008	112	97%	*	93%	97%	100%	97%	98%
NHC QUANTICO								
2009	149	94%	83%	95%	91%	100%	92%	97%
2008	238	96%	*	95%	96%	96%	95%	98%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NMC PORTSMOUTH								
2009	196	95%	94%	90%	97%	100%	94%	95%
2008	322	96%	*	95%	95%	100%	98%	94%
NNMC BETHESDA								
2009	47	98%	*	*	100%	96%	93%	100%
2008	117	99%	*	100%	100%	99%	100%	98%
NORTH CAROLINA								
2009	904	97%	94%	94%	96%	98%	97%	97%
2008	1420	96%	97%	90%	97%	98%	97%	95%
NORTHEAST WEST VIRGINIA								
2009	3	*	--	--	*	*	*	--
2008	7	*	--	--	*	*	*	*
NORTHERN VIRGINIA								
2009	46	98%	*	86%	100%	100%	100%	94%
2008	87	100%	*	100%	99%	100%	99%	100%
OHC EDGEWOOD ARS								
2009	62	96%	96%	100%	*	96%	93%	99%
2008	70	94%	97%	72%	94%	100%	93%	97%
OHIO								
2009	658	97%	96%	96%	96%	97%	97%	96%
2008	891	96%	99%	95%	95%	98%	96%	96%
PATTERSON AHC-FT. MONMOUTH								
2009	29	100%	100%	*	*	*	100%	100%
2008	36	98%	*	*	*	100%	97%	100%
PENNSYLVANIA								
2009	553	98%	95%	97%	97%	99%	98%	99%
2008	815	97%	97%	91%	97%	99%	97%	97%
ROCK ISLAND ARSENAL AHC								
2009	42	97%	100%	100%	*	*	94%	100%
2008	67	99%	*	100%	98%	100%	99%	100%
SELFRIDGE AHC-SELFRIDGE ANGB								
2009	--	--	--	--	--	--	--	--
2008	206	98%	100%	95%	99%	100%	98%	99%
SOUTHERN VIRGINIA								
2009	250	97%	100%	90%	100%	97%	97%	97%
2008	409	98%	91%	99%	97%	99%	98%	97%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
TMC CONTRACT SPARTA-FT. MCCOY								
2009	75	97%	88%	95%	100%	100%	98%	95%
2008	60	98%	97%	94%	100%	100%	100%	93%
TRICARE OUTPATIENT CHESAPEAKE								
2009	147	95%	*	97%	96%	91%	95%	94%
2008	270	96%	82%	95%	96%	99%	95%	97%
TRICARE OUTPATIENT CL VA BEACH								
2009	65	97%	*	94%	100%	*	97%	*
2008	93	100%	--	100%	100%	*	100%	100%
VERMONT								
2009	99	100%	100%	100%	100%	100%	100%	100%
2008	123	98%	100%	100%	94%	100%	98%	100%
WALTER REED AMC-WASHINGTON DC								
2009	21	98%	*	*	*	*	*	100%
2008	56	96%	*	*	*	100%	97%	95%
WESTERN WEST VIRGINIA								
2009	219	96%	98%	100%	100%	93%	94%	100%
2008	322	97%	98%	96%	95%	99%	96%	99%
WISCONSIN								
2009	429	98%	96%	95%	98%	99%	98%	97%
2008	597	99%	100%	99%	98%	99%	99%	98%
WOMACK AMC-FT. BRAGG								
2009	182	98%	89%	98%	96%	100%	96%	100%
2008	290	95%	66%	94%	96%	99%	98%	91%

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Total	Percent Same Day					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark¹	--	--	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	--	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	--	--	--	--	--	--	--
MHS Wide								
2009	61568	20%	21%	26%	18%	18%	26%	13%
2008	--	--	--	--	--	--	--	--
Overall - Direct Care								
2009	26810	20%	21%	20%	15%	16%	23%	16%
2008	--	--	--	--	--	--	--	--
Direct Care - CONUS²								
2009	24069	20%	21%	20%	15%	15%	22%	16%
2008	--	--	--	--	--	--	--	--
Direct Care - OCONUS								
2009	2741	21%	23%	23%	15%	20%	25%	16%
2008	--	--	--	--	--	--	--	--
Overall - Purchased Care								
2009	34758	20%	18%	30%	19%	18%	28%	12%
2008	--	--	--	--	--	--	--	--
Purchased Care - North Region³								
2009	10410	22%	19%	32%	20%	20%	29%	13%
2008	--	--	--	--	--	--	--	--
Purchased Care - South Region³								
2009	14034	20%	16%	32%	19%	19%	28%	12%
2008	--	--	--	--	--	--	--	--
Purchased Care - West Region³								
2009	9916	19%	19%	27%	18%	15%	26%	11%
2008	--	--	--	--	--	--	--	--
Purchased Care - U.S. Family Health Plan								
2009	397	20%	--	37%	28%	13%	27%	6%
2008	--	--	--	--	--	--	--	--

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
1st MED GRP-LANGLEY								
2009	86	25%	*	19%	19%	32%	31%	18%
2008	--	--	--	--	--	--	--	--
4th MED GRP-SEYMOUR JOHNSON								
2009	107	29%	23%	36%	16%	36%	44%	11%
2008	--	--	--	--	--	--	--	--
43RD MEDICAL GROUP-POPE								
2009	133	18%	20%	25%	11%	18%	27%	10%
2008	--	--	--	--	--	--	--	--
66th MED GRP-HANSCOM								
2009	147	19%	9%	27%	18%	20%	33%	6%
2008	--	--	--	--	--	--	--	--
87th MED GRP-MCGUIRE								
2009	96	20%	14%	19%	20%	22%	33%	10%
2008	--	--	--	--	--	--	--	--
88th MED GRP-WRIGHT-PATTERSON								
2009	147	20%	4%	34%	31%	10%	30%	7%
2008	--	--	--	--	--	--	--	--
375th MED GRP-SCOTT								
2009	260	23%	25%	36%	24%	19%	34%	14%
2008	--	--	--	--	--	--	--	--
436th MED GRP-DOVER								
2009	94	21%	0%	16%	13%	28%	44%	9%
2008	--	--	--	--	--	--	--	--
579TH MED GROUP-BOLLING								
2009	2	*	--	--	--	*	*	*
2008	--	--	--	--	--	--	--	--
779th MED GRP-ANDREWS								
2009	1	*	--	--	--	*	--	*
2008	--	--	--	--	--	--	--	--
AINSWORTH US ARMY OCCU HLTH CL								
2009	123	26%	16%	30%	25%	26%	37%	10%
2008	--	--	--	--	--	--	--	--
ANDREW RADER AHC-FT. MYER								
2009	31	18%	*	*	*	9%	25%	6%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
BARQUIST ARMY HEALTH CLINIC								
2009	74	16%	8%	18%	13%	18%	22%	6%
2008	--	--	--	--	--	--	--	--
BLANCHFIELD ACH-FT. CAMPBELL								
2009	132	26%	23%	36%	28%	20%	34%	9%
2008	--	--	--	--	--	--	--	--
BMC CAMP GEIGER MCB								
2009	14	24%	--	*	*	--	*	*
2008	--	--	--	--	--	--	--	--
BMC COLTS NECK EARLE								
2009	19	18%	*	*	*	*	14%	*
2008	--	--	--	--	--	--	--	--
BMC LAKEHURST								
2009	23	17%	*	*	*	18%	22%	*
2008	--	--	--	--	--	--	--	--
BMC MCAS NEW RIVER								
2009	39	38%	*	49%	*	*	41%	*
2008	--	--	--	--	--	--	--	--
BMC MECHANICSBURG								
2009	134	22%	4%	41%	21%	18%	27%	14%
2008	--	--	--	--	--	--	--	--
BMC SUGAR GROVE								
2009	24	26%	*	*	*	15%	32%	*
2008	--	--	--	--	--	--	--	--
BMC WILLOW GROVE								
2009	237	20%	12%	41%	14%	16%	21%	18%
2008	--	--	--	--	--	--	--	--
CAMP ATTERBURY OUTPATIENT CLIN								
2009	175	23%	13%	23%	20%	27%	29%	11%
2008	--	--	--	--	--	--	--	--
CONNECTICUT								
2009	45	14%	31%	*	*	13%	17%	5%
2008	--	--	--	--	--	--	--	--
DELAWARE								
2009	2	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
DEWITT ACH-FT. BELVOIR								
2009	71	18%	0%	20%	19%	18%	26%	10%
2008	--	--	--	--	--	--	--	--
DILORENZO TRICARE HEALTH CLIN								
2009	33	26%	*	*	21%	*	*	11%
2008	--	--	--	--	--	--	--	--
DILORENZO TRICARE HLTH CLN ARL								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
DUNHAM AHC-CARLISLE BARRACKS								
2009	59	26%	7%	*	22%	33%	28%	23%
2008	--	--	--	--	--	--	--	--
EASTERN MISSOURI-ST LOUIS AREA								
2009	54	18%	31%	*	24%	12%	22%	13%
2008	--	--	--	--	--	--	--	--
FAMILY HEALTH CENTER FAIRFAX								
2009	161	18%	21%	36%	23%	8%	27%	10%
2008	--	--	--	--	--	--	--	--
FAMILY HEALTH CENTER WOODBRIDG								
2009	50	20%	*	29%	21%	18%	17%	24%
2008	--	--	--	--	--	--	--	--
GUTHRIE AHC-FT. DRUM								
2009	65	22%	31%	20%	*	*	27%	17%
2008	--	--	--	--	--	--	--	--
ILLINOIS								
2009	222	24%	25%	33%	26%	22%	26%	21%
2008	--	--	--	--	--	--	--	--
INDIANA								
2009	311	27%	20%	42%	26%	25%	31%	21%
2008	--	--	--	--	--	--	--	--
IOWA-QUAD CITIES AREA								
2009	1	*	--	*	--	--	--	*
2008	--	--	--	--	--	--	--	--
IRELAND ACH-FT. KNOX								
2009	212	21%	16%	30%	20%	20%	29%	13%
2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
KELLER ACH-WEST POINT								
2009	55	19%	*	23%	*	21%	23%	10%
2008	--	--	--	--	--	--	--	--
KENNER AHC-FT. LEE								
2009	128	26%	33%	24%	23%	27%	35%	16%
2008	--	--	--	--	--	--	--	--
KENTUCKY								
2009	264	22%	17%	42%	26%	18%	32%	8%
2008	--	--	--	--	--	--	--	--
KIMBROUGH AMB CAR CEN-FT MEADE								
2009	61	25%	33%	22%	38%	18%	31%	8%
2008	--	--	--	--	--	--	--	--
KIRK AHC-ABERDEEN PRVNG GD								
2009	51	25%	14%	41%	0%	*	47%	2%
2008	--	--	--	--	--	--	--	--
MAINE								
2009	74	21%	6%	20%	29%	20%	18%	28%
2008	--	--	--	--	--	--	--	--
MARYLAND								
2009	35	16%	*	33%	*	16%	12%	22%
2008	--	--	--	--	--	--	--	--
MASSACHUSETTS								
2009	82	24%	14%	42%	30%	18%	25%	21%
2008	--	--	--	--	--	--	--	--
MCDONALD AHC-FT. EUSTIS								
2009	164	26%	*	45%	15%	23%	33%	15%
2008	--	--	--	--	--	--	--	--
MICHIGAN								
2009	471	19%	22%	36%	16%	13%	22%	12%
2008	--	--	--	--	--	--	--	--
MILLS TROOP CLINIC-FT. DIX								
2009	16	25%	*	*	--	*	*	*
2008	--	--	--	--	--	--	--	--
MONROE AHC-FT. MONROE								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NAVAL HLTH CLINIC NEW ENGLAND								
2009	106	27%	16%	41%	12%	29%	34%	11%
2008	--	--	--	--	--	--	--	--
NBHC ANDREWS AFB								
2009	19	7%	*	*	*	*	10%	*
2008	--	--	--	--	--	--	--	--
NBHC CHESAPEAKE								
2009	60	27%	*	29%	0%	37%	28%	26%
2008	--	--	--	--	--	--	--	--
NBHC DAHLGREN								
2009	33	37%	*	53%	23%	*	42%	*
2008	--	--	--	--	--	--	--	--
NBHC GROTON								
2009	140	23%	13%	27%	6%	27%	30%	15%
2008	--	--	--	--	--	--	--	--
NBHC INDIAN HEAD								
2009	6	*	*	*	--	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC LITTLE CREEK								
2009	181	26%	*	25%	29%	26%	40%	10%
2008	--	--	--	--	--	--	--	--
NBHC NAS BRUNSWICK								
2009	79	19%	13%	42%	6%	14%	20%	18%
2008	--	--	--	--	--	--	--	--
NBHC NAVSTA SEWELLS								
2009	39	24%	*	37%	*	20%	22%	25%
2008	--	--	--	--	--	--	--	--
NBHC NSY NORFOLK								
2009	7	*	--	*	*	*	*	--
2008	--	--	--	--	--	--	--	--
NBHC OCEANA								
2009	139	25%	*	43%	29%	11%	41%	9%
2008	--	--	--	--	--	--	--	--
NBHC PORTSMOUTH								
2009	71	20%	9%	28%	10%	24%	24%	16%
2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NBHC SARATOGA SPRINGS								
2009	101	33%	9%	44%	35%	30%	48%	16%
2008	--	--	--	--	--	--	--	--
NBHC WASHINGTON NAVY YARD								
2009	11	33%	--	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC YORKTOWN								
2009	27	35%	--	73%	*	*	35%	*
2008	--	--	--	--	--	--	--	--
NEW HAMPSHIRE								
2009	36	8%	*	*	5%	8%	3%	18%
2008	--	--	--	--	--	--	--	--
NEW JERSEY								
2009	43	24%	12%	44%	*	19%	34%	3%
2008	--	--	--	--	--	--	--	--
NEW YORK								
2009	391	20%	19%	31%	22%	16%	25%	10%
2008	--	--	--	--	--	--	--	--
NH CAMP LEJEUNE								
2009	185	21%	2%	29%	10%	*	34%	4%
2008	--	--	--	--	--	--	--	--
NHC ANNAPOLIS								
2009	59	15%	36%	37%	*	13%	32%	3%
2008	--	--	--	--	--	--	--	--
NHC CHERRY POINT								
2009	124	20%	17%	16%	8%	28%	27%	9%
2008	--	--	--	--	--	--	--	--
NHC GREAT LAKES								
2009	129	22%	16%	32%	21%	19%	27%	13%
2008	--	--	--	--	--	--	--	--
NHC PATUXENT RIVER								
2009	60	13%	*	24%	5%	*	19%	8%
2008	--	--	--	--	--	--	--	--
NHC QUANTICO								
2009	141	17%	39%	25%	18%	4%	25%	6%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NMC PORTSMOUTH								
2009	186	22%	13%	36%	11%	16%	37%	10%
2008	--	--	--	--	--	--	--	--
NNMC BETHESDA								
2009	36	23%	*	*	*	22%	37%	11%
2008	--	--	--	--	--	--	--	--
NORTH CAROLINA								
2009	811	22%	18%	28%	17%	23%	30%	12%
2008	--	--	--	--	--	--	--	--
NORTHEAST WEST VIRGINIA								
2009	2	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
NORTHERN VIRGINIA								
2009	40	36%	*	55%	46%	20%	50%	0%
2008	--	--	--	--	--	--	--	--
OHC EDGEWOOD ARS								
2009	54	24%	25%	*	*	22%	39%	4%
2008	--	--	--	--	--	--	--	--
OHIO								
2009	526	25%	27%	35%	23%	23%	27%	23%
2008	--	--	--	--	--	--	--	--
PATTERSON AHC-FT. MONMOUTH								
2009	21	7%	13%	*	*	*	*	4%
2008	--	--	--	--	--	--	--	--
PENNSYLVANIA								
2009	463	22%	20%	43%	18%	18%	28%	11%
2008	--	--	--	--	--	--	--	--
ROCK ISLAND ARSENAL AHC								
2009	37	29%	15%	*	*	*	28%	31%
2008	--	--	--	--	--	--	--	--
SELFRIDGE AHC-SELFRIDGE ANGB								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
SOUTHERN VIRGINIA								
2009	213	14%	19%	26%	24%	9%	18%	8%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
TMC CONTRACT SPARTA-FT. MCCOY								
2009	59	29%	26%	*	23%	*	31%	20%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT CHESAPEAKE								
2009	140	27%	32%	30%	31%	19%	34%	14%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT CL VA BEACH								
2009	58	30%	*	54%	16%	*	35%	16%
2008	--	--	--	--	--	--	--	--
VERMONT								
2009	79	22%	21%	28%	9%	23%	25%	17%
2008	--	--	--	--	--	--	--	--
WALTER REED AMC-WASHINGTON DC								
2009	25	22%	*	*	*	10%	*	26%
2008	--	--	--	--	--	--	--	--
WESTERN WEST VIRGINIA								
2009	176	20%	29%	20%	18%	21%	23%	15%
2008	--	--	--	--	--	--	--	--
WISCONSIN								
2009	313	22%	21%	25%	24%	21%	26%	13%
2008	--	--	--	--	--	--	--	--
WOMACK AMC-FT. BRAGG								
2009	198	23%	14%	26%	32%	16%	35%	9%
2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

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
2009 MHS Wide Civilian Benchmark¹	--	--	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	--	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	--	--	--	--	--	--	--
MHS Wide								
2009	61568	52%	46%	45%	53%	57%	53%	49%
2008	--	--	--	--	--	--	--	--
Overall - Direct Care								
2009	26810	45%	45%	43%	46%	43%	48%	40%
2008	--	--	--	--	--	--	--	--
Direct Care - CONUS²								
2009	24069	44%	45%	43%	45%	43%	47%	40%
2008	--	--	--	--	--	--	--	--
Direct Care - OCONUS								
2009	2741	47%	48%	42%	51%	49%	50%	43%
2008	--	--	--	--	--	--	--	--
Overall - Purchased Care								
2009	34758	55%	52%	47%	55%	57%	56%	53%
2008	--	--	--	--	--	--	--	--
Purchased Care - North Region³								
2009	10410	52%	51%	46%	53%	54%	53%	50%
2008	--	--	--	--	--	--	--	--
Purchased Care - South Region³								
2009	14034	56%	53%	47%	56%	59%	58%	55%
2008	--	--	--	--	--	--	--	--
Purchased Care - West Region³								
2009	9916	55%	51%	50%	54%	59%	58%	53%
2008	--	--	--	--	--	--	--	--
Purchased Care - U.S. Family Health Plan								
2009	397	58%	--	42%	56%	61%	59%	55%
2008	--	--	--	--	--	--	--	--

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
1st MED GRP-LANGLEY								
2009	86	48%	*	59%	52%	41%	48%	47%
2008	--	--	--	--	--	--	--	--
4th MED GRP-SEYMOUR JOHNSON								
2009	107	47%	56%	36%	53%	47%	46%	49%
2008	--	--	--	--	--	--	--	--
43RD MEDICAL GROUP-POPE								
2009	133	53%	12%	51%	55%	56%	58%	48%
2008	--	--	--	--	--	--	--	--
66th MED GRP-HANSCOM								
2009	147	50%	47%	40%	50%	55%	55%	46%
2008	--	--	--	--	--	--	--	--
87th MED GRP-MCGUIRE								
2009	96	45%	45%	41%	48%	46%	54%	38%
2008	--	--	--	--	--	--	--	--
88th MED GRP-WRIGHT-PATTERSON								
2009	147	50%	66%	40%	47%	54%	43%	59%
2008	--	--	--	--	--	--	--	--
375th MED GRP-SCOTT								
2009	260	42%	39%	34%	38%	49%	43%	41%
2008	--	--	--	--	--	--	--	--
436th MED GRP-DOVER								
2009	94	41%	35%	39%	33%	46%	40%	42%
2008	--	--	--	--	--	--	--	--
579TH MED GROUP-BOLLING								
2009	2	*	--	--	--	*	*	*
2008	--	--	--	--	--	--	--	--
779th MED GRP-ANDREWS								
2009	1	*	--	--	--	*	--	*
2008	--	--	--	--	--	--	--	--
AINSWORTH US ARMY OCCU HLTH CL								
2009	123	50%	63%	44%	56%	48%	44%	58%
2008	--	--	--	--	--	--	--	--
ANDREW RADER AHC-FT. MYER								
2009	31	47%	*	*	*	51%	45%	51%
2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
BARQUIST ARMY HEALTH CLINIC								
2009	74	60%	20%	70%	65%	55%	58%	64%
2008	--	--	--	--	--	--	--	--
BLANCHFIELD ACH-FT. CAMPBELL								
2009	132	60%	36%	54%	63%	61%	55%	70%
2008	--	--	--	--	--	--	--	--
BMC CAMP GEIGER MCB								
2009	14	69%	--	*	*	--	*	*
2008	--	--	--	--	--	--	--	--
BMC COLTS NECK EARLE								
2009	19	59%	*	*	*	*	68%	*
2008	--	--	--	--	--	--	--	--
BMC LAKEHURST								
2009	23	60%	*	*	*	66%	49%	*
2008	--	--	--	--	--	--	--	--
BMC MCAS NEW RIVER								
2009	39	52%	*	36%	*	*	50%	*
2008	--	--	--	--	--	--	--	--
BMC MECHANICSBURG								
2009	134	45%	52%	33%	38%	52%	48%	38%
2008	--	--	--	--	--	--	--	--
BMC SUGAR GROVE								
2009	24	46%	*	*	*	47%	50%	*
2008	--	--	--	--	--	--	--	--
BMC WILLOW GROVE								
2009	237	48%	47%	36%	67%	45%	51%	43%
2008	--	--	--	--	--	--	--	--
CAMP ATTERBURY OUTPATIENT CLIN								
2009	175	56%	66%	45%	59%	53%	58%	50%
2008	--	--	--	--	--	--	--	--
CONNECTICUT								
2009	45	53%	52%	*	*	58%	54%	49%
2008	--	--	--	--	--	--	--	--
DELAWARE								
2009	2	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
DEWITT ACH-FT. BELVOIR								
2009	71	57%	79%	65%	63%	50%	60%	54%
2008	--	--	--	--	--	--	--	--
DILORENZO TRICARE HEALTH CLIN								
2009	33	47%	*	*	39%	*	*	61%
2008	--	--	--	--	--	--	--	--
DILORENZO TRICARE HLTH CLN ARL								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
DUNHAM AHC-CARLISLE BARRACKS								
2009	59	57%	80%	*	69%	48%	54%	61%
2008	--	--	--	--	--	--	--	--
EASTERN MISSOURI-ST LOUIS AREA								
2009	54	63%	62%	*	69%	59%	67%	59%
2008	--	--	--	--	--	--	--	--
FAMILY HEALTH CENTER FAIRFAX								
2009	161	53%	65%	45%	44%	61%	57%	49%
2008	--	--	--	--	--	--	--	--
FAMILY HEALTH CENTER WOODBRIDG								
2009	50	56%	*	28%	56%	63%	62%	49%
2008	--	--	--	--	--	--	--	--
GUTHRIE AHC-FT. DRUM								
2009	65	59%	41%	56%	*	*	61%	56%
2008	--	--	--	--	--	--	--	--
ILLINOIS								
2009	222	57%	65%	47%	58%	59%	63%	45%
2008	--	--	--	--	--	--	--	--
INDIANA								
2009	311	53%	63%	50%	40%	60%	59%	43%
2008	--	--	--	--	--	--	--	--
IOWA-QUAD CITIES AREA								
2009	1	*	--	*	--	--	--	*
2008	--	--	--	--	--	--	--	--
IRELAND ACH-FT. KNOX								
2009	212	56%	51%	47%	56%	60%	51%	62%
2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
KELLER ACH-WEST POINT								
2009	55	47%	*	29%	*	50%	55%	33%
2008	--	--	--	--	--	--	--	--
KENNER AHC-FT. LEE								
2009	128	48%	42%	52%	53%	45%	46%	50%
2008	--	--	--	--	--	--	--	--
KENTUCKY								
2009	264	53%	62%	29%	55%	56%	52%	55%
2008	--	--	--	--	--	--	--	--
KIMBROUGH AMB CAR CEN-FT MEADE								
2009	61	51%	51%	48%	37%	60%	48%	60%
2008	--	--	--	--	--	--	--	--
KIRK AHC-ABERDEEN PRVNG GD								
2009	51	52%	23%	38%	65%	*	46%	58%
2008	--	--	--	--	--	--	--	--
MAINE								
2009	74	39%	77%	58%	33%	36%	51%	10%
2008	--	--	--	--	--	--	--	--
MARYLAND								
2009	35	63%	*	67%	*	70%	70%	54%
2008	--	--	--	--	--	--	--	--
MASSACHUSETTS								
2009	82	50%	45%	42%	48%	53%	50%	50%
2008	--	--	--	--	--	--	--	--
MCDONALD AHC-FT. EUSTIS								
2009	164	50%	*	41%	61%	48%	47%	53%
2008	--	--	--	--	--	--	--	--
MICHIGAN								
2009	471	62%	64%	49%	67%	64%	65%	56%
2008	--	--	--	--	--	--	--	--
MILLS TROOP CLINIC-FT. DIX								
2009	16	41%	*	*	--	*	*	*
2008	--	--	--	--	--	--	--	--
MONROE AHC-FT. MONROE								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NAVAL HLTH CLINIC NEW ENGLAND								
2009	106	48%	43%	36%	72%	43%	51%	40%
2008	--	--	--	--	--	--	--	--
NBHC ANDREWS AFB								
2009	19	60%	*	*	*	*	52%	*
2008	--	--	--	--	--	--	--	--
NBHC CHESAPEAKE								
2009	60	50%	*	44%	84%	40%	56%	41%
2008	--	--	--	--	--	--	--	--
NBHC DAHLGREN								
2009	33	52%	*	47%	62%	*	58%	*
2008	--	--	--	--	--	--	--	--
NBHC GROTON								
2009	140	49%	48%	46%	73%	44%	54%	44%
2008	--	--	--	--	--	--	--	--
NBHC INDIAN HEAD								
2009	6	*	*	*	--	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC LITTLE CREEK								
2009	181	49%	*	47%	52%	48%	46%	53%
2008	--	--	--	--	--	--	--	--
NBHC NAS BRUNSWICK								
2009	79	58%	59%	39%	69%	63%	64%	51%
2008	--	--	--	--	--	--	--	--
NBHC NAVSTA SEWELLS								
2009	39	62%	*	53%	*	65%	51%	69%
2008	--	--	--	--	--	--	--	--
NBHC NSY NORFOLK								
2009	7	*	--	*	*	*	*	--
2008	--	--	--	--	--	--	--	--
NBHC OCEANA								
2009	139	53%	*	46%	52%	57%	41%	64%
2008	--	--	--	--	--	--	--	--
NBHC PORTSMOUTH								
2009	71	38%	65%	32%	64%	28%	39%	37%
2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NBHC SARATOGA SPRINGS								
2009	101	49%	51%	44%	46%	54%	46%	53%
2008	--	--	--	--	--	--	--	--
NBHC WASHINGTON NAVY YARD								
2009	11	57%	--	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC YORKTOWN								
2009	27	49%	--	17%	*	*	53%	*
2008	--	--	--	--	--	--	--	--
NEW HAMPSHIRE								
2009	36	58%	*	*	80%	50%	59%	55%
2008	--	--	--	--	--	--	--	--
NEW JERSEY								
2009	43	43%	56%	20%	*	45%	46%	37%
2008	--	--	--	--	--	--	--	--
NEW YORK								
2009	391	53%	44%	46%	53%	54%	57%	45%
2008	--	--	--	--	--	--	--	--
NH CAMP LEJEUNE								
2009	185	50%	46%	47%	46%	*	43%	60%
2008	--	--	--	--	--	--	--	--
NHC ANNAPOLIS								
2009	59	49%	44%	20%	*	52%	52%	46%
2008	--	--	--	--	--	--	--	--
NHC CHERRY POINT								
2009	124	57%	51%	54%	70%	51%	60%	52%
2008	--	--	--	--	--	--	--	--
NHC GREAT LAKES								
2009	129	56%	49%	49%	53%	60%	55%	59%
2008	--	--	--	--	--	--	--	--
NHC PATUXENT RIVER								
2009	60	56%	*	50%	68%	*	61%	51%
2008	--	--	--	--	--	--	--	--
NHC QUANTICO								
2009	141	51%	31%	49%	54%	50%	44%	60%
2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NMC PORTSMOUTH								
2009	186	42%	47%	38%	47%	42%	38%	45%
2008	--	--	--	--	--	--	--	--
NNMC BETHESDA								
2009	36	40%	*	*	*	35%	45%	36%
2008	--	--	--	--	--	--	--	--
NORTH CAROLINA								
2009	811	52%	44%	47%	53%	53%	54%	50%
2008	--	--	--	--	--	--	--	--
NORTHEAST WEST VIRGINIA								
2009	2	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
NORTHERN VIRGINIA								
2009	40	43%	*	20%	45%	53%	45%	36%
2008	--	--	--	--	--	--	--	--
OHC EDGEWOOD ARS								
2009	54	39%	29%	*	*	40%	40%	37%
2008	--	--	--	--	--	--	--	--
OHIO								
2009	526	52%	57%	47%	48%	55%	54%	46%
2008	--	--	--	--	--	--	--	--
PATTERSON AHC-FT. MONMOUTH								
2009	21	90%	75%	*	*	*	*	91%
2008	--	--	--	--	--	--	--	--
PENNSYLVANIA								
2009	463	51%	46%	43%	54%	52%	52%	49%
2008	--	--	--	--	--	--	--	--
ROCK ISLAND ARSENAL AHC								
2009	37	51%	67%	*	*	*	54%	48%
2008	--	--	--	--	--	--	--	--
SELFRIDGE AHC-SELFRIDGE ANGB								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
SOUTHERN VIRGINIA								
2009	213	62%	55%	49%	59%	65%	64%	58%
2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
TMC CONTRACT SPARTA-FT. MCCOY								
2009	59	53%	58%	*	47%	*	49%	74%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT CHESAPEAKE								
2009	140	49%	23%	51%	40%	59%	44%	57%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT CL VA BEACH								
2009	58	48%	*	27%	49%	*	47%	50%
2008	--	--	--	--	--	--	--	--
VERMONT								
2009	79	59%	57%	50%	69%	59%	53%	66%
2008	--	--	--	--	--	--	--	--
WALTER REED AMC-WASHINGTON DC								
2009	25	36%	*	*	*	39%	*	26%
2008	--	--	--	--	--	--	--	--
WESTERN WEST VIRGINIA								
2009	176	52%	59%	55%	57%	48%	54%	48%
2008	--	--	--	--	--	--	--	--
WISCONSIN								
2009	313	56%	57%	54%	61%	55%	60%	46%
2008	--	--	--	--	--	--	--	--
WOMACK AMC-FT. BRAGG								
2009	198	47%	18%	50%	36%	55%	41%	55%
2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

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
2009 MHS Wide Civilian Benchmark¹	--	--	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	--	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	--	--	--	--	--	--	--
MHS Wide								
2009	61568	24%	30%	25%	24%	20%	18%	32%
2008	--	--	--	--	--	--	--	--
Overall - Direct Care								
2009	26810	32%	30%	33%	36%	38%	27%	39%
2008	--	--	--	--	--	--	--	--
Direct Care - CONUS²								
2009	24069	33%	31%	33%	36%	39%	28%	39%
2008	--	--	--	--	--	--	--	--
Direct Care - OCONUS								
2009	2741	28%	27%	31%	31%	29%	23%	37%
2008	--	--	--	--	--	--	--	--
Overall - Purchased Care								
2009	34758	20%	27%	19%	21%	19%	13%	29%
2008	--	--	--	--	--	--	--	--
Purchased Care - North Region³								
2009	10410	21%	26%	18%	21%	20%	15%	29%
2008	--	--	--	--	--	--	--	--
Purchased Care - South Region³								
2009	14034	19%	27%	18%	21%	17%	12%	27%
2008	--	--	--	--	--	--	--	--
Purchased Care - West Region³								
2009	9916	21%	27%	20%	22%	21%	13%	30%
2008	--	--	--	--	--	--	--	--
Purchased Care - U.S. Family Health Plan								
2009	397	18%	--	12%	12%	22%	10%	34%
2008	--	--	--	--	--	--	--	--

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
1st MED GRP-LANGLEY								
2009	86	23%	*	20%	21%	24%	16%	30%
2008	--	--	--	--	--	--	--	--
4th MED GRP-SEYMOUR JOHNSON								
2009	107	21%	21%	28%	28%	15%	10%	35%
2008	--	--	--	--	--	--	--	--
43RD MEDICAL GROUP-POPE								
2009	133	18%	55%	22%	20%	11%	11%	25%
2008	--	--	--	--	--	--	--	--
66th MED GRP-HANSCOM								
2009	147	22%	36%	25%	26%	16%	7%	37%
2008	--	--	--	--	--	--	--	--
87th MED GRP-MCGUIRE								
2009	96	27%	29%	37%	32%	20%	13%	38%
2008	--	--	--	--	--	--	--	--
88th MED GRP-WRIGHT-PATTERSON								
2009	147	27%	30%	27%	15%	36%	24%	31%
2008	--	--	--	--	--	--	--	--
375th MED GRP-SCOTT								
2009	260	26%	34%	24%	27%	24%	20%	31%
2008	--	--	--	--	--	--	--	--
436th MED GRP-DOVER								
2009	94	26%	59%	45%	41%	12%	10%	35%
2008	--	--	--	--	--	--	--	--
579TH MED GROUP-BOLLING								
2009	2	*	--	--	--	*	*	*
2008	--	--	--	--	--	--	--	--
779th MED GRP-ANDREWS								
2009	1	*	--	--	--	*	--	*
2008	--	--	--	--	--	--	--	--
AINSWORTH US ARMY OCCU HLTH CL								
2009	123	20%	21%	24%	19%	19%	12%	31%
2008	--	--	--	--	--	--	--	--
ANDREW RADER AHC-FT. MYER								
2009	31	18%	*	*	*	12%	15%	23%
2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
BARQUIST ARMY HEALTH CLINIC								
2009	74	18%	72%	12%	16%	18%	14%	25%
2008	--	--	--	--	--	--	--	--
BLANCHFIELD ACH-FT. CAMPBELL								
2009	132	13%	41%	10%	9%	16%	9%	21%
2008	--	--	--	--	--	--	--	--
BMC CAMP GEIGER MCB								
2009	14	0%	--	*	*	--	*	*
2008	--	--	--	--	--	--	--	--
BMC COLTS NECK EARLE								
2009	19	15%	*	*	*	*	17%	*
2008	--	--	--	--	--	--	--	--
BMC LAKEHURST								
2009	23	15%	*	*	*	8%	20%	*
2008	--	--	--	--	--	--	--	--
BMC MCAS NEW RIVER								
2009	39	6%	*	8%	*	*	4%	*
2008	--	--	--	--	--	--	--	--
BMC MECHANICSBURG								
2009	134	27%	44%	16%	36%	25%	19%	44%
2008	--	--	--	--	--	--	--	--
BMC SUGAR GROVE								
2009	24	18%	*	*	*	25%	18%	*
2008	--	--	--	--	--	--	--	--
BMC WILLOW GROVE								
2009	237	24%	35%	21%	14%	28%	24%	25%
2008	--	--	--	--	--	--	--	--
CAMP ATTERBURY OUTPATIENT CLIN								
2009	175	18%	19%	31%	19%	14%	11%	33%
2008	--	--	--	--	--	--	--	--
CONNECTICUT								
2009	45	28%	6%	*	*	23%	28%	28%
2008	--	--	--	--	--	--	--	--
DELAWARE								
2009	2	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
DEWITT ACH-FT. BELVOIR								
2009	71	23%	14%	15%	18%	28%	11%	35%
2008	--	--	--	--	--	--	--	--
DILORENZO TRICARE HEALTH CLIN								
2009	33	27%	*	*	41%	*	*	29%
2008	--	--	--	--	--	--	--	--
DILORENZO TRICARE HLTH CLN ARL								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
DUNHAM AHC-CARLISLE BARRACKS								
2009	59	16%	9%	*	9%	19%	18%	15%
2008	--	--	--	--	--	--	--	--
EASTERN MISSOURI-ST LOUIS AREA								
2009	54	11%	7%	*	7%	16%	5%	20%
2008	--	--	--	--	--	--	--	--
FAMILY HEALTH CENTER FAIRFAX								
2009	161	27%	14%	19%	28%	29%	15%	36%
2008	--	--	--	--	--	--	--	--
FAMILY HEALTH CENTER WOODBRIDG								
2009	50	24%	*	43%	24%	19%	21%	27%
2008	--	--	--	--	--	--	--	--
GUTHRIE AHC-FT. DRUM								
2009	65	15%	28%	17%	*	*	12%	18%
2008	--	--	--	--	--	--	--	--
ILLINOIS								
2009	222	16%	9%	11%	15%	18%	10%	29%
2008	--	--	--	--	--	--	--	--
INDIANA								
2009	311	16%	13%	5%	29%	13%	9%	29%
2008	--	--	--	--	--	--	--	--
IOWA-QUAD CITIES AREA								
2009	1	*	--	*	--	--	--	*
2008	--	--	--	--	--	--	--	--
IRELAND ACH-FT. KNOX								
2009	212	17%	27%	18%	19%	15%	13%	22%
2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
KELLER ACH-WEST POINT								
2009	55	27%	*	47%	*	19%	22%	35%
2008	--	--	--	--	--	--	--	--
KENNER AHC-FT. LEE								
2009	128	25%	25%	21%	24%	26%	19%	30%
2008	--	--	--	--	--	--	--	--
KENTUCKY								
2009	264	20%	21%	24%	15%	21%	12%	30%
2008	--	--	--	--	--	--	--	--
KIMBROUGH AMB CAR CEN-FT MEADE								
2009	61	17%	12%	19%	18%	17%	18%	16%
2008	--	--	--	--	--	--	--	--
KIRK AHC-ABERDEEN PRVNG GD								
2009	51	23%	62%	21%	35%	*	7%	40%
2008	--	--	--	--	--	--	--	--
MAINE								
2009	74	28%	17%	9%	32%	29%	25%	34%
2008	--	--	--	--	--	--	--	--
MARYLAND								
2009	35	13%	*	0%	*	14%	10%	16%
2008	--	--	--	--	--	--	--	--
MASSACHUSETTS								
2009	82	25%	36%	16%	17%	28%	25%	24%
2008	--	--	--	--	--	--	--	--
MCDONALD AHC-FT. EUSTIS								
2009	164	20%	*	13%	24%	22%	13%	30%
2008	--	--	--	--	--	--	--	--
MICHIGAN								
2009	471	16%	13%	12%	12%	19%	12%	24%
2008	--	--	--	--	--	--	--	--
MILLS TROOP CLINIC-FT. DIX								
2009	16	32%	*	*	--	*	*	*
2008	--	--	--	--	--	--	--	--
MONROE AHC-FT. MONROE								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NAVAL HLTH CLINIC NEW ENGLAND								
2009	106	16%	38%	14%	0%	19%	9%	30%
2008	--	--	--	--	--	--	--	--
NBHC ANDREWS AFB								
2009	19	34%	*	*	*	*	38%	*
2008	--	--	--	--	--	--	--	--
NBHC CHESAPEAKE								
2009	60	19%	*	27%	11%	18%	11%	31%
2008	--	--	--	--	--	--	--	--
NBHC DAHLGREN								
2009	33	11%	*	0%	15%	*	0%	*
2008	--	--	--	--	--	--	--	--
NBHC GROTON								
2009	140	21%	38%	21%	12%	21%	9%	33%
2008	--	--	--	--	--	--	--	--
NBHC INDIAN HEAD								
2009	6	*	*	*	--	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC LITTLE CREEK								
2009	181	18%	*	25%	10%	19%	14%	23%
2008	--	--	--	--	--	--	--	--
NBHC NAS BRUNSWICK								
2009	79	19%	27%	14%	25%	15%	14%	24%
2008	--	--	--	--	--	--	--	--
NBHC NAVSTA SEWELLS								
2009	39	11%	*	10%	*	10%	18%	6%
2008	--	--	--	--	--	--	--	--
NBHC NSY NORFOLK								
2009	7	*	--	*	*	*	*	--
2008	--	--	--	--	--	--	--	--
NBHC OCEANA								
2009	139	21%	*	11%	18%	30%	17%	26%
2008	--	--	--	--	--	--	--	--
NBHC PORTSMOUTH								
2009	71	25%	23%	7%	16%	32%	18%	35%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NBHC SARATOGA SPRINGS								
2009	101	14%	36%	10%	8%	15%	6%	24%
2008	--	--	--	--	--	--	--	--
NBHC WASHINGTON NAVY YARD								
2009	11	6%	--	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC YORKTOWN								
2009	27	15%	--	10%	*	*	12%	*
2008	--	--	--	--	--	--	--	--
NEW HAMPSHIRE								
2009	36	31%	*	*	14%	38%	38%	19%
2008	--	--	--	--	--	--	--	--
NEW JERSEY								
2009	43	20%	32%	21%	*	18%	15%	32%
2008	--	--	--	--	--	--	--	--
NEW YORK								
2009	391	22%	33%	17%	19%	24%	16%	35%
2008	--	--	--	--	--	--	--	--
NH CAMP LEJEUNE								
2009	185	26%	47%	23%	38%	*	21%	33%
2008	--	--	--	--	--	--	--	--
NHC ANNAPOLIS								
2009	59	25%	4%	31%	*	24%	16%	31%
2008	--	--	--	--	--	--	--	--
NHC CHERRY POINT								
2009	124	18%	29%	21%	22%	13%	13%	25%
2008	--	--	--	--	--	--	--	--
NHC GREAT LAKES								
2009	129	19%	35%	19%	26%	16%	15%	25%
2008	--	--	--	--	--	--	--	--
NHC PATUXENT RIVER								
2009	60	24%	*	26%	21%	*	17%	31%
2008	--	--	--	--	--	--	--	--
NHC QUANTICO								
2009	141	29%	30%	24%	28%	35%	27%	31%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NMC PORTSMOUTH								
2009	186	28%	40%	22%	37%	26%	21%	33%
2008	--	--	--	--	--	--	--	--
NNMC BETHESDA								
2009	36	37%	*	*	*	42%	18%	52%
2008	--	--	--	--	--	--	--	--
NORTH CAROLINA								
2009	811	21%	25%	20%	24%	19%	13%	31%
2008	--	--	--	--	--	--	--	--
NORTHEAST WEST VIRGINIA								
2009	2	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
NORTHERN VIRGINIA								
2009	40	15%	*	12%	0%	27%	1%	55%
2008	--	--	--	--	--	--	--	--
OHC EDGEWOOD ARS								
2009	54	36%	43%	*	*	38%	19%	58%
2008	--	--	--	--	--	--	--	--
OHIO								
2009	526	19%	16%	15%	23%	18%	15%	26%
2008	--	--	--	--	--	--	--	--
PATTERSON AHC-FT. MONMOUTH								
2009	21	1%	5%	*	*	*	*	2%
2008	--	--	--	--	--	--	--	--
PENNSYLVANIA								
2009	463	20%	26%	13%	20%	22%	14%	30%
2008	--	--	--	--	--	--	--	--
ROCK ISLAND ARSENAL AHC								
2009	37	10%	18%	*	*	*	6%	15%
2008	--	--	--	--	--	--	--	--
SELFRIDGE AHC-SELFRIDGE ANGB								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
SOUTHERN VIRGINIA								
2009	213	17%	22%	16%	13%	18%	11%	26%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
TMC CONTRACT SPARTA-FT. MCCOY								
2009	59	18%	14%	*	30%	*	21%	3%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT CHESAPEAKE								
2009	140	22%	45%	16%	25%	23%	19%	27%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT CL VA BEACH								
2009	58	18%	*	9%	35%	*	12%	35%
2008	--	--	--	--	--	--	--	--
VERMONT								
2009	79	12%	10%	21%	17%	8%	16%	8%
2008	--	--	--	--	--	--	--	--
WALTER REED AMC-WASHINGTON DC								
2009	25	37%	*	*	*	40%	*	42%
2008	--	--	--	--	--	--	--	--
WESTERN WEST VIRGINIA								
2009	176	20%	11%	21%	18%	21%	15%	29%
2008	--	--	--	--	--	--	--	--
WISCONSIN								
2009	313	14%	16%	17%	10%	15%	9%	28%
2008	--	--	--	--	--	--	--	--
WOMACK AMC-FT. BRAGG								
2009	198	25%	53%	21%	30%	23%	22%	30%
2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 31 Days or More						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark¹	--	--	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	--	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	--	--	--	--	--	--	--
MHS Wide								
2009	61568	4%	3%	4%	4%	5%	3%	6%
2008	--	--	--	--	--	--	--	--
Overall - Direct Care								
2009	26810	3%	3%	4%	4%	3%	2%	5%
2008	--	--	--	--	--	--	--	--
Direct Care - CONUS²								
2009	24069	3%	3%	4%	4%	3%	2%	5%
2008	--	--	--	--	--	--	--	--
Direct Care - OCONUS								
2009	2741	3%	2%	4%	3%	1%	1%	5%
2008	--	--	--	--	--	--	--	--
Overall - Purchased Care								
2009	34758	5%	4%	3%	5%	5%	3%	7%
2008	--	--	--	--	--	--	--	--
Purchased Care - North Region³								
2009	10410	5%	4%	4%	5%	6%	3%	8%
2008	--	--	--	--	--	--	--	--
Purchased Care - South Region³								
2009	14034	5%	4%	3%	5%	5%	3%	6%
2008	--	--	--	--	--	--	--	--
Purchased Care - West Region³								
2009	9916	5%	4%	4%	5%	5%	3%	6%
2008	--	--	--	--	--	--	--	--
Purchased Care - U.S. Family Health Plan								
2009	397	4%	--	9%	4%	3%	3%	5%
2008	--	--	--	--	--	--	--	--

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 31 Days or More						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
1st MED GRP-LANGLEY								
2009	86	5%	*	2%	8%	4%	5%	4%
2008	--	--	--	--	--	--	--	--
4th MED GRP-SEYMOUR JOHNSON								
2009	107	2%	0%	0%	3%	3%	0%	5%
2008	--	--	--	--	--	--	--	--
43RD MEDICAL GROUP-POPE								
2009	133	12%	13%	2%	14%	15%	5%	18%
2008	--	--	--	--	--	--	--	--
66th MED GRP-HANSCOM								
2009	147	8%	8%	8%	7%	9%	5%	11%
2008	--	--	--	--	--	--	--	--
87th MED GRP-MCGUIRE								
2009	96	8%	12%	3%	0%	12%	0%	14%
2008	--	--	--	--	--	--	--	--
88th MED GRP-WRIGHT-PATTERSON								
2009	147	3%	0%	0%	7%	0%	2%	3%
2008	--	--	--	--	--	--	--	--
375th MED GRP-SCOTT								
2009	260	8%	2%	6%	12%	7%	3%	13%
2008	--	--	--	--	--	--	--	--
436th MED GRP-DOVER								
2009	94	11%	7%	0%	13%	13%	6%	14%
2008	--	--	--	--	--	--	--	--
579TH MED GROUP-BOLLING								
2009	2	*	--	--	--	*	*	*
2008	--	--	--	--	--	--	--	--
779th MED GRP-ANDREWS								
2009	1	*	--	--	--	*	--	*
2008	--	--	--	--	--	--	--	--
AINSWORTH US ARMY OCCU HLTH CL								
2009	123	4%	0%	3%	0%	7%	7%	1%
2008	--	--	--	--	--	--	--	--
ANDREW RADER AHC-FT. MYER								
2009	31	16%	*	*	*	29%	14%	20%
2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 31 Days or More						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BARQUIST ARMY HEALTH CLINIC								
2009	74	6%	0%	0%	6%	9%	7%	5%
2008	--	--	--	--	--	--	--	--
BLANCHFIELD ACH-FT. CAMPBELL								
2009	132	1%	0%	0%	0%	3%	2%	0%
2008	--	--	--	--	--	--	--	--
BMC CAMP GEIGER MCB								
2009	14	7%	--	*	*	--	*	*
2008	--	--	--	--	--	--	--	--
BMC COLTS NECK EARLE								
2009	19	8%	*	*	*	*	0%	*
2008	--	--	--	--	--	--	--	--
BMC LAKEHURST								
2009	23	8%	*	*	*	9%	9%	*
2008	--	--	--	--	--	--	--	--
BMC MCAS NEW RIVER								
2009	39	4%	*	7%	*	*	5%	*
2008	--	--	--	--	--	--	--	--
BMC MECHANICSBURG								
2009	134	6%	0%	10%	4%	5%	6%	4%
2008	--	--	--	--	--	--	--	--
BMC SUGAR GROVE								
2009	24	10%	*	*	*	14%	0%	*
2008	--	--	--	--	--	--	--	--
BMC WILLOW GROVE								
2009	237	9%	6%	2%	6%	12%	4%	15%
2008	--	--	--	--	--	--	--	--
CAMP ATTERBURY OUTPATIENT CLIN								
2009	175	3%	2%	0%	2%	5%	2%	6%
2008	--	--	--	--	--	--	--	--
CONNECTICUT								
2009	45	5%	12%	*	*	6%	0%	18%
2008	--	--	--	--	--	--	--	--
DELAWARE								
2009	2	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 31 Days or More						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
DEWITT ACH-FT. BELVOIR								
2009	71	2%	7%	0%	0%	3%	3%	0%
2008	--	--	--	--	--	--	--	--
DILORENZO TRICARE HEALTH CLIN								
2009	33	0%	*	*	0%	*	*	0%
2008	--	--	--	--	--	--	--	--
DILORENZO TRICARE HLTH CLN ARL								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
DUNHAM AHC-CARLISLE BARRACKS								
2009	59	0%	4%	*	0%	0%	0%	1%
2008	--	--	--	--	--	--	--	--
EASTERN MISSOURI-ST LOUIS AREA								
2009	54	7%	0%	*	0%	13%	6%	9%
2008	--	--	--	--	--	--	--	--
FAMILY HEALTH CENTER FAIRFAX								
2009	161	3%	0%	0%	5%	2%	0%	5%
2008	--	--	--	--	--	--	--	--
FAMILY HEALTH CENTER WOODBRIDG								
2009	50	0%	*	0%	0%	0%	0%	0%
2008	--	--	--	--	--	--	--	--
GUTHRIE AHC-FT. DRUM								
2009	65	4%	0%	6%	*	*	0%	9%
2008	--	--	--	--	--	--	--	--
ILLINOIS								
2009	222	2%	2%	9%	1%	1%	1%	4%
2008	--	--	--	--	--	--	--	--
INDIANA								
2009	311	3%	4%	3%	5%	2%	1%	7%
2008	--	--	--	--	--	--	--	--
IOWA-QUAD CITIES AREA								
2009	1	*	--	*	--	--	--	*
2008	--	--	--	--	--	--	--	--
IRELAND ACH-FT. KNOX								
2009	212	5%	6%	5%	5%	5%	7%	4%
2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 31 Days or More						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
KELLER ACH-WEST POINT								
2009	55	7%	*	0%	*	10%	0%	21%
2008	--	--	--	--	--	--	--	--
KENNER AHC-FT. LEE								
2009	128	2%	0%	3%	0%	2%	0%	3%
2008	--	--	--	--	--	--	--	--
KENTUCKY								
2009	264	5%	0%	6%	4%	5%	4%	7%
2008	--	--	--	--	--	--	--	--
KIMBROUGH AMB CAR CEN-FT MEADE								
2009	61	7%	4%	11%	8%	5%	4%	17%
2008	--	--	--	--	--	--	--	--
KIRK AHC-ABERDEEN PRVNG GD								
2009	51	0%	0%	0%	0%	*	0%	0%
2008	--	--	--	--	--	--	--	--
MAINE								
2009	74	13%	0%	12%	7%	15%	7%	28%
2008	--	--	--	--	--	--	--	--
MARYLAND								
2009	35	8%	*	0%	*	0%	8%	8%
2008	--	--	--	--	--	--	--	--
MASSACHUSETTS								
2009	82	2%	5%	0%	6%	0%	0%	5%
2008	--	--	--	--	--	--	--	--
MCDONALD AHC-FT. EUSTIS								
2009	164	4%	*	1%	0%	7%	6%	1%
2008	--	--	--	--	--	--	--	--
MICHIGAN								
2009	471	3%	1%	4%	4%	3%	1%	9%
2008	--	--	--	--	--	--	--	--
MILLS TROOP CLINIC-FT. DIX								
2009	16	2%	*	*	--	*	*	*
2008	--	--	--	--	--	--	--	--
MONROE AHC-FT. MONROE								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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Q3B - # days from appt to visit

	Responses	Percent 31 Days or More						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NAVAL HLTH CLINIC NEW ENGLAND								
2009	106	10%	3%	9%	16%	9%	6%	18%
2008	--	--	--	--	--	--	--	--
NBHC ANDREWS AFB								
2009	19	0%	*	*	*	*	0%	*
2008	--	--	--	--	--	--	--	--
NBHC CHESAPEAKE								
2009	60	4%	*	0%	5%	5%	4%	3%
2008	--	--	--	--	--	--	--	--
NBHC DAHLGREN								
2009	33	0%	*	0%	0%	*	0%	*
2008	--	--	--	--	--	--	--	--
NBHC GROTON								
2009	140	7%	1%	6%	8%	8%	7%	7%
2008	--	--	--	--	--	--	--	--
NBHC INDIAN HEAD								
2009	6	*	*	*	--	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC LITTLE CREEK								
2009	181	6%	*	3%	9%	7%	1%	14%
2008	--	--	--	--	--	--	--	--
NBHC NAS BRUNSWICK								
2009	79	4%	0%	4%	0%	8%	2%	7%
2008	--	--	--	--	--	--	--	--
NBHC NAVSTA SEWELLS								
2009	39	3%	*	0%	*	5%	8%	0%
2008	--	--	--	--	--	--	--	--
NBHC NSY NORFOLK								
2009	7	*	--	*	*	*	*	--
2008	--	--	--	--	--	--	--	--
NBHC OCEANA								
2009	139	1%	*	0%	2%	2%	1%	2%
2008	--	--	--	--	--	--	--	--
NBHC PORTSMOUTH								
2009	71	16%	3%	33%	10%	17%	19%	12%
2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 31 Days or More						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NBHC SARATOGA SPRINGS								
2009	101	4%	4%	2%	12%	0%	1%	7%
2008	--	--	--	--	--	--	--	--
NBHC WASHINGTON NAVY YARD								
2009	11	4%	--	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC YORKTOWN								
2009	27	0%	--	0%	*	*	0%	*
2008	--	--	--	--	--	--	--	--
NEW HAMPSHIRE								
2009	36	3%	*	*	0%	5%	0%	8%
2008	--	--	--	--	--	--	--	--
NEW JERSEY								
2009	43	13%	0%	14%	*	17%	5%	29%
2008	--	--	--	--	--	--	--	--
NEW YORK								
2009	391	5%	4%	6%	5%	5%	2%	11%
2008	--	--	--	--	--	--	--	--
NH CAMP LEJEUNE								
2009	185	2%	5%	2%	6%	*	1%	3%
2008	--	--	--	--	--	--	--	--
NHC ANNAPOLIS								
2009	59	11%	15%	11%	*	12%	0%	19%
2008	--	--	--	--	--	--	--	--
NHC CHERRY POINT								
2009	124	6%	3%	8%	0%	8%	0%	14%
2008	--	--	--	--	--	--	--	--
NHC GREAT LAKES								
2009	129	3%	0%	0%	0%	5%	3%	3%
2008	--	--	--	--	--	--	--	--
NHC PATUXENT RIVER								
2009	60	6%	*	0%	6%	*	3%	9%
2008	--	--	--	--	--	--	--	--
NHC QUANTICO								
2009	141	3%	0%	1%	0%	10%	4%	3%
2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 31 Days or More						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NMC PORTSMOUTH								
2009	186	8%	0%	3%	5%	16%	4%	12%
2008	--	--	--	--	--	--	--	--
NNMC BETHESDA								
2009	36	0%	*	*	*	0%	0%	0%
2008	--	--	--	--	--	--	--	--
NORTH CAROLINA								
2009	811	5%	13%	5%	6%	4%	3%	7%
2008	--	--	--	--	--	--	--	--
NORTHEAST WEST VIRGINIA								
2009	2	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
NORTHERN VIRGINIA								
2009	40	5%	*	13%	9%	0%	4%	9%
2008	--	--	--	--	--	--	--	--
OHC EDGEWOOD ARS								
2009	54	1%	2%	*	*	0%	2%	0%
2008	--	--	--	--	--	--	--	--
OHIO								
2009	526	4%	0%	3%	6%	4%	4%	5%
2008	--	--	--	--	--	--	--	--
PATTERSON AHC-FT. MONMOUTH								
2009	21	2%	7%	*	*	*	*	2%
2008	--	--	--	--	--	--	--	--
PENNSYLVANIA								
2009	463	7%	9%	1%	8%	8%	5%	9%
2008	--	--	--	--	--	--	--	--
ROCK ISLAND ARSENAL AHC								
2009	37	9%	0%	*	*	*	11%	6%
2008	--	--	--	--	--	--	--	--
SELFRIDGE AHC-SELFRIDGE ANGB								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
SOUTHERN VIRGINIA								
2009	213	7%	4%	9%	4%	8%	7%	8%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Percent 31 Days or More						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
TMC CONTRACT SPARTA-FT. MCCOY								
2009	59	1%	3%	*	0%	*	0%	3%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT CHESAPEAKE								
2009	140	2%	0%	3%	4%	0%	3%	1%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT CL VA BEACH								
2009	58	4%	*	10%	0%	*	5%	0%
2008	--	--	--	--	--	--	--	--
VERMONT								
2009	79	7%	12%	0%	5%	9%	6%	9%
2008	--	--	--	--	--	--	--	--
WALTER REED AMC-WASHINGTON DC								
2009	25	6%	*	*	*	10%	*	7%
2008	--	--	--	--	--	--	--	--
WESTERN WEST VIRGINIA								
2009	176	8%	0%	3%	7%	9%	8%	8%
2008	--	--	--	--	--	--	--	--
WISCONSIN								
2009	313	7%	7%	4%	4%	9%	5%	13%
2008	--	--	--	--	--	--	--	--
WOMACK AMC-FT. BRAGG								
2009	198	5%	16%	3%	2%	6%	3%	7%
2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

Domain: Clinician & Group 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
2009 MHS Wide Civilian Benchmark¹	--	81%	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	77%	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	84%	--	--	--	--	--	--
MHS Wide								
2009	82713.2	84%	78%	80%	86%	89%	84%	85%
2008	110743.8	83%	78%	79%	85%	89%	83%	84%
Overall - Direct Care								
2009	33608.5	79%	78%	77%	83%	89%	77%	82%
2008	35448	78%	77%	76%	82%	89%	75%	82%
Direct Care - CONUS²								
2009	30105.2	79%	78%	77%	83%	89%	77%	82%
2008	32234.5	78%	77%	75%	82%	88%	75%	82%
Direct Care - OCONUS								
2009	3503.3	79%	78%	80%	83%	87%	77%	84%
2008	3213.5	79%	77%	80%	87%	90%	77%	82%
Overall - Purchased Care								
2009	49104.7	87%	83%	83%	87%	89%	88%	86%
2008	75295.8	87%	81%	82%	86%	89%	87%	85%
Purchased Care - North Region³								
2009	14844.7	88%	83%	83%	87%	90%	88%	86%
2008	23097.7	87%	82%	83%	87%	89%	88%	85%
Purchased Care - South Region³								
2009	19682.3	87%	82%	82%	86%	89%	87%	86%
2008	29860.7	87%	80%	82%	86%	89%	87%	86%
Purchased Care - West Region³								
2009	13986.2	87%	83%	83%	87%	88%	87%	86%
2008	21182.8	86%	81%	82%	85%	88%	87%	84%
Purchased Care - U.S. Family Health Plan								
2009	590.5	88%	*	81%	87%	90%	90%	85%
2008	1152.7	87%	--	79%	85%	89%	86%	88%

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
1st MED GRP-LANGLEY								
2009	115.5	83%	80%	76%	77%	91%	78%	87%
2008	228	81%	*	74%	80%	86%	81%	81%
4th MED GRP-SEYMOUR JOHNSON								
2009	140.3	88%	72%	86%	85%	92%	91%	84%
2008	224.5	85%	84%	85%	76%	89%	86%	84%
43RD MEDICAL GROUP-POPE								
2009	217	85%	78%	87%	88%	82%	89%	82%
2008	552.8	85%	73%	82%	87%	86%	85%	85%
66th MED GRP-HANSCOM								
2009	224.3	88%	78%	86%	94%	88%	89%	86%
2008	338	90%	90%	84%	91%	90%	90%	90%
87th MED GRP-MCGUIRE								
2009	133.7	81%	77%	79%	89%	80%	79%	83%
2008	194	84%	83%	81%	68%	91%	89%	79%
88th MED GRP-WRIGHT-PATTERSON								
2009	186	86%	84%	87%	89%	84%	85%	88%
2008	333.2	84%	*	79%	81%	87%	85%	82%
375th MED GRP-SCOTT								
2009	362	89%	82%	85%	87%	93%	91%	86%
2008	556.7	89%	85%	87%	87%	93%	91%	87%
436th MED GRP-DOVER								
2009	134.5	83%	65%	71%	87%	86%	86%	81%
2008	178	91%	82%	78%	94%	94%	93%	90%
579TH MED GROUP-BOLLING								
2009	2	*	--	--	--	*	*	*
2008	6.8	*	--	--	*	*	*	*
779th MED GRP-ANDREWS								
2009	2.8	*	--	--	*	*	--	*
2008	7.5	*	--	*	*	*	*	*
AINSWORTH US ARMY OCCU HLTH CL								
2009	170.2	87%	84%	79%	92%	89%	89%	83%
2008	276.2	85%	80%	86%	81%	87%	88%	80%
ANDREW RADER AHC-FT. MYER								
2009	43	96%	*	*	100%	96%	96%	97%
2008	85	83%	*	57%	91%	85%	83%	83%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
BARQUIST ARMY HEALTH CLINIC								
2009	111.2	88%	88%	77%	92%	88%	87%	90%
2008	167	80%	56%	84%	78%	86%	80%	81%
BLANCHFIELD ACH-FT. CAMPBELL								
2009	182.5	86%	79%	76%	94%	83%	88%	80%
2008	284	85%	55%	83%	87%	91%	90%	79%
BMC CAMP GEIGER MCB								
2009	17.2	97%	*	97%	*	--	*	*
2008	4.5	*	*	*	--	--	*	*
BMC COLTS NECK EARLE								
2009	26.7	89%	*	*	*	89%	93%	82%
2008	62.5	71%	*	55%	82%	76%	63%	76%
BMC LAKEHURST								
2009	38	83%	*	*	*	88%	83%	83%
2008	74.3	86%	*	*	89%	86%	87%	86%
BMC MCAS NEW RIVER								
2009	42.3	80%	*	79%	*	*	78%	*
2008	36.5	92%	*	89%	*	*	91%	*
BMC MECHANICSBURG								
2009	183.8	86%	84%	92%	86%	85%	87%	84%
2008	275.5	90%	96%	73%	93%	94%	93%	86%
BMC SUGAR GROVE								
2009	35.8	92%	*	*	*	94%	97%	81%
2008	84.2	81%	*	80%	71%	87%	78%	86%
BMC WILLOW GROVE								
2009	323.5	88%	82%	83%	89%	89%	89%	85%
2008	570	88%	79%	87%	87%	90%	89%	88%
CAMP ATTERBURY OUTPATIENT CLIN								
2009	249.8	88%	87%	85%	89%	88%	85%	93%
2008	332	87%	81%	89%	89%	85%	87%	86%
CONNECTICUT								
2009	82.8	89%	89%	75%	97%	89%	91%	85%
2008	130.7	89%	62%	87%	92%	93%	92%	83%
DELAWARE								
2009	2.8	*	--	--	--	*	*	--
2008	3.8	*	--	--	*	*	*	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group CAHPS Composites

Composite 2 - Doctors Communicate

	Responses	Proportion Always						
		Total	Active Duty	Active Duty Family Members	Retirees and Family Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
DEWITT ACH-FT. BELVOIR								
2009	106.5	86%	84%	76%	88%	88%	84%	88%
2008	159.5	88%	*	92%	82%	91%	89%	88%
DILORENZO TRICARE HEALTH CLIN								
2009	45.8	76%	*	*	70%	81%	93%	70%
2008	87.5	89%	*	88%	89%	89%	93%	87%
DILORENZO TRICARE HLTH CLN ARL								
2009	1	*	--	--	--	*	*	--
2008	3	*	*	--	--	*	*	*
DUNHAM AHC-CARLISLE BARRACKS								
2009	75.2	94%	88%	*	91%	99%	99%	88%
2008	105.7	92%	*	89%	87%	94%	96%	87%
EASTERN MISSOURI-ST LOUIS AREA								
2009	64.7	94%	93%	84%	94%	96%	93%	96%
2008	70.3	86%	*	91%	90%	82%	87%	86%
FAMILY HEALTH CENTER FAIRFAX								
2009	216.2	90%	73%	78%	90%	94%	93%	86%
2008	487.7	91%	*	89%	88%	93%	91%	90%
FAMILY HEALTH CENTER WOODBRIDG								
2009	67.3	89%	*	82%	84%	95%	96%	79%
2008	124.7	81%	*	78%	79%	89%	79%	82%
GUTHRIE AHC-FT. DRUM								
2009	90.3	85%	88%	79%	*	*	88%	81%
2008	122	82%	73%	82%	85%	89%	87%	78%
ILLINOIS								
2009	342.7	88%	81%	82%	89%	90%	89%	88%
2008	487	89%	80%	82%	88%	93%	91%	84%
INDIANA								
2009	452.3	89%	87%	84%	89%	90%	90%	87%
2008	594	85%	82%	83%	87%	86%	85%	87%
IOWA-QUAD CITIES AREA								
2009	1	*	--	*	--	--	--	*
2008	4	*	--	--	*	*	*	*
IRELAND ACH-FT. KNOX								
2009	274.8	86%	81%	79%	84%	90%	87%	85%
2008	480.7	86%	90%	77%	88%	87%	88%	84%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
KELLER ACH-WEST POINT								
2009	72	87%	80%	77%	*	91%	86%	90%
2008	131.8	90%	*	91%	86%	91%	88%	92%
KENNER AHC-FT. LEE								
2009	184.3	90%	93%	84%	87%	91%	90%	89%
2008	351.7	89%	92%	90%	86%	90%	93%	84%
KENTUCKY								
2009	389	88%	83%	85%	89%	89%	90%	85%
2008	576	87%	94%	89%	88%	85%	89%	83%
KIMBROUGH AMB CAR CEN-FT MEADE								
2009	79.3	84%	55%	84%	77%	89%	83%	84%
2008	178	83%	*	82%	80%	86%	81%	85%
KIRK AHC-ABERDEEN PRVNG GD								
2009	73.8	85%	80%	81%	86%	88%	87%	82%
2008	100.5	91%	91%	91%	91%	91%	92%	89%
MAINE								
2009	121.2	87%	83%	90%	89%	87%	84%	94%
2008	168.3	88%	91%	86%	86%	89%	85%	92%
MARYLAND								
2009	53.8	91%	75%	84%	*	95%	85%	97%
2008	91.2	84%	*	78%	94%	80%	83%	86%
MASSACHUSETTS								
2009	121.3	90%	86%	85%	93%	91%	91%	88%
2008	222	89%	90%	93%	90%	88%	92%	84%
MCDONALD AHC-FT. EUSTIS								
2009	223.5	88%	*	87%	88%	88%	88%	87%
2008	410.3	87%	*	79%	87%	92%	90%	84%
MICHIGAN								
2009	695.3	87%	81%	83%	84%	90%	86%	88%
2008	746.8	87%	86%	80%	88%	89%	87%	85%
MILLS TROOP CLINIC-FT. DIX								
2009	25.2	81%	81%	*	*	*	82%	80%
2008	18.3	85%	*	*	*	*	90%	*
MONROE AHC-FT. MONROE								
2009	1.8	*	--	*	*	--	*	*
2008	6.7	*	--	*	*	*	*	*

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
NAVAL HLTH CLINIC NEW ENGLAND								
2009	161.7	85%	81%	80%	87%	86%	84%	88%
2008	264.8	88%	68%	91%	84%	90%	90%	84%
NBHC ANDREWS AFB								
2009	23.8	70%	*	*	*	*	64%	*
2008	24.7	96%	--	*	*	98%	92%	99%
NBHC CHESAPEAKE								
2009	91.3	83%	88%	78%	92%	83%	87%	76%
2008	139.7	84%	*	79%	87%	87%	81%	89%
NBHC DAHLGREN								
2009	45.7	89%	*	90%	93%	*	90%	*
2008	45	88%	--	93%	80%	90%	86%	*
NBHC GROTON								
2009	187.7	87%	85%	80%	95%	88%	91%	83%
2008	287.8	87%	91%	80%	87%	90%	89%	85%
NBHC INDIAN HEAD								
2009	8.2	*	*	*	--	*	*	*
2008	13.2	87%	*	*	*	*	*	*
NBHC LITTLE CREEK								
2009	251.2	87%	*	85%	83%	92%	88%	85%
2008	449.5	85%	*	79%	88%	88%	85%	85%
NBHC NAS BRUNSWICK								
2009	107.8	90%	85%	85%	96%	92%	87%	93%
2008	120.2	85%	75%	89%	88%	85%	90%	78%
NBHC NAVSTA SEWELLS								
2009	48.3	86%	*	82%	*	86%	87%	85%
2008	117.2	87%	*	82%	96%	88%	87%	88%
NBHC NSY NORFOLK								
2009	15.7	82%	--	*	*	*	82%	--
2008	28.2	87%	--	*	77%	*	86%	*
NBHC OCEANA								
2009	192.7	88%	87%	81%	88%	91%	86%	90%
2008	362	87%	*	79%	89%	90%	83%	91%
NBHC PORTSMOUTH								
2009	93.5	90%	81%	95%	98%	88%	90%	90%
2008	115	87%	69%	68%	96%	92%	87%	88%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
NBHC SARATOGA SPRINGS								
2009	132.3	91%	93%	90%	94%	89%	93%	89%
2008	179.3	90%	87%	89%	84%	95%	91%	89%
NBHC WASHINGTON NAVY YARD								
2009	12.8	84%	--	*	*	*	*	*
2008	17.2	92%	--	--	*	90%	*	*
NBHC YORKTOWN								
2009	33.2	89%	--	*	100%	79%	88%	*
2008	62.8	90%	--	86%	92%	91%	91%	88%
NEW HAMPSHIRE								
2009	58.8	89%	*	*	78%	93%	93%	81%
2008	85.3	90%	*	*	92%	89%	89%	94%
NEW JERSEY								
2009	59.5	86%	80%	85%	*	87%	82%	93%
2008	88.7	91%	*	89%	94%	93%	91%	92%
NEW YORK								
2009	584.5	88%	82%	89%	81%	90%	89%	85%
2008	691.5	89%	85%	85%	90%	91%	90%	87%
NH CAMP LEJEUNE								
2009	257.5	78%	86%	74%	82%	*	75%	82%
2008	318.5	81%	84%	75%	92%	90%	81%	81%
NHC ANNAPOLIS								
2009	71	92%	59%	85%	89%	96%	89%	95%
2008	115.3	90%	*	90%	87%	90%	92%	87%
NHC CHERRY POINT								
2009	168.2	90%	89%	78%	90%	95%	92%	88%
2008	260.5	88%	89%	81%	85%	95%	91%	86%
NHC GREAT LAKES								
2009	193	86%	87%	79%	73%	91%	86%	86%
2008	293.2	86%	77%	80%	82%	91%	89%	82%
NHC PATUXENT RIVER								
2009	79	77%	79%	80%	69%	*	74%	80%
2008	127	90%	*	88%	90%	96%	94%	85%
NHC QUANTICO								
2009	173.2	85%	92%	77%	85%	92%	82%	89%
2008	272	87%	*	86%	86%	87%	87%	86%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
NMC PORTSMOUTH								
2009	234	88%	74%	83%	90%	92%	91%	85%
2008	406.2	86%	86%	84%	91%	84%	87%	85%
NNMC BETHESDA								
2009	56.2	93%	*	*	90%	94%	92%	94%
2008	127.7	86%	*	87%	89%	85%	94%	82%
NORTH CAROLINA								
2009	1119.3	87%	85%	83%	84%	89%	88%	86%
2008	1806.2	88%	81%	84%	87%	89%	89%	86%
NORTHEAST WEST VIRGINIA								
2009	3.8	*	--	--	*	*	*	*
2008	7.8	*	--	--	*	*	*	*
NORTHERN VIRGINIA								
2009	50.8	89%	*	65%	98%	90%	94%	78%
2008	108.7	84%	*	82%	73%	92%	79%	94%
OHC EDGEWOOD ARS								
2009	72.3	87%	82%	95%	*	84%	93%	80%
2008	89.3	89%	82%	81%	90%	93%	91%	86%
OHIO								
2009	783.7	87%	92%	84%	87%	88%	88%	86%
2008	1112.7	89%	89%	86%	88%	91%	90%	86%
PATTERSON AHC-FT. MONMOUTH								
2009	29.8	86%	92%	*	*	*	84%	89%
2008	44.2	90%	*	*	*	89%	87%	94%
PENNSYLVANIA								
2009	703	91%	82%	89%	90%	92%	91%	92%
2008	1014.7	88%	80%	83%	87%	91%	89%	87%
ROCK ISLAND ARSENAL AHC								
2009	51.3	95%	91%	97%	*	94%	92%	98%
2008	81.2	90%	*	90%	91%	92%	90%	90%
SELFRIDGE AHC-SELFRIDGE ANGB								
2009	--	--	--	--	--	--	--	--
2008	252.7	89%	94%	84%	89%	90%	90%	88%
SOUTHERN VIRGINIA								
2009	325.7	88%	83%	84%	88%	90%	88%	90%
2008	517	87%	86%	82%	86%	88%	86%	89%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
TMC CONTRACT SPARTA-FT. MCCOY								
2009	88	88%	78%	76%	86%	100%	90%	82%
2008	81.5	87%	89%	69%	91%	98%	90%	81%
TRICARE OUTPATIENT CHESAPEAKE								
2009	188	87%	77%	82%	87%	91%	92%	80%
2008	323.8	86%	49%	82%	87%	93%	88%	83%
TRICARE OUTPATIENT CL VA BEACH								
2009	74	92%	*	89%	92%	*	96%	79%
2008	100.5	93%	*	93%	92%	*	94%	88%
VERMONT								
2009	117.5	91%	84%	94%	92%	90%	91%	90%
2008	153.3	84%	73%	85%	88%	84%	85%	79%
WALTER REED AMC-WASHINGTON DC								
2009	27.7	82%	*	*	*	75%	*	85%
2008	64.2	85%	*	*	100%	86%	85%	85%
WESTERN WEST VIRGINIA								
2009	294.5	90%	90%	88%	93%	90%	91%	90%
2008	408.8	89%	86%	85%	86%	94%	89%	90%
WISCONSIN								
2009	510	91%	88%	86%	90%	94%	93%	89%
2008	698.2	85%	85%	84%	86%	86%	84%	88%
WOMACK AMC-FT. BRAGG								
2009	243.3	88%	70%	85%	85%	94%	89%	86%
2008	345.2	83%	70%	81%	81%	87%	86%	79%

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

	Responses	Total	Percent Always						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care	
2009 MHS Wide Civilian Benchmark¹	--	76%	--	--	--	--	--	--	
2009 Direct Care Civilian Benchmark	--	70%	--	--	--	--	--	--	
2009 Purchased Care Civilian Benchmark	--	79%	--	--	--	--	--	--	
MHS Wide									
2009	85211	77%	65%	68%	79%	86%	76%	77%	
2008	113962	75%	64%	67%	78%	85%	74%	76%	
Overall - Direct Care									
2009	34645	65%	63%	61%	73%	82%	62%	70%	
2008	36430	64%	63%	61%	71%	82%	61%	70%	
Direct Care - CONUS²									
2009	31028	65%	63%	61%	73%	82%	62%	70%	
2008	33121	64%	63%	61%	70%	82%	60%	70%	
Direct Care - OCONUS									
2009	3617	66%	63%	67%	75%	80%	62%	73%	
2008	3309	66%	63%	66%	77%	85%	64%	69%	
Overall - Purchased Care									
2009	50566	82%	73%	74%	81%	86%	83%	80%	
2008	77532	81%	72%	73%	80%	86%	83%	79%	
Purchased Care - North Region³									
2009	15294	83%	74%	74%	82%	86%	84%	81%	
2008	23813	81%	73%	73%	81%	86%	83%	79%	
Purchased Care - South Region³									
2009	20246	82%	72%	74%	81%	86%	83%	81%	
2008	30746	82%	70%	74%	81%	86%	83%	80%	
Purchased Care - West Region³									
2009	14419	81%	72%	74%	81%	85%	82%	80%	
2008	21793	80%	73%	73%	78%	85%	82%	78%	
Purchased Care - U.S. Family Health Plan									
2009	606	85%	*	71%	81%	89%	88%	79%	
2008	1178	82%	--	71%	81%	86%	81%	85%	

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
1st MED GRP-LANGLEY								
2009	118	76%	74%	61%	66%	91%	69%	83%
2008	235	75%	*	63%	71%	85%	76%	73%
4th MED GRP-SEYMOUR JOHNSON								
2009	145	79%	57%	67%	78%	87%	85%	71%
2008	232	76%	66%	84%	66%	80%	80%	72%
43RD MEDICAL GROUP-POPE								
2009	225	79%	66%	79%	87%	72%	85%	73%
2008	568	79%	64%	71%	81%	85%	76%	82%
66th MED GRP-HANSCOM								
2009	232	84%	70%	72%	92%	87%	85%	82%
2008	353	85%	70%	82%	86%	87%	87%	82%
87th MED GRP-MCGUIRE								
2009	138	77%	63%	74%	85%	80%	76%	78%
2008	201	78%	65%	74%	64%	87%	85%	71%
88th MED GRP-WRIGHT-PATTERSON								
2009	191	80%	70%	79%	80%	81%	80%	79%
2008	345	78%	49%	64%	79%	82%	83%	72%
375th MED GRP-SCOTT								
2009	373	82%	73%	78%	79%	88%	85%	79%
2008	577	84%	70%	78%	82%	92%	88%	80%
436th MED GRP-DOVER								
2009	141	78%	51%	63%	80%	84%	79%	77%
2008	186	85%	68%	68%	93%	87%	85%	85%
579TH MED GROUP-BOLLING								
2009	2	*	--	--	--	*	*	*
2008	7	*	--	--	*	*	*	*
779th MED GRP-ANDREWS								
2009	3	*	--	--	*	*	--	*
2008	8	*	--	*	*	*	*	*
AINSWORTH US ARMY OCCU HLTH CL								
2009	175	82%	74%	72%	80%	89%	86%	78%
2008	286	81%	81%	71%	76%	85%	85%	74%
ANDREW RADER AHC-FT. MYER								
2009	44	97%	*	*	100%	100%	99%	93%
2008	87	81%	*	48%	83%	88%	85%	76%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BARQUIST ARMY HEALTH CLINIC								
2009	112	84%	86%	74%	89%	82%	84%	83%
2008	169	71%	50%	69%	65%	81%	74%	67%
BLANCHFIELD ACH-FT. CAMPBELL								
2009	188	81%	74%	73%	88%	80%	86%	73%
2008	295	78%	42%	69%	79%	90%	84%	69%
BMC CAMP GEIGER MCB								
2009	18	88%	*	80%	*	--	81%	*
2008	5	*	*	*	--	--	*	*
BMC COLTS NECK EARLE								
2009	28	87%	*	*	*	93%	89%	83%
2008	65	73%	*	47%	53%	90%	82%	67%
BMC LAKEHURST								
2009	40	72%	65%	*	*	76%	73%	69%
2008	78	80%	*	78%	88%	78%	75%	86%
BMC MCAS NEW RIVER								
2009	44	75%	*	71%	*	*	72%	*
2008	38	77%	*	72%	*	*	74%	*
BMC MECHANICSBURG								
2009	189	81%	82%	83%	82%	80%	82%	79%
2008	288	85%	83%	63%	86%	93%	91%	77%
BMC SUGAR GROVE								
2009	37	92%	*	*	*	95%	95%	83%
2008	86	77%	*	57%	71%	84%	66%	91%
BMC WILLOW GROVE								
2009	336	83%	72%	80%	84%	85%	87%	78%
2008	593	84%	74%	84%	79%	87%	86%	82%
CAMP ATTERBURY OUTPATIENT CLIN								
2009	257	80%	76%	79%	80%	81%	77%	87%
2008	344	81%	73%	82%	83%	81%	82%	79%
CONNECTICUT								
2009	85	86%	75%	77%	89%	86%	89%	76%
2008	136	85%	37%	78%	85%	94%	89%	79%
DELAWARE								
2009	3	*	--	--	--	*	*	--
2008	4	*	--	--	*	*	*	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
DEWITT ACH-FT. BELVOIR								
2009	108	79%	76%	67%	82%	79%	75%	83%
2008	163	80%	*	61%	76%	85%	79%	80%
DILORENZO TRICARE HEALTH CLIN								
2009	47	72%	*	71%	66%	76%	95%	64%
2008	89	82%	*	74%	84%	87%	94%	76%
DILORENZO TRICARE HLTH CLN ARL								
2009	1	*	--	--	--	*	*	--
2008	3	*	*	--	--	*	*	*
DUNHAM AHC-CARLISLE BARRACKS								
2009	78	91%	82%	73%	90%	96%	99%	83%
2008	107	87%	81%	87%	71%	93%	98%	73%
EASTERN MISSOURI-ST LOUIS AREA								
2009	65	95%	88%	75%	93%	100%	93%	97%
2008	72	83%	*	68%	86%	86%	82%	85%
FAMILY HEALTH CENTER FAIRFAX								
2009	223	85%	65%	75%	87%	88%	84%	86%
2008	503	84%	*	81%	78%	89%	86%	83%
FAMILY HEALTH CENTER WOODBRIDG								
2009	71	81%	*	74%	69%	91%	89%	72%
2008	130	76%	*	63%	77%	87%	77%	76%
GUTHRIE AHC-FT. DRUM								
2009	93	78%	86%	69%	100%	*	79%	77%
2008	125	77%	67%	78%	79%	83%	82%	74%
ILLINOIS								
2009	355	83%	74%	71%	83%	87%	85%	79%
2008	504	86%	77%	73%	82%	95%	87%	85%
INDIANA								
2009	463	87%	74%	79%	85%	91%	88%	84%
2008	609	82%	77%	74%	87%	82%	82%	82%
IOWA-QUAD CITIES AREA								
2009	1	*	--	*	--	--	--	*
2008	4	*	--	--	*	*	*	*
IRELAND ACH-FT. KNOX								
2009	285	84%	77%	72%	83%	89%	86%	81%
2008	500	82%	78%	66%	83%	86%	82%	82%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
KELLER ACH-WEST POINT								
2009	75	90%	66%	76%	*	93%	90%	90%
2008	136	83%	78%	87%	73%	85%	82%	85%
KENNER AHC-FT. LEE								
2009	191	81%	87%	76%	81%	82%	79%	83%
2008	363	82%	72%	80%	81%	83%	84%	79%
KENTUCKY								
2009	403	82%	79%	70%	84%	83%	86%	76%
2008	593	83%	90%	83%	81%	84%	87%	77%
KIMBROUGH AMB CAR CEN-FT MEADE								
2009	81	79%	34%	73%	68%	89%	77%	82%
2008	186	72%	*	58%	68%	81%	71%	73%
KIRK AHC-ABERDEEN PRVNG GD								
2009	75	84%	84%	67%	89%	89%	87%	80%
2008	106	88%	85%	70%	91%	90%	86%	91%
MAINE								
2009	126	85%	74%	88%	86%	86%	85%	86%
2008	174	86%	100%	80%	87%	86%	84%	90%
MARYLAND								
2009	55	91%	68%	91%	*	96%	81%	99%
2008	95	79%	*	71%	87%	81%	80%	77%
MASSACHUSETTS								
2009	125	88%	84%	84%	87%	90%	89%	86%
2008	229	83%	76%	88%	84%	82%	89%	72%
MCDONALD AHC-FT. EUSTIS								
2009	228	79%	40%	70%	79%	84%	81%	77%
2008	418	82%	*	74%	78%	89%	85%	78%
MICHIGAN								
2009	717	81%	75%	72%	80%	86%	81%	81%
2008	769	81%	72%	74%	82%	85%	82%	78%
MILLS TROOP CLINIC-FT. DIX								
2009	26	66%	68%	*	*	*	75%	59%
2008	19	80%	*	*	*	*	84%	*
MONROE AHC-FT. MONROE								
2009	2	*	--	*	*	--	*	*
2008	7	*	--	*	*	*	*	*

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NAVAL HLTH CLINIC NEW ENGLAND								
2009	164	80%	80%	78%	84%	79%	77%	86%
2008	273	85%	65%	91%	79%	87%	88%	79%
NBHC ANDREWS AFB								
2009	24	52%	*	*	*	*	46%	59%
2008	25	95%	--	*	*	98%	89%	100%
NBHC CHESAPEAKE								
2009	95	80%	77%	65%	85%	87%	81%	78%
2008	142	73%	*	63%	85%	71%	69%	82%
NBHC DAHLGREN								
2009	47	83%	*	77%	88%	*	83%	*
2008	45	75%	--	80%	76%	73%	80%	*
NBHC GROTON								
2009	192	83%	75%	69%	97%	88%	89%	77%
2008	297	76%	83%	71%	72%	81%	78%	75%
NBHC INDIAN HEAD								
2009	9	*	*	*	--	*	*	*
2008	14	68%	*	*	*	*	*	70%
NBHC LITTLE CREEK								
2009	259	79%	*	77%	74%	86%	79%	80%
2008	461	80%	*	72%	82%	84%	79%	81%
NBHC NAS BRUNSWICK								
2009	112	83%	78%	75%	76%	91%	77%	90%
2008	126	78%	56%	71%	85%	83%	82%	70%
NBHC NAVSTA SEWELLS								
2009	51	88%	*	83%	*	88%	86%	91%
2008	121	79%	*	65%	97%	83%	82%	75%
NBHC NSY NORFOLK								
2009	16	83%	--	*	*	*	83%	--
2008	29	80%	--	*	73%	*	80%	*
NBHC OCEANA								
2009	200	83%	49%	73%	81%	91%	81%	86%
2008	373	81%	*	70%	82%	86%	76%	86%
NBHC PORTSMOUTH								
2009	97	87%	68%	91%	100%	85%	87%	87%
2008	119	81%	59%	61%	93%	84%	79%	83%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NBHC SARATOGA SPRINGS								
2009	136	84%	81%	79%	92%	84%	87%	80%
2008	183	84%	83%	74%	91%	88%	84%	82%
NBHC WASHINGTON NAVY YARD								
2009	13	83%	--	*	*	*	*	*
2008	17	68%	--	--	*	60%	*	*
NBHC YORKTOWN								
2009	33	85%	--	100%	100%	70%	83%	*
2008	64	84%	--	77%	78%	94%	86%	81%
NEW HAMPSHIRE								
2009	62	82%	*	*	75%	85%	86%	74%
2008	88	88%	*	*	95%	89%	83%	100%
NEW JERSEY								
2009	61	82%	71%	71%	*	88%	80%	85%
2008	92	90%	*	86%	92%	94%	92%	88%
NEW YORK								
2009	600	86%	74%	87%	77%	90%	87%	85%
2008	715	82%	75%	72%	81%	87%	85%	75%
NH CAMP LEJEUNE								
2009	264	66%	78%	63%	69%	*	66%	66%
2008	324	71%	75%	61%	88%	84%	71%	71%
NHC ANNAPOLIS								
2009	71	90%	28%	80%	89%	95%	87%	91%
2008	119	90%	*	86%	78%	92%	93%	84%
NHC CHERRY POINT								
2009	173	83%	78%	62%	83%	92%	87%	78%
2008	268	81%	76%	69%	78%	93%	91%	74%
NHC GREAT LAKES								
2009	199	82%	78%	74%	66%	88%	82%	83%
2008	301	83%	69%	73%	76%	90%	86%	77%
NHC PATUXENT RIVER								
2009	81	66%	60%	66%	55%	*	69%	62%
2008	129	81%	*	76%	82%	91%	85%	77%
NHC QUANTICO								
2009	177	80%	80%	63%	83%	91%	77%	83%
2008	281	79%	76%	69%	85%	80%	80%	78%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

	Responses	Total	Percent Always						
			Active Duty	Active Duty Family Members	Retirees and Family Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care	
NMC PORTSMOUTH									
2009	239	83%	63%	71%	86%	92%	85%	81%	
2008	413	80%	84%	76%	84%	81%	82%	78%	
NNMC BETHESDA									
2009	57	92%	*	78%	79%	97%	93%	92%	
2008	133	77%	*	84%	83%	74%	88%	69%	
NORTH CAROLINA									
2009	1154	83%	76%	70%	82%	87%	85%	81%	
2008	1859	82%	75%	78%	82%	84%	84%	80%	
NORTHEAST WEST VIRGINIA									
2009	4	*	--	--	*	*	*	*	
2008	8	*	--	--	*	*	*	*	
NORTHERN VIRGINIA									
2009	53	84%	*	62%	89%	87%	89%	73%	
2008	113	74%	*	69%	64%	84%	69%	85%	
OHC EDGEWOOD ARS									
2009	75	83%	61%	93%	89%	81%	87%	76%	
2008	90	82%	78%	68%	75%	89%	84%	79%	
OHIO									
2009	802	81%	81%	73%	82%	83%	83%	77%	
2008	1149	85%	76%	80%	82%	89%	87%	79%	
PATTERSON AHC-FT. MONMOUTH									
2009	31	60%	78%	*	*	*	66%	54%	
2008	45	93%	*	*	*	94%	89%	97%	
PENNSYLVANIA									
2009	729	86%	71%	83%	86%	88%	86%	87%	
2008	1046	84%	77%	75%	82%	89%	86%	81%	
ROCK ISLAND ARSENAL AHC									
2009	54	93%	86%	100%	92%	93%	92%	95%	
2008	83	88%	*	87%	90%	92%	89%	87%	
SELFRIDGE AHC-SELFRIDGE ANGB									
2009	--	--	--	--	--	--	--	--	
2008	262	82%	84%	80%	81%	86%	84%	79%	
SOUTHERN VIRGINIA									
2009	334	86%	73%	79%	82%	89%	85%	86%	
2008	529	83%	62%	73%	83%	86%	81%	87%	

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
TMC CONTRACT SPARTA-FT. MCCOY								
2009	91	81%	63%	59%	84%	100%	85%	71%
2008	86	81%	85%	49%	93%	98%	83%	79%
TRICARE OUTPATIENT CHESAPEAKE								
2009	193	80%	75%	73%	82%	84%	85%	72%
2008	331	79%	39%	73%	80%	91%	81%	76%
TRICARE OUTPATIENT CL VA BEACH								
2009	77	89%	*	87%	94%	91%	92%	79%
2008	103	88%	*	85%	91%	*	91%	74%
VERMONT								
2009	123	83%	70%	81%	85%	85%	85%	81%
2008	158	77%	64%	70%	78%	81%	78%	76%
WALTER REED AMC-WASHINGTON DC								
2009	29	78%	*	*	*	73%	*	85%
2008	67	81%	*	*	100%	81%	93%	72%
WESTERN WEST VIRGINIA								
2009	305	87%	91%	76%	94%	88%	88%	87%
2008	419	87%	74%	82%	85%	91%	87%	84%
WISCONSIN								
2009	525	87%	79%	79%	84%	92%	89%	82%
2008	721	81%	75%	77%	81%	84%	81%	83%
WOMACK AMC-FT. BRAGG								
2009	249	83%	68%	82%	79%	87%	86%	79%
2008	355	79%	79%	72%	80%	84%	83%	74%

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

	Responses	Total	Percent Top 3 Box					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark¹	--	83%	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	77%	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	87%	--	--	--	--	--	--
MHS Wide								
2009	85883	86%	77%	79%	87%	93%	85%	86%
2008	115233	84%	76%	77%	86%	92%	83%	85%
Overall - Direct Care								
2009	34978	78%	76%	76%	84%	92%	76%	82%
2008	36880	77%	75%	73%	83%	91%	74%	81%
Direct Care - CONUS²								
2009	31324	78%	76%	76%	84%	93%	76%	82%
2008	33539	77%	75%	73%	82%	91%	74%	81%
Direct Care - OCONUS								
2009	3654	77%	75%	77%	83%	88%	74%	82%
2008	3341	78%	76%	79%	89%	88%	77%	80%
Overall - Purchased Care								
2009	50905	89%	82%	82%	88%	93%	90%	89%
2008	78353	88%	80%	81%	87%	92%	89%	87%
Purchased Care - North Region³								
2009	15391	89%	83%	82%	88%	93%	90%	88%
2008	24085	88%	80%	81%	88%	93%	89%	87%
Purchased Care - South Region³								
2009	20386	89%	82%	81%	87%	93%	90%	89%
2008	31030	88%	80%	80%	87%	92%	89%	88%
Purchased Care - West Region³								
2009	14517	89%	83%	83%	89%	92%	90%	88%
2008	22046	88%	80%	81%	86%	92%	89%	86%
Purchased Care - U.S. Family Health Plan								
2009	610	92%	*	85%	91%	94%	93%	90%
2008	1190	91%	--	85%	88%	94%	91%	91%

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
1st MED GRP-LANGLEY								
2009	118	85%	82%	79%	79%	92%	78%	91%
2008	237	83%	*	67%	87%	90%	82%	86%
4th MED GRP-SEYMOUR JOHNSON								
2009	145	89%	74%	92%	78%	97%	89%	89%
2008	234	85%	85%	80%	82%	88%	86%	84%
43RD MEDICAL GROUP-POPE								
2009	227	87%	71%	90%	86%	89%	86%	88%
2008	573	87%	61%	84%	88%	90%	87%	87%
66th MED GRP-HANSCOM								
2009	236	91%	81%	82%	92%	94%	91%	90%
2008	354	94%	95%	78%	93%	97%	96%	91%
87th MED GRP-MCGUIRE								
2009	141	86%	74%	76%	91%	92%	88%	85%
2008	202	86%	83%	82%	84%	89%	91%	81%
88th MED GRP-WRIGHT-PATTERSON								
2009	194	90%	84%	86%	93%	90%	88%	93%
2008	346	85%	79%	76%	82%	89%	86%	83%
375th MED GRP-SCOTT								
2009	373	91%	87%	86%	88%	96%	93%	89%
2008	585	88%	76%	88%	85%	93%	90%	86%
436th MED GRP-DOVER								
2009	141	83%	77%	65%	87%	86%	83%	84%
2008	187	92%	81%	78%	91%	99%	97%	90%
579TH MED GROUP-BOLLING								
2009	2	*	--	--	--	*	*	*
2008	7	*	--	--	*	*	*	*
779th MED GRP-ANDREWS								
2009	3	*	--	--	*	*	--	*
2008	8	*	--	*	*	*	*	*
AINSWORTH US ARMY OCCU HLTH CL								
2009	176	92%	87%	84%	95%	96%	92%	92%
2008	290	88%	75%	78%	87%	94%	90%	84%
ANDREW RADER AHC-FT. MYER								
2009	44	96%	*	*	100%	95%	100%	91%
2008	87	83%	*	61%	85%	88%	85%	80%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
BARQUIST ARMY HEALTH CLINIC								
2009	114	90%	90%	85%	95%	87%	92%	87%
2008	174	79%	58%	75%	83%	83%	76%	84%
BLANCHFIELD ACH-FT. CAMPBELL								
2009	189	88%	65%	72%	91%	94%	92%	80%
2008	295	84%	45%	77%	88%	91%	88%	78%
BMC CAMP GEIGER MCB								
2009	18	93%	*	89%	*	--	90%	*
2008	5	*	*	*	--	--	*	*
BMC COLTS NECK EARLE								
2009	28	87%	*	*	*	93%	93%	76%
2008	69	87%	*	65%	91%	93%	84%	88%
BMC LAKEHURST								
2009	40	89%	79%	*	*	93%	86%	92%
2008	78	86%	*	76%	88%	88%	84%	88%
BMC MCAS NEW RIVER								
2009	43	86%	*	85%	*	*	83%	*
2008	38	88%	*	89%	*	*	84%	*
BMC MECHANICSBURG								
2009	191	88%	80%	90%	87%	90%	92%	82%
2008	291	92%	100%	74%	96%	95%	94%	90%
BMC SUGAR GROVE								
2009	38	100%	*	*	*	100%	100%	100%
2008	88	86%	*	76%	77%	94%	82%	90%
BMC WILLOW GROVE								
2009	339	89%	77%	82%	87%	92%	90%	88%
2008	595	90%	81%	88%	87%	93%	91%	89%
CAMP ATTERBURY OUTPATIENT CLIN								
2009	257	90%	82%	84%	91%	94%	89%	93%
2008	345	91%	87%	88%	95%	90%	92%	91%
CONNECTICUT								
2009	86	89%	88%	77%	100%	87%	89%	85%
2008	136	89%	67%	87%	91%	92%	90%	87%
DELAWARE								
2009	3	*	--	--	--	*	*	--
2008	4	*	--	--	*	*	*	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
DEWITT ACH-FT. BELVOIR								
2009	109	91%	67%	67%	94%	97%	89%	94%
2008	166	91%	*	83%	85%	96%	95%	87%
DILORENZO TRICARE HEALTH CLIN								
2009	48	87%	*	77%	76%	100%	96%	84%
2008	93	91%	*	87%	92%	90%	89%	92%
DILORENZO TRICARE HLTH CLN ARL								
2009	1	*	--	--	--	*	*	--
2008	3	*	*	--	--	*	*	*
DUNHAM AHC-CARLISLE BARRACKS								
2009	78	93%	97%	73%	100%	92%	99%	86%
2008	110	94%	93%	91%	90%	96%	98%	89%
EASTERN MISSOURI-ST LOUIS AREA								
2009	66	94%	94%	84%	88%	100%	92%	98%
2008	72	90%	*	73%	96%	92%	91%	87%
FAMILY HEALTH CENTER FAIRFAX								
2009	223	93%	85%	81%	94%	98%	96%	92%
2008	513	91%	*	87%	87%	95%	93%	89%
FAMILY HEALTH CENTER WOODBRIDG								
2009	71	90%	*	74%	89%	96%	98%	80%
2008	130	82%	*	87%	77%	92%	76%	86%
GUTHRIE AHC-FT. DRUM								
2009	93	81%	77%	72%	100%	*	84%	77%
2008	130	87%	79%	86%	88%	96%	88%	86%
ILLINOIS								
2009	356	92%	80%	75%	92%	96%	92%	90%
2008	510	91%	83%	84%	92%	94%	91%	92%
INDIANA								
2009	467	93%	85%	84%	94%	95%	94%	91%
2008	618	88%	89%	83%	90%	89%	89%	87%
IOWA-QUAD CITIES AREA								
2009	1	*	--	*	--	--	--	*
2008	4	*	--	--	*	*	*	*
IRELAND ACH-FT. KNOX								
2009	287	89%	83%	77%	88%	94%	92%	85%
2008	500	90%	88%	84%	90%	91%	90%	89%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
KELLER ACH-WEST POINT								
2009	74	94%	92%	82%	*	97%	94%	95%
2008	136	92%	94%	86%	84%	95%	98%	86%
KENNER AHC-FT. LEE								
2009	193	91%	85%	80%	92%	93%	91%	91%
2008	367	89%	81%	82%	85%	93%	91%	86%
KENTUCKY								
2009	404	92%	83%	86%	89%	95%	92%	91%
2008	604	92%	94%	90%	91%	93%	93%	89%
KIMBROUGH AMB CAR CEN-FT MEADE								
2009	83	84%	55%	84%	77%	90%	82%	88%
2008	189	85%	*	70%	81%	96%	84%	87%
KIRK AHC-ABERDEEN PRVNG GD								
2009	76	90%	82%	87%	94%	90%	88%	92%
2008	106	87%	93%	96%	86%	85%	85%	92%
MAINE								
2009	126	87%	77%	68%	80%	91%	85%	90%
2008	178	89%	68%	90%	88%	90%	85%	93%
MARYLAND								
2009	56	94%	76%	91%	100%	96%	88%	100%
2008	94	79%	*	91%	86%	72%	73%	94%
MASSACHUSETTS								
2009	128	93%	84%	92%	92%	94%	93%	93%
2008	235	91%	94%	90%	95%	90%	92%	89%
MCDONALD AHC-FT. EUSTIS								
2009	231	87%	89%	81%	87%	90%	90%	84%
2008	426	89%	*	82%	89%	93%	90%	87%
MICHIGAN								
2009	717	88%	78%	82%	84%	94%	88%	90%
2008	771	88%	79%	73%	92%	94%	88%	87%
MILLS TROOP CLINIC-FT. DIX								
2009	27	76%	77%	*	*	*	89%	63%
2008	19	81%	*	*	*	*	84%	*
MONROE AHC-FT. MONROE								
2009	2	*	--	*	*	--	*	*
2008	7	*	--	*	*	*	*	*

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NAVAL HLTH CLINIC NEW ENGLAND								
2009	167	90%	72%	76%	92%	92%	88%	93%
2008	280	90%	70%	92%	82%	95%	92%	87%
NBHC ANDREWS AFB								
2009	25	75%	*	*	*	*	66%	89%
2008	25	100%	--	*	*	100%	100%	100%
NBHC CHESAPEAKE								
2009	95	89%	85%	76%	100%	92%	90%	87%
2008	145	82%	*	66%	92%	94%	80%	85%
NBHC DAHLGREN								
2009	47	89%	*	90%	91%	*	87%	*
2008	45	82%	--	87%	72%	87%	76%	*
NBHC GROTON								
2009	193	92%	86%	82%	97%	97%	97%	87%
2008	298	88%	92%	77%	89%	93%	88%	88%
NBHC INDIAN HEAD								
2009	9	*	*	*	--	*	*	*
2008	14	100%	*	*	*	*	*	100%
NBHC LITTLE CREEK								
2009	261	86%	*	82%	83%	93%	88%	84%
2008	467	86%	*	78%	90%	90%	85%	87%
NBHC NAS BRUNSWICK								
2009	113	92%	81%	89%	100%	94%	89%	95%
2008	127	84%	67%	96%	86%	82%	90%	75%
NBHC NAVSTA SEWELLS								
2009	50	89%	*	75%	*	91%	91%	87%
2008	121	91%	*	82%	100%	95%	89%	93%
NBHC NSY NORFOLK								
2009	16	96%	--	*	*	*	96%	--
2008	29	88%	--	*	76%	*	88%	*
NBHC OCEANA								
2009	202	88%	84%	81%	92%	89%	85%	92%
2008	381	84%	*	76%	84%	91%	80%	87%
NBHC PORTSMOUTH								
2009	98	94%	82%	91%	100%	94%	94%	94%
2008	121	93%	77%	67%	100%	98%	92%	94%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NBHC SARATOGA SPRINGS								
2009	137	89%	93%	88%	90%	89%	97%	82%
2008	185	89%	79%	85%	90%	98%	92%	85%
NBHC WASHINGTON NAVY YARD								
2009	13	91%	--	*	*	*	*	*
2008	18	97%	--	--	*	96%	*	100%
NBHC YORKTOWN								
2009	34	93%	--	100%	93%	91%	93%	*
2008	66	93%	--	100%	91%	93%	93%	94%
NEW HAMPSHIRE								
2009	63	95%	*	*	92%	98%	96%	95%
2008	87	97%	*	*	100%	95%	96%	100%
NEW JERSEY								
2009	62	90%	81%	88%	*	93%	87%	95%
2008	92	93%	*	88%	97%	95%	93%	92%
NEW YORK								
2009	607	88%	80%	89%	81%	90%	90%	83%
2008	722	89%	89%	85%	87%	91%	92%	83%
NH CAMP LEJEUNE								
2009	266	75%	79%	73%	73%	*	68%	85%
2008	329	79%	84%	71%	91%	91%	76%	84%
NHC ANNAPOLIS								
2009	74	94%	71%	92%	91%	97%	89%	99%
2008	119	93%	*	73%	91%	96%	95%	90%
NHC CHERRY POINT								
2009	177	93%	83%	80%	96%	98%	95%	90%
2008	273	91%	90%	81%	88%	100%	95%	88%
NHC GREAT LAKES								
2009	199	87%	83%	81%	88%	89%	86%	88%
2008	307	83%	64%	73%	77%	92%	87%	78%
NHC PATUXENT RIVER								
2009	80	67%	55%	71%	57%	*	68%	65%
2008	130	89%	*	87%	89%	98%	93%	84%
NHC QUANTICO								
2009	178	87%	89%	71%	87%	100%	85%	89%
2008	284	87%	91%	81%	87%	90%	88%	85%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NMC PORTSMOUTH								
2009	241	89%	66%	81%	92%	97%	92%	86%
2008	419	88%	93%	83%	87%	93%	91%	84%
NNMC BETHESDA								
2009	59	92%	*	89%	82%	94%	85%	96%
2008	135	87%	*	82%	81%	89%	90%	85%
NORTH CAROLINA								
2009	1163	89%	85%	83%	85%	92%	91%	87%
2008	1870	90%	82%	82%	91%	92%	90%	90%
NORTHEAST WEST VIRGINIA								
2009	4	*	--	--	*	*	*	*
2008	8	*	--	--	*	*	*	*
NORTHERN VIRGINIA								
2009	53	90%	*	62%	96%	94%	96%	76%
2008	114	92%	*	95%	82%	97%	91%	93%
OHC EDGEWOOD ARS								
2009	74	84%	75%	100%	89%	81%	92%	73%
2008	95	92%	84%	79%	100%	94%	93%	91%
OHIO								
2009	812	91%	92%	85%	89%	94%	91%	91%
2008	1160	90%	83%	88%	90%	92%	91%	88%
PATTERSON AHC-FT. MONMOUTH								
2009	31	89%	84%	*	*	*	84%	95%
2008	46	94%	*	*	*	96%	96%	93%
PENNSYLVANIA								
2009	732	92%	81%	92%	88%	94%	93%	92%
2008	1065	89%	75%	79%	87%	95%	89%	90%
ROCK ISLAND ARSENAL AHC								
2009	54	96%	95%	100%	92%	96%	96%	96%
2008	86	90%	80%	81%	90%	99%	92%	87%
SELFRIDGE AHC-SELFRIDGE ANGB								
2009	--	--	--	--	--	--	--	--
2008	263	90%	94%	82%	90%	94%	90%	89%
SOUTHERN VIRGINIA								
2009	338	93%	95%	87%	94%	93%	92%	95%
2008	538	87%	94%	85%	87%	87%	88%	85%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
TMC CONTRACT SPARTA-FT. MCCOY								
2009	91	87%	74%	81%	84%	100%	89%	81%
2008	86	86%	81%	66%	95%	100%	92%	79%
TRICARE OUTPATIENT CHESAPEAKE								
2009	193	85%	69%	83%	84%	90%	88%	81%
2008	337	87%	42%	83%	88%	95%	90%	82%
TRICARE OUTPATIENT CL VA BEACH								
2009	75	92%	*	92%	89%	100%	98%	72%
2008	104	90%	*	91%	90%	*	93%	75%
VERMONT								
2009	124	93%	98%	95%	91%	93%	93%	95%
2008	158	90%	91%	88%	90%	91%	93%	80%
WALTER REED AMC-WASHINGTON DC								
2009	29	82%	*	*	*	79%	*	85%
2008	66	91%	*	*	100%	93%	100%	84%
WESTERN WEST VIRGINIA								
2009	301	89%	88%	88%	86%	90%	88%	91%
2008	427	90%	85%	86%	87%	94%	91%	89%
WISCONSIN								
2009	524	93%	94%	89%	92%	94%	94%	90%
2008	729	89%	79%	86%	90%	92%	88%	91%
WOMACK AMC-FT. BRAGG								
2009	248	86%	72%	80%	86%	92%	88%	84%
2008	357	85%	51%	80%	83%	94%	89%	80%

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark¹	--	62%	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	61%	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	63%	--	--	--	--	--	--
MHS Wide								
2009	75156	66%	63%	66%	68%	66%	70%	60%
2008	--	--	--	--	--	--	--	--
Overall - Direct Care								
2009	30369	64%	62%	64%	67%	69%	66%	60%
2008	--	--	--	--	--	--	--	--
Direct Care - CONUS²								
2009	27231	64%	62%	64%	67%	69%	66%	60%
2008	--	--	--	--	--	--	--	--
Direct Care - OCONUS								
2009	3138	65%	63%	68%	65%	73%	66%	63%
2008	--	--	--	--	--	--	--	--
Overall - Purchased Care								
2009	44787	67%	67%	68%	69%	66%	72%	60%
2008	--	--	--	--	--	--	--	--
Purchased Care - North Region³								
2009	13526	67%	68%	68%	69%	67%	72%	60%
2008	--	--	--	--	--	--	--	--
Purchased Care - South Region³								
2009	18185	67%	65%	68%	69%	66%	71%	61%
2008	--	--	--	--	--	--	--	--
Purchased Care - West Region³								
2009	12530	66%	67%	67%	68%	65%	72%	59%
2008	--	--	--	--	--	--	--	--
Purchased Care - U.S. Family Health Plan								
2009	546	70%	*	66%	71%	69%	78%	52%
2008	--	--	--	--	--	--	--	--

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
1st MED GRP-LANGLEY								
2009	107	66%	75%	67%	65%	67%	70%	64%
2008	--	--	--	--	--	--	--	--
4th MED GRP-SEYMOUR JOHNSON								
2009	131	63%	59%	62%	54%	69%	71%	52%
2008	--	--	--	--	--	--	--	--
43RD MEDICAL GROUP-POPE								
2009	202	64%	52%	67%	68%	60%	71%	58%
2008	--	--	--	--	--	--	--	--
66th MED GRP-HANSCOM								
2009	191	64%	61%	50%	65%	68%	73%	53%
2008	--	--	--	--	--	--	--	--
87th MED GRP-MCGUIRE								
2009	122	56%	50%	57%	72%	53%	58%	54%
2008	--	--	--	--	--	--	--	--
88th MED GRP-WRIGHT-PATTERSON								
2009	173	66%	71%	61%	78%	60%	73%	57%
2008	--	--	--	--	--	--	--	--
375th MED GRP-SCOTT								
2009	329	66%	70%	66%	72%	61%	75%	57%
2008	--	--	--	--	--	--	--	--
436th MED GRP-DOVER								
2009	120	61%	49%	38%	66%	65%	71%	55%
2008	--	--	--	--	--	--	--	--
579TH MED GROUP-BOLLING								
2009	2	*	--	--	--	*	*	*
2008	--	--	--	--	--	--	--	--
779th MED GRP-ANDREWS								
2009	3	*	--	--	*	*	--	*
2008	--	--	--	--	--	--	--	--
AINSWORTH US ARMY OCCU HLTH CL								
2009	150	66%	58%	72%	67%	66%	64%	69%
2008	--	--	--	--	--	--	--	--
ANDREW RADER AHC-FT. MYER								
2009	38	63%	*	*	81%	55%	66%	59%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BARQUIST ARMY HEALTH CLINIC								
2009	99	71%	69%	70%	82%	62%	71%	72%
2008	--	--	--	--	--	--	--	--
BLANCHFIELD ACH-FT. CAMPBELL								
2009	173	67%	68%	68%	78%	55%	75%	51%
2008	--	--	--	--	--	--	--	--
BMC CAMP GEIGER MCB								
2009	13	67%	*	*	*	--	*	*
2008	--	--	--	--	--	--	--	--
BMC COLTS NECK EARLE								
2009	25	77%	*	*	*	85%	89%	57%
2008	--	--	--	--	--	--	--	--
BMC LAKEHURST								
2009	35	54%	*	*	*	46%	56%	50%
2008	--	--	--	--	--	--	--	--
BMC MCAS NEW RIVER								
2009	36	64%	*	63%	*	*	66%	*
2008	--	--	--	--	--	--	--	--
BMC MECHANICSBURG								
2009	163	74%	68%	79%	80%	69%	76%	69%
2008	--	--	--	--	--	--	--	--
BMC SUGAR GROVE								
2009	32	75%	*	*	*	76%	78%	*
2008	--	--	--	--	--	--	--	--
BMC WILLOW GROVE								
2009	285	64%	57%	65%	60%	65%	69%	56%
2008	--	--	--	--	--	--	--	--
CAMP ATTERBURY OUTPATIENT CLIN								
2009	237	70%	70%	58%	80%	69%	72%	68%
2008	--	--	--	--	--	--	--	--
CONNECTICUT								
2009	77	65%	84%	61%	64%	65%	69%	52%
2008	--	--	--	--	--	--	--	--
DELAWARE								
2009	3	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
DEWITT ACH-FT. BELVOIR								
2009	95	64%	53%	63%	78%	56%	59%	70%
2008	--	--	--	--	--	--	--	--
DILORENZO TRICARE HEALTH CLIN								
2009	43	48%	*	*	45%	49%	*	46%
2008	--	--	--	--	--	--	--	--
DILORENZO TRICARE HLTH CLN ARL								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
DUNHAM AHC-CARLISLE BARRACKS								
2009	73	69%	90%	*	71%	67%	78%	59%
2008	--	--	--	--	--	--	--	--
EASTERN MISSOURI-ST LOUIS AREA								
2009	60	60%	79%	75%	66%	51%	70%	41%
2008	--	--	--	--	--	--	--	--
FAMILY HEALTH CENTER FAIRFAX								
2009	181	67%	46%	60%	64%	71%	71%	62%
2008	--	--	--	--	--	--	--	--
FAMILY HEALTH CENTER WOODBRIDG								
2009	65	61%	*	81%	55%	57%	67%	52%
2008	--	--	--	--	--	--	--	--
GUTHRIE AHC-FT. DRUM								
2009	81	64%	56%	64%	*	*	67%	59%
2008	--	--	--	--	--	--	--	--
ILLINOIS								
2009	310	70%	71%	71%	67%	70%	76%	51%
2008	--	--	--	--	--	--	--	--
INDIANA								
2009	418	73%	70%	72%	74%	73%	76%	67%
2008	--	--	--	--	--	--	--	--
IOWA-QUAD CITIES AREA								
2009	1	*	--	*	--	--	--	*
2008	--	--	--	--	--	--	--	--
IRELAND ACH-FT. KNOX								
2009	249	69%	70%	72%	66%	70%	73%	64%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
KELLER ACH-WEST POINT								
2009	67	72%	53%	50%	*	79%	68%	77%
2008	--	--	--	--	--	--	--	--
KENNER AHC-FT. LEE								
2009	167	66%	80%	62%	60%	68%	68%	63%
2008	--	--	--	--	--	--	--	--
KENTUCKY								
2009	364	69%	80%	78%	72%	65%	71%	65%
2008	--	--	--	--	--	--	--	--
KIMBROUGH AMB CAR CEN-FT MEADE								
2009	74	68%	51%	76%	44%	80%	68%	68%
2008	--	--	--	--	--	--	--	--
KIRK AHC-ABERDEEN PRVNG GD								
2009	67	67%	58%	65%	73%	*	75%	56%
2008	--	--	--	--	--	--	--	--
MAINE								
2009	114	68%	66%	67%	72%	67%	73%	56%
2008	--	--	--	--	--	--	--	--
MARYLAND								
2009	50	57%	68%	*	51%	61%	57%	57%
2008	--	--	--	--	--	--	--	--
MASSACHUSETTS								
2009	105	65%	69%	70%	76%	58%	65%	64%
2008	--	--	--	--	--	--	--	--
MCDONALD AHC-FT. EUSTIS								
2009	201	71%	*	76%	71%	68%	74%	65%
2008	--	--	--	--	--	--	--	--
MICHIGAN								
2009	640	65%	68%	68%	67%	63%	71%	52%
2008	--	--	--	--	--	--	--	--
MILLS TROOP CLINIC-FT. DIX								
2009	21	75%	49%	*	*	*	*	60%
2008	--	--	--	--	--	--	--	--
MONROE AHC-FT. MONROE								
2009	2	*	--	*	*	--	*	*
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NAVAL HLTH CLINIC NEW ENGLAND								
2009	143	66%	59%	71%	87%	62%	66%	65%
2008	--	--	--	--	--	--	--	--
NBHC ANDREWS AFB								
2009	23	51%	*	*	*	*	53%	48%
2008	--	--	--	--	--	--	--	--
NBHC CHESAPEAKE								
2009	88	72%	68%	59%	83%	76%	76%	65%
2008	--	--	--	--	--	--	--	--
NBHC DAHLGREN								
2009	42	63%	--	78%	62%	*	65%	*
2008	--	--	--	--	--	--	--	--
NBHC GROTON								
2009	173	63%	63%	67%	80%	55%	77%	50%
2008	--	--	--	--	--	--	--	--
NBHC INDIAN HEAD								
2009	6	*	*	*	--	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC LITTLE CREEK								
2009	224	67%	*	63%	63%	74%	71%	62%
2008	--	--	--	--	--	--	--	--
NBHC NAS BRUNSWICK								
2009	98	67%	72%	65%	67%	66%	77%	52%
2008	--	--	--	--	--	--	--	--
NBHC NAVSTA SEWELLS								
2009	41	59%	*	73%	*	51%	56%	61%
2008	--	--	--	--	--	--	--	--
NBHC NSY NORFOLK								
2009	16	81%	--	*	*	*	81%	--
2008	--	--	--	--	--	--	--	--
NBHC OCEANA								
2009	178	65%	86%	74%	68%	59%	69%	61%
2008	--	--	--	--	--	--	--	--
NBHC PORTSMOUTH								
2009	82	67%	75%	66%	56%	69%	80%	48%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NBHC SARATOGA SPRINGS								
2009	114	69%	79%	80%	79%	54%	76%	62%
2008	--	--	--	--	--	--	--	--
NBHC WASHINGTON NAVY YARD								
2009	11	59%	--	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC YORKTOWN								
2009	29	82%	--	*	79%	78%	80%	*
2008	--	--	--	--	--	--	--	--
NEW HAMPSHIRE								
2009	54	67%	*	*	64%	69%	72%	56%
2008	--	--	--	--	--	--	--	--
NEW JERSEY								
2009	53	74%	72%	78%	*	72%	64%	89%
2008	--	--	--	--	--	--	--	--
NEW YORK								
2009	526	65%	71%	79%	59%	64%	72%	51%
2008	--	--	--	--	--	--	--	--
NH CAMP LEJEUNE								
2009	241	63%	62%	60%	69%	*	64%	62%
2008	--	--	--	--	--	--	--	--
NHC ANNAPOLIS								
2009	63	66%	48%	76%	*	71%	72%	58%
2008	--	--	--	--	--	--	--	--
NHC CHERRY POINT								
2009	154	68%	68%	46%	74%	74%	76%	59%
2008	--	--	--	--	--	--	--	--
NHC GREAT LAKES								
2009	177	68%	62%	71%	58%	69%	69%	65%
2008	--	--	--	--	--	--	--	--
NHC PATUXENT RIVER								
2009	71	65%	80%	68%	63%	*	76%	53%
2008	--	--	--	--	--	--	--	--
NHC QUANTICO								
2009	158	65%	81%	55%	65%	73%	69%	59%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NMC PORTSMOUTH								
2009	206	72%	71%	66%	73%	78%	83%	62%
2008	--	--	--	--	--	--	--	--
NNMC BETHESDA								
2009	54	66%	*	*	58%	66%	65%	66%
2008	--	--	--	--	--	--	--	--
NORTH CAROLINA								
2009	1027	68%	67%	63%	67%	69%	75%	58%
2008	--	--	--	--	--	--	--	--
NORTHEAST WEST VIRGINIA								
2009	2	*	--	--	*	--	*	*
2008	--	--	--	--	--	--	--	--
NORTHERN VIRGINIA								
2009	45	66%	*	*	76%	58%	78%	30%
2008	--	--	--	--	--	--	--	--
OHC EDGEWOOD ARS								
2009	65	60%	53%	*	*	52%	72%	42%
2008	--	--	--	--	--	--	--	--
OHIO								
2009	726	70%	78%	73%	72%	67%	73%	65%
2008	--	--	--	--	--	--	--	--
PATTERSON AHC-FT. MONMOUTH								
2009	25	87%	69%	*	*	*	95%	73%
2008	--	--	--	--	--	--	--	--
PENNSYLVANIA								
2009	657	71%	67%	75%	73%	69%	73%	65%
2008	--	--	--	--	--	--	--	--
ROCK ISLAND ARSENAL AHC								
2009	47	63%	71%	79%	*	55%	70%	51%
2008	--	--	--	--	--	--	--	--
SELFRIDGE AHC-SELFRIDGE ANGB								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
SOUTHERN VIRGINIA								
2009	306	65%	78%	77%	58%	66%	72%	51%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
TMC CONTRACT SPARTA-FT. MCCOY								
2009	84	67%	59%	43%	65%	84%	66%	72%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT CHESAPEAKE								
2009	164	71%	90%	65%	62%	84%	78%	60%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT CL VA BEACH								
2009	71	78%	*	78%	84%	72%	80%	71%
2008	--	--	--	--	--	--	--	--
VERMONT								
2009	102	63%	78%	57%	69%	61%	72%	51%
2008	--	--	--	--	--	--	--	--
WALTER REED AMC-WASHINGTON DC								
2009	20	66%	*	*	*	*	*	67%
2008	--	--	--	--	--	--	--	--
WESTERN WEST VIRGINIA								
2009	276	68%	75%	76%	74%	64%	71%	64%
2008	--	--	--	--	--	--	--	--
WISCONSIN								
2009	460	75%	82%	75%	75%	74%	79%	64%
2008	--	--	--	--	--	--	--	--
WOMACK AMC-FT. BRAGG								
2009	214	69%	67%	69%	70%	69%	76%	59%
2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

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
2009 MHS Wide Civilian Benchmark¹	--	--	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	--	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	--	--	--	--	--	--	--
MHS Wide								
2009	62536	86%	80%	83%	87%	90%	86%	86%
2008	--	--	--	--	--	--	--	--
Overall - Direct Care								
2009	27035	80%	79%	80%	84%	88%	79%	82%
2008	--	--	--	--	--	--	--	--
Direct Care - CONUS²								
2009	24271	80%	79%	80%	83%	88%	79%	82%
2008	--	--	--	--	--	--	--	--
Direct Care - OCONUS								
2009	2764	83%	82%	81%	85%	89%	82%	84%
2008	--	--	--	--	--	--	--	--
Overall - Purchased Care								
2009	35501	88%	84%	85%	87%	90%	89%	87%
2008	--	--	--	--	--	--	--	--
Purchased Care - North Region³								
2009	10650	88%	85%	86%	87%	90%	89%	86%
2008	--	--	--	--	--	--	--	--
Purchased Care - South Region³								
2009	14327	88%	83%	84%	87%	90%	88%	88%
2008	--	--	--	--	--	--	--	--
Purchased Care - West Region³								
2009	10113	88%	84%	85%	88%	90%	89%	87%
2008	--	--	--	--	--	--	--	--
Purchased Care - U.S. Family Health Plan								
2009	410	92%	--	85%	91%	94%	92%	92%
2008	--	--	--	--	--	--	--	--

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
1st MED GRP-LANGLEY								
2009	89	80%	77%	80%	76%	83%	85%	75%
2008	--	--	--	--	--	--	--	--
4th MED GRP-SEYMOUR JOHNSON								
2009	109	87%	72%	90%	77%	93%	91%	83%
2008	--	--	--	--	--	--	--	--
43RD MEDICAL GROUP-POPE								
2009	137	92%	86%	90%	94%	91%	98%	86%
2008	--	--	--	--	--	--	--	--
66th MED GRP-HANSCOM								
2009	154	91%	89%	86%	88%	94%	90%	92%
2008	--	--	--	--	--	--	--	--
87th MED GRP-MCGUIRE								
2009	97	83%	78%	88%	73%	86%	86%	80%
2008	--	--	--	--	--	--	--	--
88th MED GRP-WRIGHT-PATTERSON								
2009	148	92%	83%	93%	89%	95%	93%	91%
2008	--	--	--	--	--	--	--	--
375th MED GRP-SCOTT								
2009	272	89%	80%	91%	90%	89%	92%	86%
2008	--	--	--	--	--	--	--	--
436th MED GRP-DOVER								
2009	96	86%	83%	81%	77%	91%	95%	82%
2008	--	--	--	--	--	--	--	--
579TH MED GROUP-BOLLING								
2009	2	*	--	--	--	*	*	*
2008	--	--	--	--	--	--	--	--
779th MED GRP-ANDREWS								
2009	1	*	--	--	--	*	--	*
2008	--	--	--	--	--	--	--	--
AINSWORTH US ARMY OCCU HLTH CL								
2009	124	87%	94%	88%	80%	88%	90%	83%
2008	--	--	--	--	--	--	--	--
ANDREW RADER AHC-FT. MYER								
2009	31	98%	*	*	*	100%	100%	95%
2008	--	--	--	--	--	--	--	--

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TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
BARQUIST ARMY HEALTH CLINIC								
2009	75	96%	100%	100%	91%	100%	100%	90%
2008	--	--	--	--	--	--	--	--
BLANCHFIELD ACH-FT. CAMPBELL								
2009	137	86%	100%	77%	90%	86%	89%	81%
2008	--	--	--	--	--	--	--	--
BMC CAMP GEIGER MCB								
2009	14	93%	--	*	*	--	*	*
2008	--	--	--	--	--	--	--	--
BMC COLTS NECK EARLE								
2009	19	80%	*	*	*	*	100%	*
2008	--	--	--	--	--	--	--	--
BMC LAKEHURST								
2009	24	88%	*	*	*	92%	87%	*
2008	--	--	--	--	--	--	--	--
BMC MCAS NEW RIVER								
2009	39	96%	*	93%	*	*	95%	*
2008	--	--	--	--	--	--	--	--
BMC MECHANICSBURG								
2009	135	90%	86%	92%	84%	92%	91%	88%
2008	--	--	--	--	--	--	--	--
BMC SUGAR GROVE								
2009	24	100%	*	*	*	100%	100%	*
2008	--	--	--	--	--	--	--	--
BMC WILLOW GROVE								
2009	246	91%	91%	88%	90%	92%	94%	87%
2008	--	--	--	--	--	--	--	--
CAMP ATTERBURY OUTPATIENT CLIN								
2009	177	87%	87%	79%	86%	89%	86%	88%
2008	--	--	--	--	--	--	--	--
CONNECTICUT								
2009	49	90%	100%	*	*	87%	91%	84%
2008	--	--	--	--	--	--	--	--
DELAWARE								
2009	2	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
DEWITT ACH-FT. BELVOIR								
2009	74	92%	82%	87%	95%	91%	99%	85%
2008	--	--	--	--	--	--	--	--
DILORENZO TRICARE HEALTH CLIN								
2009	33	62%	*	*	76%	*	*	70%
2008	--	--	--	--	--	--	--	--
DILORENZO TRICARE HLTH CLN ARL								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
DUNHAM AHC-CARLISLE BARRACKS								
2009	62	92%	100%	*	89%	95%	95%	87%
2008	--	--	--	--	--	--	--	--
EASTERN MISSOURI-ST LOUIS AREA								
2009	55	89%	85%	*	92%	88%	94%	82%
2008	--	--	--	--	--	--	--	--
FAMILY HEALTH CENTER FAIRFAX								
2009	165	90%	81%	87%	87%	92%	89%	90%
2008	--	--	--	--	--	--	--	--
FAMILY HEALTH CENTER WOODBRIDG								
2009	52	90%	*	80%	86%	95%	95%	84%
2008	--	--	--	--	--	--	--	--
GUTHRIE AHC-FT. DRUM								
2009	67	88%	82%	82%	*	*	93%	80%
2008	--	--	--	--	--	--	--	--
ILLINOIS								
2009	224	86%	96%	87%	81%	88%	88%	84%
2008	--	--	--	--	--	--	--	--
INDIANA								
2009	316	86%	93%	88%	89%	83%	84%	89%
2008	--	--	--	--	--	--	--	--
IOWA-QUAD CITIES AREA								
2009	1	*	--	*	--	--	--	*
2008	--	--	--	--	--	--	--	--
IRELAND ACH-FT. KNOX								
2009	215	85%	85%	75%	86%	87%	87%	82%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
KELLER ACH-WEST POINT								
2009	56	90%	*	73%	*	96%	95%	80%
2008	--	--	--	--	--	--	--	--
KENNER AHC-FT. LEE								
2009	133	90%	83%	88%	87%	91%	92%	88%
2008	--	--	--	--	--	--	--	--
KENTUCKY								
2009	268	88%	86%	94%	89%	87%	88%	89%
2008	--	--	--	--	--	--	--	--
KIMBROUGH AMB CAR CEN-FT MEADE								
2009	65	87%	75%	83%	75%	96%	88%	87%
2008	--	--	--	--	--	--	--	--
KIRK AHC-ABERDEEN PRVNG GD								
2009	53	90%	79%	97%	93%	*	88%	91%
2008	--	--	--	--	--	--	--	--
MAINE								
2009	74	90%	94%	100%	90%	89%	94%	80%
2008	--	--	--	--	--	--	--	--
MARYLAND								
2009	35	85%	*	84%	*	81%	79%	92%
2008	--	--	--	--	--	--	--	--
MASSACHUSETTS								
2009	83	84%	88%	95%	79%	83%	79%	96%
2008	--	--	--	--	--	--	--	--
MCDONALD AHC-FT. EUSTIS								
2009	169	91%	*	90%	85%	95%	91%	91%
2008	--	--	--	--	--	--	--	--
MICHIGAN								
2009	479	86%	83%	91%	76%	91%	87%	85%
2008	--	--	--	--	--	--	--	--
MILLS TROOP CLINIC-FT. DIX								
2009	16	72%	*	*	--	*	*	*
2008	--	--	--	--	--	--	--	--
MONROE AHC-FT. MONROE								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NAVAL HLTH CLINIC NEW ENGLAND								
2009	118	85%	71%	75%	85%	86%	86%	82%
2008	--	--	--	--	--	--	--	--
NBHC ANDREWS AFB								
2009	20	67%	*	*	*	*	64%	*
2008	--	--	--	--	--	--	--	--
NBHC CHESAPEAKE								
2009	62	87%	*	73%	85%	95%	86%	88%
2008	--	--	--	--	--	--	--	--
NBHC DAHLGREN								
2009	34	92%	*	90%	100%	*	96%	*
2008	--	--	--	--	--	--	--	--
NBHC GROTON								
2009	144	92%	85%	89%	93%	95%	96%	88%
2008	--	--	--	--	--	--	--	--
NBHC INDIAN HEAD								
2009	7	*	*	*	--	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC LITTLE CREEK								
2009	187	89%	*	87%	89%	90%	90%	87%
2008	--	--	--	--	--	--	--	--
NBHC NAS BRUNSWICK								
2009	80	87%	85%	88%	74%	94%	96%	78%
2008	--	--	--	--	--	--	--	--
NBHC NAVSTA SEWELLS								
2009	41	74%	*	82%	*	73%	84%	68%
2008	--	--	--	--	--	--	--	--
NBHC NSY NORFOLK								
2009	7	*	--	*	*	*	*	--
2008	--	--	--	--	--	--	--	--
NBHC OCEANA								
2009	144	85%	79%	73%	90%	90%	88%	83%
2008	--	--	--	--	--	--	--	--
NBHC PORTSMOUTH								
2009	74	90%	86%	58%	100%	91%	91%	89%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NBHC SARATOGA SPRINGS								
2009	102	85%	90%	85%	100%	76%	84%	87%
2008	--	--	--	--	--	--	--	--
NBHC WASHINGTON NAVY YARD								
2009	11	70%	--	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC YORKTOWN								
2009	27	95%	--	100%	*	*	100%	*
2008	--	--	--	--	--	--	--	--
NEW HAMPSHIRE								
2009	37	97%	*	*	96%	100%	96%	100%
2008	--	--	--	--	--	--	--	--
NEW JERSEY								
2009	43	96%	75%	100%	*	100%	96%	97%
2008	--	--	--	--	--	--	--	--
NEW YORK								
2009	402	87%	79%	84%	72%	93%	86%	88%
2008	--	--	--	--	--	--	--	--
NH CAMP LEJEUNE								
2009	183	78%	85%	80%	71%	*	71%	86%
2008	--	--	--	--	--	--	--	--
NHC ANNAPOLIS								
2009	62	78%	65%	85%	*	79%	79%	76%
2008	--	--	--	--	--	--	--	--
NHC CHERRY POINT								
2009	125	95%	84%	82%	96%	100%	96%	93%
2008	--	--	--	--	--	--	--	--
NHC GREAT LAKES								
2009	135	85%	83%	82%	60%	90%	83%	87%
2008	--	--	--	--	--	--	--	--
NHC PATUXENT RIVER								
2009	61	78%	*	88%	69%	*	74%	81%
2008	--	--	--	--	--	--	--	--
NHC QUANTICO								
2009	142	82%	90%	77%	85%	83%	77%	89%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NMC PORTSMOUTH								
2009	189	89%	63%	86%	97%	86%	91%	88%
2008	--	--	--	--	--	--	--	--
NNMC BETHESDA								
2009	36	92%	*	*	*	100%	87%	97%
2008	--	--	--	--	--	--	--	--
NORTH CAROLINA								
2009	822	89%	89%	85%	88%	91%	91%	87%
2008	--	--	--	--	--	--	--	--
NORTHEAST WEST VIRGINIA								
2009	2	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
NORTHERN VIRGINIA								
2009	40	87%	*	100%	62%	100%	88%	84%
2008	--	--	--	--	--	--	--	--
OHC EDGEWOOD ARS								
2009	55	87%	67%	*	*	87%	88%	85%
2008	--	--	--	--	--	--	--	--
OHIO								
2009	539	92%	91%	92%	91%	92%	93%	90%
2008	--	--	--	--	--	--	--	--
PATTERSON AHC-FT. MONMOUTH								
2009	20	97%	87%	*	*	*	*	96%
2008	--	--	--	--	--	--	--	--
PENNSYLVANIA								
2009	471	89%	87%	90%	86%	89%	91%	85%
2008	--	--	--	--	--	--	--	--
ROCK ISLAND ARSENAL AHC								
2009	37	89%	94%	*	*	*	95%	81%
2008	--	--	--	--	--	--	--	--
SELFRIDGE AHC-SELFRIDGE ANGB								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
SOUTHERN VIRGINIA								
2009	219	87%	89%	74%	94%	86%	86%	88%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
TMC CONTRACT SPARTA-FT. MCCOY								
2009	58	82%	85%	*	93%	*	86%	65%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT CHESAPEAKE								
2009	144	90%	91%	88%	95%	87%	90%	90%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT CL VA BEACH								
2009	58	94%	*	91%	93%	*	94%	94%
2008	--	--	--	--	--	--	--	--
VERMONT								
2009	79	91%	84%	88%	100%	91%	97%	85%
2008	--	--	--	--	--	--	--	--
WALTER REED AMC-WASHINGTON DC								
2009	27	94%	*	*	*	92%	*	94%
2008	--	--	--	--	--	--	--	--
WESTERN WEST VIRGINIA								
2009	185	86%	82%	92%	92%	84%	86%	88%
2008	--	--	--	--	--	--	--	--
WISCONSIN								
2009	324	87%	93%	79%	88%	89%	90%	81%
2008	--	--	--	--	--	--	--	--
WOMACK AMC-FT. BRAGG								
2009	200	89%	80%	87%	85%	93%	89%	89%
2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

Domain: Clinician & Group 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
2009 MHS Wide Civilian Benchmark¹	--	76%	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	70%	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	80%	--	--	--	--	--	--
MHS Wide								
2009	85723	83%	72%	74%	84%	92%	81%	84%
2008	114886	81%	72%	71%	83%	91%	79%	83%
Overall - Direct Care								
2009	34917.5	72%	70%	66%	80%	89%	69%	75%
2008	36793	71%	70%	65%	78%	88%	67%	76%
Direct Care - CONUS²								
2009	31264.5	72%	70%	66%	80%	89%	69%	75%
2008	33453.5	70%	70%	64%	77%	88%	67%	76%
Direct Care - OCONUS								
2009	3653	72%	70%	68%	78%	88%	69%	77%
2008	3339.5	74%	73%	70%	82%	88%	71%	78%
Overall - Purchased Care								
2009	50805.5	88%	84%	80%	86%	92%	87%	88%
2008	78093	87%	83%	78%	85%	91%	87%	87%
Purchased Care - North Region³								
2009	15362	88%	84%	80%	85%	92%	88%	88%
2008	24007.5	87%	83%	79%	86%	92%	87%	86%
Purchased Care - South Region³								
2009	20359	88%	84%	79%	85%	92%	87%	88%
2008	30936	87%	83%	78%	85%	91%	86%	88%
Purchased Care - West Region³								
2009	14473	88%	84%	81%	86%	91%	87%	88%
2008	21958.5	86%	83%	78%	85%	91%	87%	86%
Purchased Care - U.S. Family Health Plan								
2009	610.5	89%	*	72%	87%	94%	89%	89%
2008	1189	88%	--	74%	83%	93%	85%	91%

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
1st MED GRP-LANGLEY								
2009	117.5	84%	76%	84%	74%	93%	75%	91%
2008	235	82%	*	73%	80%	89%	83%	82%
4th MED GRP-SEYMOUR JOHNSON								
2009	145.5	88%	78%	81%	86%	92%	91%	84%
2008	234	88%	70%	72%	87%	96%	92%	84%
43RD MEDICAL GROUP-POPE								
2009	226	91%	87%	91%	88%	93%	90%	92%
2008	570.5	85%	87%	85%	83%	86%	82%	87%
66th MED GRP-HANSCOM								
2009	233.5	89%	81%	77%	90%	93%	88%	91%
2008	356	91%	92%	86%	91%	92%	91%	91%
87th MED GRP-MCGUIRE								
2009	140	84%	85%	69%	91%	88%	77%	90%
2008	199.5	81%	72%	66%	74%	90%	89%	73%
88th MED GRP-WRIGHT-PATTERSON								
2009	194.5	88%	82%	89%	93%	85%	87%	90%
2008	348	81%	66%	73%	78%	85%	78%	87%
375th MED GRP-SCOTT								
2009	374.5	88%	87%	87%	84%	93%	89%	87%
2008	578	87%	82%	81%	86%	92%	88%	87%
436th MED GRP-DOVER								
2009	138.5	86%	82%	58%	83%	94%	88%	85%
2008	184	86%	72%	81%	87%	88%	87%	85%
579TH MED GROUP-BOLLING								
2009	2	*	--	--	--	*	*	*
2008	7	*	--	--	*	*	*	*
779th MED GRP-ANDREWS								
2009	3	*	--	--	*	*	--	*
2008	8	*	--	*	*	*	*	*
AINSWORTH US ARMY OCCU HLTH CL								
2009	174.5	87%	92%	72%	82%	93%	90%	84%
2008	287.5	81%	81%	64%	85%	86%	85%	75%
ANDREW RADER AHC-FT. MYER								
2009	43.5	91%	*	*	100%	91%	89%	94%
2008	86.5	84%	*	73%	90%	83%	81%	87%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
BARQUIST ARMY HEALTH CLINIC								
2009	113.5	90%	83%	86%	95%	86%	89%	90%
2008	173	83%	58%	76%	84%	91%	86%	79%
BLANCHFIELD ACH-FT. CAMPBELL								
2009	188	88%	88%	79%	92%	90%	89%	86%
2008	295	84%	62%	79%	85%	92%	85%	82%
BMC CAMP GEIGER MCB								
2009	17.5	81%	*	68%	*	--	86%	*
2008	5	*	*	*	--	--	*	*
BMC COLTS NECK EARLE								
2009	27	87%	*	*	*	83%	92%	78%
2008	69.5	75%	*	62%	89%	76%	75%	76%
BMC LAKEHURST								
2009	40	87%	78%	*	*	93%	79%	98%
2008	79	83%	*	89%	85%	86%	84%	82%
BMC MCAS NEW RIVER								
2009	43	72%	*	81%	*	*	69%	*
2008	38	86%	*	83%	*	*	82%	*
BMC MECHANICSBURG								
2009	191	88%	80%	92%	81%	92%	90%	85%
2008	290.5	91%	100%	79%	92%	93%	92%	89%
BMC SUGAR GROVE								
2009	37.5	94%	*	*	*	95%	97%	88%
2008	86.5	92%	*	85%	81%	99%	89%	96%
BMC WILLOW GROVE								
2009	337	87%	82%	84%	82%	89%	89%	83%
2008	600	86%	73%	83%	81%	91%	87%	86%
CAMP ATTERBURY OUTPATIENT CLIN								
2009	257.5	88%	81%	78%	86%	93%	85%	93%
2008	343.5	88%	81%	84%	90%	89%	88%	88%
CONNECTICUT								
2009	85.5	89%	84%	77%	91%	91%	91%	85%
2008	137.5	89%	80%	88%	81%	94%	91%	83%
DELAWARE								
2009	3	*	--	--	--	*	*	--
2008	4	*	--	--	*	*	*	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
DEWITT ACH-FT. BELVOIR								
2009	109	82%	90%	61%	78%	90%	71%	96%
2008	162.5	88%	*	87%	81%	93%	91%	85%
DILORENZO TRICARE HEALTH CLIN								
2009	46.5	68%	*	78%	52%	80%	77%	65%
2008	92.5	90%	*	71%	93%	95%	91%	90%
DILORENZO TRICARE HLTH CLN ARL								
2009	1	*	--	--	--	*	*	--
2008	3	*	*	--	--	*	*	*
DUNHAM AHC-CARLISLE BARRACKS								
2009	78	91%	93%	87%	72%	99%	89%	93%
2008	109	90%	96%	89%	69%	97%	92%	88%
EASTERN MISSOURI-ST LOUIS AREA								
2009	65.5	91%	94%	71%	89%	95%	85%	100%
2008	73	83%	*	53%	82%	95%	83%	83%
FAMILY HEALTH CENTER FAIRFAX								
2009	224	85%	69%	68%	84%	93%	85%	86%
2008	512	87%	*	84%	84%	91%	91%	84%
FAMILY HEALTH CENTER WOODBRIDG								
2009	69	88%	*	84%	76%	96%	96%	79%
2008	130.5	87%	*	82%	84%	98%	85%	88%
GUTHRIE AHC-FT. DRUM								
2009	92.5	85%	89%	78%	100%	*	83%	87%
2008	129	80%	67%	80%	83%	92%	85%	77%
ILLINOIS								
2009	355	92%	85%	87%	91%	94%	93%	89%
2008	504	90%	92%	78%	89%	94%	90%	89%
INDIANA								
2009	465.5	91%	87%	81%	90%	94%	92%	89%
2008	619.5	88%	88%	82%	88%	91%	89%	88%
IOWA-QUAD CITIES AREA								
2009	1	*	--	*	--	--	--	*
2008	4	*	--	--	*	*	*	*
IRELAND ACH-FT. KNOX								
2009	288	87%	86%	77%	85%	93%	88%	87%
2008	501.5	88%	93%	77%	84%	92%	89%	86%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
KELLER ACH-WEST POINT								
2009	75	90%	92%	76%	*	95%	92%	88%
2008	137.5	84%	93%	76%	85%	84%	86%	82%
KENNER AHC-FT. LEE								
2009	189.5	90%	96%	81%	86%	93%	91%	90%
2008	363	86%	75%	75%	85%	91%	88%	85%
KENTUCKY								
2009	399.5	91%	79%	84%	90%	93%	90%	92%
2008	600.5	90%	96%	79%	87%	95%	91%	88%
KIMBROUGH AMB CAR CEN-FT MEADE								
2009	84	81%	73%	81%	71%	87%	81%	82%
2008	189.5	80%	*	67%	79%	86%	81%	80%
KIRK AHC-ABERDEEN PRVNG GD								
2009	75.5	83%	79%	78%	84%	86%	84%	82%
2008	106.5	87%	91%	79%	79%	91%	85%	90%
MAINE								
2009	126	90%	72%	77%	93%	92%	89%	94%
2008	177.5	93%	100%	89%	94%	93%	93%	93%
MARYLAND								
2009	56	92%	71%	88%	100%	93%	83%	100%
2008	96	88%	*	90%	95%	85%	88%	89%
MASSACHUSETTS								
2009	125.5	91%	91%	84%	84%	95%	91%	91%
2008	231	90%	94%	91%	80%	92%	90%	90%
MCDONALD AHC-FT. EUSTIS								
2009	228	86%	*	85%	84%	89%	89%	83%
2008	426	84%	*	74%	82%	92%	86%	81%
MICHIGAN								
2009	716.5	86%	86%	78%	83%	91%	85%	90%
2008	767	89%	85%	81%	88%	94%	91%	86%
MILLS TROOP CLINIC-FT. DIX								
2009	27	89%	86%	*	*	*	84%	94%
2008	19	91%	*	*	*	*	88%	*
MONROE AHC-FT. MONROE								
2009	2	*	--	*	*	--	*	*
2008	7	*	--	*	*	*	*	*

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
NAVAL HLTH CLINIC NEW ENGLAND								
2009	168	87%	81%	89%	72%	90%	87%	86%
2008	279.5	90%	65%	85%	90%	93%	92%	87%
NBHC ANDREWS AFB								
2009	25.5	81%	*	*	*	*	86%	73%
2008	25	92%	--	*	*	95%	88%	96%
NBHC CHESAPEAKE								
2009	92.5	76%	75%	51%	80%	88%	75%	77%
2008	143	86%	*	77%	88%	98%	82%	94%
NBHC DAHLGREN								
2009	47	89%	*	87%	86%	*	87%	*
2008	45	81%	--	78%	72%	90%	81%	*
NBHC GROTON								
2009	192	90%	84%	85%	93%	92%	93%	87%
2008	299.5	89%	99%	83%	88%	91%	88%	89%
NBHC INDIAN HEAD								
2009	9	*	*	*	--	*	*	*
2008	14	98%	*	*	*	*	*	97%
NBHC LITTLE CREEK								
2009	259.5	83%	*	74%	82%	89%	83%	83%
2008	467.5	84%	*	76%	85%	88%	83%	85%
NBHC NAS BRUNSWICK								
2009	111.5	93%	85%	84%	100%	100%	93%	94%
2008	125	88%	79%	87%	92%	89%	91%	83%
NBHC NAVSTA SEWELLS								
2009	49	88%	*	87%	*	89%	95%	82%
2008	121	80%	*	64%	88%	91%	76%	85%
NBHC NSY NORFOLK								
2009	16	68%	--	*	*	*	68%	--
2008	29	78%	--	*	84%	*	78%	*
NBHC OCEANA								
2009	201	86%	82%	76%	91%	87%	83%	89%
2008	378	81%	*	71%	82%	87%	77%	86%
NBHC PORTSMOUTH								
2009	98	94%	77%	90%	98%	95%	95%	93%
2008	118	93%	87%	78%	96%	96%	90%	96%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
NBHC SARATOGA SPRINGS								
2009	137	86%	93%	76%	83%	92%	85%	86%
2008	186	88%	95%	79%	85%	94%	84%	95%
NBHC WASHINGTON NAVY YARD								
2009	13	97%	--	*	*	*	*	*
2008	18	96%	--	--	*	94%	*	100%
NBHC YORKTOWN								
2009	34	85%	--	53%	83%	100%	87%	*
2008	66	89%	--	88%	85%	94%	91%	86%
NEW HAMPSHIRE								
2009	63	91%	*	*	82%	96%	95%	84%
2008	86	96%	*	*	92%	97%	97%	93%
NEW JERSEY								
2009	62	84%	81%	76%	*	87%	79%	92%
2008	92.5	91%	*	82%	87%	97%	91%	91%
NEW YORK								
2009	607.5	89%	81%	87%	83%	92%	90%	87%
2008	718	88%	86%	77%	85%	95%	89%	87%
NH CAMP LEJEUNE								
2009	264	71%	90%	65%	77%	*	64%	81%
2008	330	78%	84%	73%	78%	94%	74%	86%
NHC ANNAPOLIS								
2009	73	91%	46%	82%	89%	95%	86%	95%
2008	120	93%	*	92%	88%	94%	95%	90%
NHC CHERRY POINT								
2009	175	90%	90%	81%	81%	100%	91%	89%
2008	273	90%	96%	84%	83%	98%	90%	89%
NHC GREAT LAKES								
2009	199	85%	70%	93%	76%	86%	86%	84%
2008	304.5	85%	78%	74%	83%	90%	85%	84%
NHC PATUXENT RIVER								
2009	81	72%	72%	78%	59%	*	70%	74%
2008	132.5	90%	*	83%	90%	99%	90%	90%
NHC QUANTICO								
2009	177.5	84%	80%	75%	83%	94%	81%	87%
2008	284.5	86%	94%	80%	88%	86%	86%	85%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
NMC PORTSMOUTH								
2009	241	85%	81%	73%	83%	97%	86%	83%
2008	417	85%	93%	81%	89%	86%	85%	85%
NNMC BETHESDA								
2009	57.5	89%	*	100%	97%	85%	85%	92%
2008	134	86%	*	80%	89%	87%	89%	84%
NORTH CAROLINA								
2009	1161	88%	88%	78%	86%	92%	89%	88%
2008	1866.5	90%	73%	79%	92%	93%	91%	88%
NORTHEAST WEST VIRGINIA								
2009	4	*	--	--	*	*	*	*
2008	8	*	--	--	*	*	*	*
NORTHERN VIRGINIA								
2009	53.5	86%	*	79%	82%	91%	87%	85%
2008	112.5	92%	*	90%	93%	92%	92%	92%
OHC EDGEWOOD ARS								
2009	74.5	87%	88%	92%	80%	88%	89%	85%
2008	93	88%	91%	55%	85%	96%	89%	87%
OHIO								
2009	816	89%	90%	86%	86%	93%	90%	88%
2008	1154	88%	87%	85%	84%	92%	87%	91%
PATTERSON AHC-FT. MONMOUTH								
2009	31	99%	91%	*	*	*	100%	97%
2008	45.5	92%	*	*	*	93%	99%	84%
PENNSYLVANIA								
2009	735	91%	78%	84%	86%	95%	90%	93%
2008	1061	90%	78%	80%	89%	95%	90%	92%
ROCK ISLAND ARSENAL AHC								
2009	54	97%	93%	84%	100%	100%	96%	98%
2008	86	91%	86%	92%	87%	95%	90%	91%
SELFRIDGE AHC-SELFRIDGE ANGB								
2009	--	--	--	--	--	--	--	--
2008	259.5	87%	90%	80%	84%	93%	84%	91%
SOUTHERN VIRGINIA								
2009	338.5	89%	84%	87%	84%	92%	85%	97%
2008	535	88%	94%	87%	84%	90%	88%	90%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Clinician & Group 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
TMC CONTRACT SPARTA-FT. MCCOY								
2009	90	83%	80%	72%	80%	93%	81%	88%
2008	85	90%	85%	76%	97%	99%	91%	88%
TRICARE OUTPATIENT CHESAPEAKE								
2009	194	81%	78%	78%	81%	83%	80%	81%
2008	334.5	85%	51%	79%	87%	94%	85%	84%
TRICARE OUTPATIENT CL VA BEACH								
2009	76.5	79%	*	81%	67%	91%	87%	55%
2008	104	83%	*	74%	95%	*	86%	68%
VERMONT								
2009	124	95%	95%	99%	96%	94%	93%	98%
2008	157	90%	100%	87%	89%	90%	92%	84%
WALTER REED AMC-WASHINGTON DC								
2009	28.5	87%	*	*	*	80%	*	93%
2008	65.5	90%	*	*	*	96%	93%	87%
WESTERN WEST VIRGINIA								
2009	304.5	92%	94%	79%	96%	94%	92%	94%
2008	428.5	86%	84%	79%	86%	90%	86%	88%
WISCONSIN								
2009	525	93%	84%	87%	90%	97%	94%	92%
2008	724.5	91%	90%	84%	89%	94%	89%	94%
WOMACK AMC-FT. BRAGG								
2009	249.5	89%	88%	88%	81%	97%	88%	91%
2008	355.5	86%	90%	85%	83%	89%	87%	84%

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

Domain: Wait Time and Communication
 Q26 - Get results on test or X-ray

	Responses	Total	Percent Always						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care	
2009 MHS Wide Civilian Benchmark¹	--	75%	--	--	--	--	--	--	
2009 Direct Care Civilian Benchmark	--	69%	--	--	--	--	--	--	
2009 Purchased Care Civilian Benchmark	--	78%	--	--	--	--	--	--	
MHS Wide									
2009	53035	76%	63%	66%	77%	85%	76%	77%	
2008	72081	74%	61%	64%	76%	84%	74%	75%	
Overall - Direct Care									
2009	20255	60%	60%	55%	62%	71%	57%	65%	
2008	21425	59%	59%	54%	63%	72%	55%	65%	
Direct Care - CONUS²									
2009	18241	60%	60%	55%	62%	71%	57%	65%	
2008	19592	59%	59%	54%	62%	72%	56%	65%	
Direct Care - OCONUS									
2009	2014	60%	60%	54%	64%	69%	57%	66%	
2008	1833	60%	58%	57%	69%	72%	55%	66%	
Overall - Purchased Care									
2009	32780	83%	77%	74%	81%	86%	83%	81%	
2008	50656	81%	75%	73%	80%	85%	82%	80%	
Purchased Care - North Region³									
2009	9781	82%	78%	75%	81%	86%	83%	81%	
2008	15247	81%	73%	74%	80%	84%	81%	80%	
Purchased Care - South Region³									
2009	13630	83%	77%	72%	82%	86%	84%	83%	
2008	20566	82%	77%	73%	80%	86%	83%	81%	
Purchased Care - West Region³									
2009	8939	82%	76%	76%	80%	84%	83%	79%	
2008	13972	81%	77%	73%	80%	84%	82%	79%	
Purchased Care - U.S. Family Health Plan									
2009	430	86%	*	83%	81%	89%	87%	82%	
2008	870	82%	--	77%	78%	86%	83%	80%	

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
1st MED GRP-LANGLEY								
2009	66	80%	72%	73%	79%	84%	74%	87%
2008	151	67%	*	44%	64%	78%	69%	63%
4th MED GRP-SEYMOUR JOHNSON								
2009	97	79%	69%	86%	75%	80%	87%	69%
2008	157	76%	100%	65%	66%	81%	75%	77%
43RD MEDICAL GROUP-POPE								
2009	146	81%	66%	76%	83%	82%	78%	84%
2008	359	78%	48%	68%	84%	82%	77%	81%
66th MED GRP-HANSCOM								
2009	131	81%	77%	70%	86%	82%	81%	79%
2008	233	85%	90%	67%	95%	85%	83%	91%
87th MED GRP-MCGUIRE								
2009	79	65%	53%	66%	61%	68%	64%	67%
2008	117	78%	66%	75%	46%	90%	82%	72%
88th MED GRP-WRIGHT-PATTERSON								
2009	120	82%	74%	79%	76%	87%	77%	93%
2008	208	79%	*	75%	82%	78%	75%	91%
375th MED GRP-SCOTT								
2009	244	81%	82%	77%	72%	92%	82%	81%
2008	370	82%	72%	79%	80%	86%	82%	82%
436th MED GRP-DOVER								
2009	80	80%	67%	37%	86%	85%	82%	77%
2008	116	67%	51%	24%	77%	73%	66%	68%
579TH MED GROUP-BOLLING								
2009	2	*	--	--	--	*	*	*
2008	7	*	--	--	*	*	*	*
779th MED GRP-ANDREWS								
2009	1	*	--	--	--	*	--	*
2008	2	*	--	--	--	*	*	--
AINSWORTH US ARMY OCCU HLTH CL								
2009	114	79%	79%	64%	87%	83%	72%	90%
2008	187	74%	64%	60%	93%	77%	69%	82%
ANDREW RADER AHC-FT. MYER								
2009	29	89%	*	*	*	82%	84%	100%
2008	58	81%	--	34%	87%	90%	83%	78%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BARQUIST ARMY HEALTH CLINIC								
2009	70	91%	89%	83%	92%	91%	92%	89%
2008	117	78%	71%	64%	78%	86%	79%	75%
BLANCHFIELD ACH-FT. CAMPBELL								
2009	117	81%	*	67%	89%	78%	82%	77%
2008	168	76%	*	83%	74%	85%	81%	66%
BMC CAMP GEIGER MCB								
2009	5	*	--	--	*	--	*	--
2008	--	--	--	--	--	--	--	--
BMC COLTS NECK EARLE								
2009	17	75%	*	*	*	*	81%	*
2008	35	78%	*	*	*	91%	83%	75%
BMC LAKEHURST								
2009	28	85%	*	*	*	84%	84%	87%
2008	42	80%	*	*	*	86%	74%	92%
BMC MCAS NEW RIVER								
2009	20	77%	--	68%	*	*	78%	*
2008	15	95%	--	*	*	*	95%	--
BMC MECHANICSBURG								
2009	116	84%	71%	92%	87%	82%	84%	85%
2008	179	85%	76%	74%	83%	90%	85%	87%
BMC SUGAR GROVE								
2009	26	91%	--	*	*	91%	88%	*
2008	52	79%	*	*	65%	89%	71%	100%
BMC WILLOW GROVE								
2009	197	77%	68%	70%	71%	80%	78%	75%
2008	369	77%	57%	68%	75%	81%	77%	77%
CAMP ATTERBURY OUTPATIENT CLIN								
2009	161	78%	82%	56%	85%	78%	76%	87%
2008	226	80%	75%	83%	81%	78%	79%	81%
CONNECTICUT								
2009	64	83%	89%	93%	68%	84%	84%	75%
2008	84	76%	*	74%	82%	73%	77%	72%
DELAWARE								
2009	3	*	--	--	--	*	*	--
2008	3	*	--	--	*	*	*	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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 Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
DEWITT ACH-FT. BELVOIR								
2009	69	72%	*	68%	66%	77%	60%	88%
2008	98	78%	*	*	80%	80%	81%	73%
DILORENZO TRICARE HEALTH CLIN								
2009	24	58%	*	*	80%	*	*	54%
2008	59	84%	*	*	79%	92%	76%	89%
DILORENZO TRICARE HLTH CLN ARL								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
DUNHAM AHC-CARLISLE BARRACKS								
2009	41	85%	96%	*	*	94%	83%	90%
2008	68	81%	*	*	66%	87%	82%	80%
EASTERN MISSOURI-ST LOUIS AREA								
2009	48	90%	*	*	71%	100%	87%	94%
2008	50	91%	*	*	80%	96%	89%	94%
FAMILY HEALTH CENTER FAIRFAX								
2009	122	88%	59%	69%	90%	90%	87%	88%
2008	291	83%	*	78%	76%	90%	86%	81%
FAMILY HEALTH CENTER WOODBRIDG								
2009	45	89%	*	77%	80%	100%	98%	77%
2008	66	76%	*	*	72%	83%	71%	81%
GUTHRIE AHC-FT. DRUM								
2009	49	69%	89%	59%	*	*	69%	71%
2008	74	85%	*	85%	82%	96%	90%	79%
ILLINOIS								
2009	234	85%	84%	77%	80%	88%	89%	71%
2008	341	82%	62%	64%	84%	88%	82%	83%
INDIANA								
2009	320	84%	82%	67%	82%	89%	86%	80%
2008	407	83%	85%	79%	86%	83%	84%	80%
IOWA-QUAD CITIES AREA								
2009	1	*	--	*	--	--	--	*
2008	3	*	--	--	*	*	*	--
IRELAND ACH-FT. KNOX								
2009	178	84%	71%	78%	86%	86%	89%	76%
2008	311	80%	74%	87%	83%	78%	82%	77%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
KELLER ACH-WEST POINT								
2009	53	91%	89%	75%	*	95%	91%	91%
2008	82	89%	*	66%	84%	94%	91%	86%
KENNER AHC-FT. LEE								
2009	125	83%	71%	89%	89%	81%	84%	83%
2008	246	85%	*	86%	79%	88%	85%	84%
KENTUCKY								
2009	297	90%	86%	81%	87%	93%	91%	89%
2008	392	82%	91%	82%	83%	81%	83%	81%
KIMBROUGH AMB CAR CEN-FT MEADE								
2009	53	86%	63%	*	76%	92%	90%	77%
2008	106	71%	*	62%	71%	76%	72%	71%
KIRK AHC-ABERDEEN PRVNG GD								
2009	40	62%	79%	47%	64%	*	67%	57%
2008	66	80%	*	*	65%	88%	86%	66%
MAINE								
2009	79	81%	51%	*	89%	81%	80%	*
2008	114	82%	*	81%	86%	79%	74%	95%
MARYLAND								
2009	35	87%	*	88%	*	84%	80%	100%
2008	67	80%	*	*	81%	80%	82%	71%
MASSACHUSETTS								
2009	86	80%	81%	76%	81%	81%	76%	91%
2008	146	71%	72%	*	62%	75%	74%	63%
MCDONALD AHC-FT. EUSTIS								
2009	136	79%	*	89%	71%	81%	81%	75%
2008	276	78%	*	66%	77%	84%	81%	73%
MICHIGAN								
2009	495	80%	70%	80%	75%	83%	78%	85%
2008	506	83%	73%	72%	78%	90%	84%	79%
MILLS TROOP CLINIC-FT. DIX								
2009	15	74%	*	*	*	*	*	*
2008	16	58%	*	*	*	*	53%	*
MONROE AHC-FT. MONROE								
2009	1	*	--	*	--	--	*	--
2008	6	*	--	*	*	*	*	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NAVAL HLTH CLINIC NEW ENGLAND								
2009	110	80%	65%	77%	79%	82%	77%	93%
2008	178	84%	*	81%	78%	89%	85%	83%
NBHC ANDREWS AFB								
2009	21	65%	*	*	*	*	59%	71%
2008	17	88%	--	*	*	92%	79%	*
NBHC CHESAPEAKE								
2009	49	78%	*	53%	*	86%	81%	72%
2008	89	80%	*	67%	89%	81%	76%	94%
NBHC DAHLGREN								
2009	26	89%	--	*	93%	*	87%	*
2008	21	89%	--	*	*	100%	88%	*
NBHC GROTON								
2009	117	82%	87%	80%	77%	84%	92%	69%
2008	171	77%	74%	74%	79%	78%	75%	80%
NBHC INDIAN HEAD								
2009	4	*	*	*	--	*	*	*
2008	10	100%	*	*	*	*	*	*
NBHC LITTLE CREEK								
2009	155	78%	*	59%	80%	87%	77%	79%
2008	298	79%	*	72%	82%	80%	79%	78%
NBHC NAS BRUNSWICK								
2009	64	92%	87%	94%	*	89%	90%	95%
2008	66	83%	48%	*	74%	92%	93%	59%
NBHC NAVSTA SEWELLS								
2009	23	80%	*	*	*	86%	79%	*
2008	52	89%	--	96%	100%	82%	84%	97%
NBHC NSY NORFOLK								
2009	13	66%	--	*	*	*	66%	--
2008	26	68%	--	*	77%	*	67%	*
NBHC OCEANA								
2009	138	86%	*	68%	83%	96%	83%	90%
2008	239	82%	*	72%	76%	95%	81%	84%
NBHC PORTSMOUTH								
2009	59	83%	81%	*	*	80%	88%	73%
2008	77	85%	*	*	95%	85%	81%	91%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
NBHC SARATOGA SPRINGS								
2009	77	79%	83%	61%	82%	86%	84%	73%
2008	118	76%	79%	55%	85%	82%	80%	69%
NBHC WASHINGTON NAVY YARD								
2009	8	*	--	*	*	*	*	*
2008	11	71%	--	--	*	*	*	*
NBHC YORKTOWN								
2009	22	89%	--	*	*	*	88%	*
2008	36	79%	--	*	93%	66%	73%	*
NEW HAMPSHIRE								
2009	37	80%	*	*	69%	86%	86%	*
2008	64	94%	*	*	86%	97%	96%	84%
NEW JERSEY								
2009	43	71%	54%	69%	--	76%	59%	93%
2008	54	89%	*	*	87%	93%	89%	90%
NEW YORK								
2009	403	79%	76%	82%	77%	80%	79%	79%
2008	468	78%	75%	70%	77%	82%	81%	70%
NH CAMP LEJEUNE								
2009	137	77%	76%	79%	62%	*	64%	91%
2008	191	72%	*	74%	81%	50%	77%	63%
NHC ANNAPOLIS								
2009	46	88%	*	54%	*	91%	81%	96%
2008	66	79%	*	*	61%	81%	83%	66%
NHC CHERRY POINT								
2009	106	87%	87%	66%	89%	92%	89%	82%
2008	161	82%	*	69%	79%	93%	87%	77%
NHC GREAT LAKES								
2009	130	81%	66%	86%	92%	79%	82%	77%
2008	188	77%	38%	62%	75%	87%	81%	66%
NHC PATUXENT RIVER								
2009	48	69%	*	81%	55%	*	68%	70%
2008	83	82%	*	90%	78%	90%	84%	79%
NHC QUANTICO								
2009	110	84%	*	73%	87%	90%	83%	87%
2008	182	79%	*	78%	78%	82%	83%	71%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NMC PORTSMOUTH								
2009	148	80%	*	66%	79%	92%	81%	80%
2008	259	82%	*	80%	85%	80%	81%	84%
NNMC BETHESDA								
2009	33	86%	*	*	*	88%	81%	89%
2008	71	82%	*	*	76%	82%	90%	69%
NORTH CAROLINA								
2009	762	87%	88%	69%	86%	91%	88%	86%
2008	1269	86%	73%	84%	85%	88%	86%	85%
NORTHEAST WEST VIRGINIA								
2009	2	*	--	--	*	*	*	--
2008	7	*	--	--	*	*	*	*
NORTHERN VIRGINIA								
2009	32	84%	*	*	100%	74%	95%	*
2008	75	90%	*	77%	86%	94%	87%	96%
OHC EDGEWOOD ARS								
2009	43	73%	66%	*	*	73%	82%	60%
2008	57	77%	*	*	79%	86%	83%	61%
OHIO								
2009	546	82%	90%	73%	79%	86%	82%	81%
2008	755	84%	88%	78%	84%	85%	83%	85%
PATTERSON AHC-FT. MONMOUTH								
2009	15	79%	*	*	*	*	*	*
2008	27	93%	*	*	*	91%	90%	100%
PENNSYLVANIA								
2009	478	84%	75%	86%	80%	85%	85%	79%
2008	677	84%	85%	76%	86%	85%	83%	86%
ROCK ISLAND ARSENAL AHC								
2009	31	85%	*	*	*	85%	80%	93%
2008	59	81%	*	69%	79%	89%	81%	79%
SELFRIDGE AHC-SELFRIDGE ANGB								
2009	--	--	--	--	--	--	--	--
2008	173	75%	84%	53%	74%	85%	72%	81%
SOUTHERN VIRGINIA								
2009	223	88%	89%	89%	84%	89%	90%	81%
2008	358	80%	100%	82%	70%	83%	84%	67%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Wait Time and Communication

[Q26 - Get results on test or X-ray](#)

	Responses	Total	Percent Always					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
TMC CONTRACT SPARTA-FT. MCCOY								
2009	60	89%	76%	*	88%	*	88%	91%
2008	53	85%	*	76%	97%	82%	86%	85%
TRICARE OUTPATIENT CHESAPEAKE								
2009	121	80%	*	76%	83%	81%	84%	73%
2008	210	78%	*	70%	80%	92%	79%	77%
TRICARE OUTPATIENT CL VA BEACH								
2009	45	79%	*	91%	63%	*	95%	34%
2008	61	86%	*	87%	87%	*	86%	87%
VERMONT								
2009	64	80%	73%	*	71%	81%	83%	74%
2008	111	89%	*	70%	88%	91%	87%	99%
WALTER REED AMC-WASHINGTON DC								
2009	17	74%	*	*	*	*	*	84%
2008	29	62%	--	*	*	60%	54%	74%
WESTERN WEST VIRGINIA								
2009	213	80%	82%	84%	84%	78%	79%	82%
2008	304	83%	80%	74%	81%	87%	83%	84%
WISCONSIN								
2009	345	91%	81%	89%	87%	94%	91%	89%
2008	458	83%	55%	84%	83%	87%	82%	84%
WOMACK AMC-FT. BRAGG								
2009	167	77%	63%	60%	75%	89%	81%	72%
2008	224	85%	87%	78%	87%	88%	88%	80%

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

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
2009 MHS Wide Civilian Benchmark¹	--	--	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	--	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	--	--	--	--	--	--	--
MHS Wide								
2009	78866.6	57%	37%	43%	55%	75%	58%	56%
2008	99134.8	53%	34%	39%	52%	73%	54%	51%
Overall - Direct Care								
2009	34263.8	43%	36%	39%	53%	74%	44%	43%
2008	32669.8	41%	33%	37%	52%	73%	41%	41%
Direct Care - CONUS²								
2009	30839.6	44%	36%	39%	54%	75%	44%	43%
2008	29746.2	41%	33%	36%	52%	74%	41%	41%
Direct Care - OCONUS								
2009	3424.2	41%	38%	39%	47%	66%	40%	43%
2008	2923.6	40%	36%	38%	48%	65%	40%	40%
Overall - Purchased Care								
2009	44602.8	63%	40%	46%	55%	75%	65%	61%
2008	66465	59%	36%	42%	51%	73%	62%	56%
Purchased Care - North Region³								
2009	13369.6	61%	37%	43%	53%	75%	63%	59%
2008	20207.2	57%	36%	40%	49%	72%	60%	53%
Purchased Care - South Region³								
2009	18201	64%	41%	48%	57%	75%	66%	62%
2008	26672.2	60%	37%	43%	53%	73%	63%	58%
Purchased Care - West Region³								
2009	12546.6	63%	41%	48%	54%	75%	64%	61%
2008	18681.8	60%	35%	42%	52%	73%	62%	57%
Purchased Care - U.S. Family Health Plan								
2009	484.8	74%	*	41%	69%	83%	73%	76%
2008	902.4	71%	--	45%	62%	81%	70%	73%

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
1st MED GRP-LANGLEY								
2009	107.8	52%	25%	43%	41%	70%	55%	51%
2008	200	50%	*	39%	43%	64%	51%	50%
4th MED GRP-SEYMOUR JOHNSON								
2009	131.2	60%	35%	45%	51%	75%	64%	55%
2008	207.6	51%	21%	37%	43%	65%	53%	50%
43RD MEDICAL GROUP-POPE								
2009	203	55%	36%	42%	49%	68%	54%	55%
2008	473	53%	34%	35%	48%	71%	53%	52%
66th MED GRP-HANSCOM								
2009	201.4	68%	37%	44%	57%	86%	73%	61%
2008	312	64%	30%	30%	47%	82%	70%	57%
87th MED GRP-MCGUIRE								
2009	124.8	62%	29%	38%	58%	82%	69%	56%
2008	171	58%	15%	32%	62%	75%	68%	51%
88th MED GRP-WRIGHT-PATTERSON								
2009	176.6	58%	42%	42%	49%	69%	57%	60%
2008	296	55%	*	42%	43%	68%	52%	58%
375th MED GRP-SCOTT								
2009	322.2	64%	40%	46%	63%	77%	67%	61%
2008	485	51%	28%	40%	39%	71%	57%	46%
436th MED GRP-DOVER								
2009	131.2	48%	28%	31%	40%	59%	51%	47%
2008	159.8	54%	29%	41%	46%	71%	72%	47%
579TH MED GROUP-BOLLING								
2009	2	*	--	--	--	*	*	*
2008	5.6	*	--	--	*	*	*	*
779th MED GRP-ANDREWS								
2009	4.2	*	--	*	*	*	--	*
2008	6.4	*	--	*	*	*	*	*
AINSWORTH US ARMY OCCU HLTH CL								
2009	155.6	61%	25%	48%	60%	73%	62%	59%
2008	239.2	55%	31%	43%	39%	68%	57%	51%
ANDREW RADER AHC-FT. MYER								
2009	40.2	58%	*	*	*	70%	65%	50%
2008	71.2	50%	*	38%	38%	69%	57%	45%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
BARQUIST ARMY HEALTH CLINIC								
2009	104.2	63%	40%	49%	55%	78%	61%	65%
2008	146.6	56%	67%	42%	43%	70%	57%	54%
BLANCHFIELD ACH-FT. CAMPBELL								
2009	164.6	58%	25%	40%	64%	66%	64%	49%
2008	255.8	48%	22%	30%	47%	69%	51%	44%
BMC CAMP GEIGER MCB								
2009	15.8	32%	*	30%	*	--	*	*
2008	4.8	*	*	*	--	--	*	*
BMC COLTS NECK EARLE								
2009	23.6	61%	*	*	*	*	75%	41%
2008	59.4	59%	*	46%	55%	67%	49%	61%
BMC LAKEHURST								
2009	37.6	73%	40%	*	*	86%	82%	60%
2008	65	65%	*	*	59%	79%	66%	62%
BMC MCAS NEW RIVER								
2009	39.4	34%	*	34%	*	*	36%	*
2008	36.6	44%	*	37%	*	*	41%	*
BMC MECHANICSBURG								
2009	164.8	58%	44%	43%	49%	69%	57%	59%
2008	244	61%	45%	49%	49%	76%	64%	57%
BMC SUGAR GROVE								
2009	31.4	68%	*	*	*	78%	74%	*
2008	68	55%	*	34%	34%	74%	48%	66%
BMC WILLOW GROVE								
2009	300.4	67%	37%	43%	48%	81%	71%	61%
2008	502	64%	36%	36%	53%	78%	68%	59%
CAMP ATTERBURY OUTPATIENT CLIN								
2009	231.2	61%	42%	43%	58%	75%	58%	67%
2008	292	58%	35%	55%	54%	73%	59%	57%
CONNECTICUT								
2009	71.4	63%	30%	38%	52%	75%	65%	57%
2008	116.6	58%	*	29%	42%	76%	65%	47%
DELAWARE								
2009	2.4	*	--	--	--	*	*	--
2008	3.2	*	--	--	*	*	*	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
DEWITT ACH-FT. BELVOIR								
2009	98	55%	22%	38%	41%	75%	46%	65%
2008	134	53%	*	38%	37%	68%	57%	49%
DILORENZO TRICARE HEALTH CLIN								
2009	40.6	57%	*	*	39%	*	*	51%
2008	76.8	55%	*	*	47%	64%	63%	52%
DILORENZO TRICARE HLTH CLN ARL								
2009	1	*	--	--	--	*	*	--
2008	2.4	*	*	--	--	*	*	*
DUNHAM AHC-CARLISLE BARRACKS								
2009	68.2	76%	65%	*	66%	87%	77%	75%
2008	89.6	60%	*	42%	46%	73%	67%	53%
EASTERN MISSOURI-ST LOUIS AREA								
2009	56.4	71%	64%	*	60%	86%	70%	70%
2008	59	55%	*	45%	45%	70%	54%	55%
FAMILY HEALTH CENTER FAIRFAX								
2009	201	55%	37%	33%	42%	74%	60%	50%
2008	431.6	47%	*	34%	36%	61%	51%	45%
FAMILY HEALTH CENTER WOODBRIDG								
2009	67.8	55%	*	27%	53%	65%	63%	47%
2008	109.6	53%	*	33%	50%	73%	49%	56%
GUTHRIE AHC-FT. DRUM								
2009	86	54%	41%	42%	*	*	64%	41%
2008	120	48%	44%	38%	53%	74%	52%	46%
ILLINOIS								
2009	305.2	64%	40%	42%	50%	78%	67%	57%
2008	423.8	58%	34%	33%	47%	75%	59%	55%
INDIANA								
2009	389	64%	41%	45%	52%	77%	66%	61%
2008	522.2	61%	44%	50%	53%	74%	64%	55%
IOWA-QUAD CITIES AREA								
2009	1	*	--	*	--	--	--	*
2008	2.8	*	--	--	*	*	*	*
IRELAND ACH-FT. KNOX								
2009	259	63%	46%	39%	55%	77%	67%	58%
2008	423.8	59%	29%	47%	48%	72%	64%	54%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
KELLER ACH-WEST POINT								
2009	62.8	60%	30%	30%	*	71%	66%	53%
2008	118	60%	*	26%	38%	74%	58%	61%
KENNER AHC-FT. LEE								
2009	176.4	62%	27%	32%	52%	74%	62%	62%
2008	314.4	57%	39%	35%	53%	67%	64%	52%
KENTUCKY								
2009	339	68%	40%	51%	63%	76%	69%	68%
2008	495.2	63%	41%	55%	53%	71%	62%	63%
KIMBROUGH AMB CAR CEN-FT MEADE								
2009	79.2	53%	30%	42%	33%	68%	52%	54%
2008	165.8	55%	*	43%	43%	72%	58%	53%
KIRK AHC-ABERDEEN PRVNG GD								
2009	69.6	61%	27%	41%	44%	86%	66%	56%
2008	90.6	64%	65%	41%	47%	79%	65%	61%
MAINE								
2009	106	65%	39%	44%	66%	69%	68%	62%
2008	149.4	64%	36%	44%	55%	74%	65%	62%
MARYLAND								
2009	48	69%	*	43%	*	82%	63%	75%
2008	78.8	63%	*	47%	54%	68%	61%	67%
MASSACHUSETTS								
2009	107.2	65%	27%	52%	59%	76%	65%	65%
2008	190.6	67%	34%	44%	56%	79%	71%	62%
MCDONALD AHC-FT. EUSTIS								
2009	204.4	51%	40%	43%	36%	69%	57%	44%
2008	354.8	47%	*	35%	44%	58%	51%	44%
MICHIGAN								
2009	624.8	62%	37%	47%	52%	77%	65%	57%
2008	640	57%	39%	37%	49%	74%	60%	51%
MILLS TROOP CLINIC-FT. DIX								
2009	23.6	54%	22%	*	*	*	66%	47%
2008	15.4	65%	*	*	*	*	68%	*
MONROE AHC-FT. MONROE								
2009	1.6	*	--	*	*	--	*	*
2008	5.8	*	--	*	*	*	*	*

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NAVAL HLTH CLINIC NEW ENGLAND								
2009	135.6	67%	33%	41%	50%	78%	68%	66%
2008	227.8	58%	33%	46%	49%	68%	62%	54%
NBHC ANDREWS AFB								
2009	25.6	50%	*	*	*	68%	48%	56%
2008	21.2	72%	--	*	*	77%	73%	71%
NBHC CHESAPEAKE								
2009	85.8	55%	19%	35%	45%	79%	58%	51%
2008	121.8	50%	*	37%	53%	69%	46%	58%
NBHC DAHLGREN								
2009	38.4	48%	*	44%	41%	*	48%	*
2008	39.2	39%	--	35%	29%	51%	42%	*
NBHC GROTON								
2009	161	58%	36%	34%	53%	78%	59%	58%
2008	249.2	49%	34%	37%	43%	66%	52%	48%
NBHC INDIAN HEAD								
2009	7.8	*	*	*	--	*	*	*
2008	11.6	48%	*	*	*	*	*	*
NBHC LITTLE CREEK								
2009	224.6	56%	57%	44%	47%	72%	59%	53%
2008	387.8	53%	*	41%	47%	65%	56%	48%
NBHC NAS BRUNSWICK								
2009	97.2	66%	46%	50%	62%	81%	71%	60%
2008	109	58%	28%	49%	53%	72%	67%	47%
NBHC NAVSTA SEWELLS								
2009	42.8	69%	*	61%	*	74%	74%	65%
2008	101.2	54%	*	40%	55%	67%	54%	54%
NBHC NSY NORFOLK								
2009	13.8	48%	--	*	*	*	48%	--
2008	22.2	42%	--	*	*	*	41%	*
NBHC OCEANA								
2009	172.8	54%	29%	38%	51%	67%	48%	59%
2008	313.4	49%	*	30%	43%	69%	52%	46%
NBHC PORTSMOUTH								
2009	84.6	67%	33%	49%	48%	78%	64%	71%
2008	102.4	58%	39%	28%	49%	75%	64%	51%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NBHC SARATOGA SPRINGS								
2009	117.6	55%	30%	42%	62%	64%	64%	46%
2008	152	59%	25%	40%	63%	84%	61%	57%
NBHC WASHINGTON NAVY YARD								
2009	11.2	51%	--	*	*	*	*	*
2008	13.4	57%	--	--	*	48%	*	*
NBHC YORKTOWN								
2009	29.2	57%	--	*	58%	*	59%	*
2008	52.2	47%	--	23%	41%	70%	48%	47%
NEW HAMPSHIRE								
2009	52.8	73%	*	*	63%	80%	72%	75%
2008	70.4	73%	*	*	49%	85%	81%	55%
NEW JERSEY								
2009	53.6	70%	33%	65%	*	78%	66%	78%
2008	73.2	66%	*	55%	75%	74%	63%	69%
NEW YORK								
2009	497.4	62%	36%	42%	46%	75%	63%	62%
2008	595.8	57%	33%	39%	48%	76%	61%	52%
NH CAMP LEJEUNE								
2009	231.8	44%	28%	38%	41%	*	39%	48%
2008	288.6	49%	37%	42%	47%	65%	51%	46%
NHC ANNAPOLIS								
2009	63	64%	22%	39%	58%	77%	60%	66%
2008	96.8	69%	*	54%	45%	77%	76%	56%
NHC CHERRY POINT								
2009	154	58%	19%	35%	56%	73%	62%	53%
2008	229	51%	24%	28%	49%	70%	61%	44%
NHC GREAT LAKES								
2009	170.6	62%	49%	42%	68%	68%	59%	66%
2008	261.6	56%	26%	38%	43%	75%	62%	47%
NHC PATUXENT RIVER								
2009	69.2	49%	33%	47%	37%	*	50%	48%
2008	119.4	51%	*	37%	45%	71%	55%	48%
NHC QUANTICO								
2009	162.8	48%	26%	32%	46%	66%	48%	47%
2008	236	46%	*	32%	37%	72%	49%	42%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NMC PORTSMOUTH								
2009	217.2	57%	35%	49%	53%	71%	61%	53%
2008	356.6	54%	23%	43%	47%	76%	55%	52%
NNMC BETHESDA								
2009	50.8	56%	*	*	53%	60%	59%	52%
2008	105.4	56%	*	42%	42%	67%	54%	57%
NORTH CAROLINA								
2009	1022.4	64%	38%	47%	55%	75%	67%	61%
2008	1573.6	60%	35%	39%	53%	74%	65%	53%
NORTHEAST WEST VIRGINIA								
2009	5.6	*	*	--	*	*	*	*
2008	5.6	*	--	--	*	*	*	*
NORTHERN VIRGINIA								
2009	46.2	61%	*	22%	44%	79%	59%	64%
2008	96.8	61%	*	31%	59%	72%	61%	60%
OHC EDGEWOOD ARS								
2009	71	64%	32%	38%	*	75%	68%	59%
2008	87.6	61%	32%	37%	53%	76%	71%	50%
OHIO								
2009	686.4	63%	50%	50%	54%	74%	61%	64%
2008	966.8	63%	50%	45%	57%	75%	65%	58%
PATTERSON AHC-FT. MONMOUTH								
2009	24	69%	34%	*	*	*	73%	58%
2008	37.2	72%	*	*	*	76%	65%	81%
PENNSYLVANIA								
2009	619.2	68%	42%	49%	55%	79%	69%	67%
2008	889.2	65%	40%	46%	52%	79%	64%	66%
ROCK ISLAND ARSENAL AHC								
2009	50.2	62%	36%	40%	64%	66%	64%	60%
2008	73.6	56%	*	29%	52%	77%	58%	52%
SELFRIDGE AHC-SELFRIDGE ANGB								
2009	--	--	--	--	--	--	--	--
2008	216.2	56%	38%	48%	52%	70%	59%	50%
SOUTHERN VIRGINIA								
2009	276.2	67%	36%	51%	51%	77%	67%	66%
2008	449.2	62%	32%	48%	50%	72%	63%	59%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
TMC CONTRACT SPARTA-FT. MCCOY								
2009	79.2	63%	31%	60%	59%	84%	66%	56%
2008	78	58%	32%	53%	53%	78%	62%	54%
TRICARE OUTPATIENT CHESAPEAKE								
2009	164.6	55%	37%	46%	51%	70%	59%	50%
2008	281.6	51%	*	43%	49%	70%	51%	51%
TRICARE OUTPATIENT CL VA BEACH								
2009	72.4	52%	*	43%	48%	*	55%	46%
2008	86	46%	*	44%	48%	*	46%	47%
VERMONT								
2009	101.4	71%	57%	43%	61%	84%	69%	74%
2008	131	62%	35%	57%	54%	72%	63%	57%
WALTER REED AMC-WASHINGTON DC								
2009	29	67%	*	*	*	75%	*	67%
2008	57.4	63%	*	*	*	67%	65%	60%
WESTERN WEST VIRGINIA								
2009	255.4	71%	42%	57%	63%	77%	72%	69%
2008	350	62%	56%	44%	59%	71%	66%	52%
WISCONSIN								
2009	454.8	69%	44%	50%	56%	83%	70%	66%
2008	603.8	60%	38%	46%	55%	72%	58%	65%
WOMACK AMC-FT. BRAGG								
2009	226	60%	33%	37%	64%	75%	62%	57%
2008	308.6	53%	40%	33%	54%	67%	57%	50%

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

Domain: Feelings About MHS and TRICARE
Q32 - Overall rating of health care

	Responses	Total	Percent Top 2 Box					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark¹	--	53%	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	44%	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	58%	--	--	--	--	--	--
MHS Wide								
2009	97372	50%	27%	38%	51%	72%	52%	48%
2008	120459	46%	24%	34%	47%	70%	48%	43%
Overall - Direct Care								
2009	42539	33%	26%	31%	47%	69%	33%	32%
2008	40303	30%	24%	28%	44%	68%	30%	31%
Direct Care - CONUS²								
2009	38156	33%	26%	31%	47%	70%	34%	32%
2008	36572	30%	23%	28%	44%	68%	30%	31%
Direct Care - OCONUS								
2009	4383	31%	27%	30%	42%	63%	31%	32%
2008	3731	30%	26%	30%	45%	61%	30%	30%
Overall - Purchased Care								
2009	54833	60%	32%	45%	53%	72%	63%	57%
2008	80156	56%	27%	39%	48%	70%	60%	51%
Purchased Care - North Region³								
2009	16443	59%	31%	43%	52%	72%	63%	55%
2008	24438	54%	28%	38%	46%	70%	58%	48%
Purchased Care - South Region³								
2009	22226	61%	32%	45%	53%	72%	64%	58%
2008	31934	57%	27%	40%	49%	70%	61%	52%
Purchased Care - West Region³								
2009	15494	59%	33%	46%	52%	72%	62%	56%
2008	22534	56%	27%	40%	48%	70%	61%	51%
Purchased Care - U.S. Family Health Plan								
2009	669	72%	*	47%	65%	81%	73%	70%
2008	1249	69%	--	44%	61%	79%	69%	70%

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
1st MED GRP-LANGLEY								
2009	133	52%	21%	37%	41%	73%	60%	45%
2008	242	48%	*	35%	44%	61%	49%	47%
4th MED GRP-SEYMOUR JOHNSON								
2009	161	54%	15%	39%	52%	66%	59%	48%
2008	242	46%	7%	24%	39%	69%	51%	43%
43RD MEDICAL GROUP-POPE								
2009	243	51%	20%	44%	50%	60%	47%	55%
2008	568	46%	21%	29%	43%	70%	46%	46%
66th MED GRP-HANSCOM								
2009	253	66%	26%	34%	57%	85%	72%	58%
2008	373	64%	25%	27%	55%	80%	69%	58%
87th MED GRP-MCGUIRE								
2009	155	61%	28%	40%	53%	83%	71%	52%
2008	206	55%	17%	35%	54%	73%	68%	44%
88th MED GRP-WRIGHT-PATTERSON								
2009	211	54%	30%	45%	47%	63%	59%	48%
2008	355	51%	22%	31%	36%	65%	49%	53%
375th MED GRP-SCOTT								
2009	394	63%	28%	46%	62%	77%	68%	58%
2008	586	49%	20%	34%	42%	67%	56%	41%
436th MED GRP-DOVER								
2009	159	44%	16%	13%	40%	58%	54%	39%
2008	191	48%	14%	17%	44%	70%	71%	38%
579TH MED GROUP-BOLLING								
2009	2	*	--	--	--	*	*	*
2008	7	*	--	--	*	*	*	*
779th MED GRP-ANDREWS								
2009	5	*	--	*	*	*	--	*
2008	8	*	--	*	*	*	*	*
AINSWORTH US ARMY OCCU HLTH CL								
2009	191	64%	18%	46%	64%	84%	72%	55%
2008	292	50%	29%	43%	25%	65%	55%	41%
ANDREW RADER AHC-FT. MYER								
2009	48	56%	23%	21%	46%	73%	68%	44%
2008	83	46%	*	20%	32%	63%	59%	34%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
BARQUIST ARMY HEALTH CLINIC								
2009	126	62%	41%	59%	59%	67%	59%	66%
2008	175	51%	60%	42%	44%	61%	52%	49%
BLANCHFIELD ACH-FT. CAMPBELL								
2009	198	52%	22%	38%	60%	55%	59%	39%
2008	308	41%	5%	29%	40%	66%	48%	33%
BMC CAMP GEIGER MCB								
2009	19	28%	*	21%	*	--	32%	*
2008	6	*	*	*	--	--	*	*
BMC COLTS NECK EARLE								
2009	28	72%	*	*	*	89%	84%	58%
2008	72	49%	*	39%	63%	50%	37%	55%
BMC LAKEHURST								
2009	46	78%	34%	*	*	88%	79%	76%
2008	79	67%	*	18%	63%	83%	72%	62%
BMC MCAS NEW RIVER								
2009	48	25%	*	25%	*	*	30%	0%
2008	43	34%	*	36%	*	*	43%	13%
BMC MECHANICSBURG								
2009	207	59%	36%	43%	47%	73%	63%	51%
2008	292	57%	39%	45%	49%	70%	66%	45%
BMC SUGAR GROVE								
2009	40	67%	*	*	*	71%	72%	53%
2008	88	50%	*	39%	24%	69%	44%	58%
BMC WILLOW GROVE								
2009	373	65%	25%	47%	48%	79%	72%	56%
2008	611	62%	36%	38%	55%	74%	65%	57%
CAMP ATTERBURY OUTPATIENT CLIN								
2009	283	61%	42%	43%	62%	73%	56%	70%
2008	357	56%	28%	56%	57%	65%	57%	55%
CONNECTICUT								
2009	86	64%	16%	17%	49%	80%	66%	59%
2008	142	49%	6%	33%	29%	66%	53%	41%
DELAWARE								
2009	3	*	--	--	--	*	*	--
2008	4	*	--	--	*	*	*	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
DEWITT ACH-FT. BELVOIR								
2009	119	45%	7%	25%	33%	65%	36%	56%
2008	158	53%	*	33%	38%	69%	56%	51%
DILORENZO TRICARE HEALTH CLIN								
2009	51	59%	*	49%	45%	81%	77%	53%
2008	94	55%	*	15%	45%	66%	61%	52%
DILORENZO TRICARE HLTH CLN ARL								
2009	1	*	--	--	--	*	*	--
2008	3	*	*	--	--	*	*	*
DUNHAM AHC-CARLISLE BARRACKS								
2009	83	74%	59%	34%	74%	82%	77%	72%
2008	111	56%	53%	41%	32%	69%	70%	40%
EASTERN MISSOURI-ST LOUIS AREA								
2009	69	77%	55%	77%	70%	85%	70%	90%
2008	70	57%	36%	43%	41%	79%	65%	47%
FAMILY HEALTH CENTER FAIRFAX								
2009	246	55%	28%	36%	42%	71%	66%	45%
2008	521	48%	*	36%	35%	62%	53%	44%
FAMILY HEALTH CENTER WOODBRIDG								
2009	81	56%	25%	36%	46%	73%	68%	46%
2008	133	47%	*	27%	46%	61%	50%	45%
GUTHRIE AHC-FT. DRUM								
2009	102	48%	35%	40%	67%	*	57%	38%
2008	145	42%	20%	35%	60%	65%	61%	32%
ILLINOIS								
2009	375	66%	29%	38%	55%	80%	68%	62%
2008	518	54%	26%	31%	51%	69%	60%	42%
INDIANA								
2009	484	65%	33%	49%	56%	77%	67%	62%
2008	638	57%	39%	47%	47%	71%	60%	51%
IOWA-QUAD CITIES AREA								
2009	1	*	--	*	--	--	--	*
2008	4	*	--	--	*	*	*	*
IRELAND ACH-FT. KNOX								
2009	316	58%	39%	29%	50%	74%	61%	54%
2008	507	58%	26%	46%	46%	72%	65%	49%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
KELLER ACH-WEST POINT								
2009	79	57%	23%	30%	46%	69%	66%	45%
2008	142	53%	32%	24%	38%	65%	51%	55%
KENNER AHC-FT. LEE								
2009	212	61%	19%	42%	51%	71%	60%	61%
2008	374	57%	29%	32%	52%	70%	67%	50%
KENTUCKY								
2009	416	68%	39%	49%	64%	75%	68%	68%
2008	602	60%	50%	58%	49%	70%	61%	58%
KIMBROUGH AMB CAR CEN-FT MEADE								
2009	97	49%	22%	37%	26%	70%	48%	51%
2008	197	47%	*	34%	36%	65%	54%	41%
KIRK AHC-ABERDEEN PRVNG GD								
2009	86	54%	19%	33%	49%	75%	63%	44%
2008	111	63%	40%	38%	59%	72%	64%	61%
MAINE								
2009	130	52%	46%	37%	62%	51%	56%	42%
2008	185	60%	24%	58%	52%	70%	61%	60%
MARYLAND								
2009	56	69%	*	44%	57%	84%	64%	73%
2008	93	57%	*	53%	52%	59%	55%	61%
MASSACHUSETTS								
2009	136	62%	22%	53%	60%	70%	65%	56%
2008	233	69%	39%	49%	55%	80%	74%	61%
MCDONALD AHC-FT. EUSTIS								
2009	250	48%	37%	33%	34%	67%	55%	40%
2008	426	46%	*	33%	45%	57%	53%	39%
MICHIGAN								
2009	776	61%	35%	48%	49%	75%	65%	53%
2008	773	53%	28%	34%	43%	74%	55%	50%
MILLS TROOP CLINIC-FT. DIX								
2009	31	37%	16%	*	*	*	72%	13%
2008	19	64%	*	*	*	*	66%	*
MONROE AHC-FT. MONROE								
2009	2	*	--	*	*	--	*	*
2008	7	*	--	*	*	*	*	*

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NAVAL HLTH CLINIC NEW ENGLAND								
2009	167	67%	23%	47%	52%	76%	69%	64%
2008	274	53%	15%	46%	44%	63%	59%	44%
NBHC ANDREWS AFB								
2009	31	42%	*	*	*	52%	46%	36%
2008	25	78%	--	*	*	82%	86%	70%
NBHC CHESAPEAKE								
2009	104	55%	24%	31%	55%	75%	61%	43%
2008	149	46%	*	38%	44%	74%	45%	50%
NBHC DAHLGREN								
2009	46	43%	*	58%	25%	*	45%	*
2008	45	37%	--	26%	27%	60%	39%	*
NBHC GROTON								
2009	197	54%	27%	33%	57%	73%	62%	48%
2008	305	47%	25%	30%	37%	69%	57%	38%
NBHC INDIAN HEAD								
2009	10	42%	*	*	--	*	*	*
2008	13	40%	*	*	*	*	*	29%
NBHC LITTLE CREEK								
2009	270	53%	42%	48%	41%	68%	55%	51%
2008	460	52%	*	37%	47%	70%	54%	50%
NBHC NAS BRUNSWICK								
2009	123	62%	42%	45%	65%	78%	69%	55%
2008	132	54%	25%	50%	41%	72%	61%	44%
NBHC NAVSTA SEWELLS								
2009	52	75%	*	65%	*	86%	86%	67%
2008	119	58%	*	53%	52%	68%	66%	52%
NBHC NSY NORFOLK								
2009	15	62%	--	39%	*	*	62%	--
2008	28	32%	--	*	21%	*	31%	*
NBHC OCEANA								
2009	213	52%	28%	34%	49%	66%	42%	61%
2008	379	50%	38%	28%	43%	75%	55%	46%
NBHC PORTSMOUTH								
2009	106	64%	27%	51%	51%	75%	60%	70%
2008	124	61%	19%	29%	43%	83%	69%	51%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NBHC SARATOGA SPRINGS								
2009	146	54%	24%	50%	61%	64%	66%	41%
2008	184	50%	20%	35%	37%	87%	55%	43%
NBHC WASHINGTON NAVY YARD								
2009	14	36%	--	*	*	*	*	*
2008	17	44%	--	--	*	33%	*	*
NBHC YORKTOWN								
2009	35	61%	--	58%	79%	50%	65%	*
2008	61	53%	--	26%	52%	66%	53%	54%
NEW HAMPSHIRE								
2009	67	70%	*	*	57%	77%	68%	73%
2008	85	77%	*	*	67%	88%	83%	63%
NEW JERSEY								
2009	64	68%	28%	59%	*	79%	62%	79%
2008	89	58%	*	39%	84%	63%	58%	58%
NEW YORK								
2009	632	62%	31%	46%	47%	74%	66%	56%
2008	723	55%	28%	39%	44%	75%	62%	44%
NH CAMP LEJEUNE								
2009	282	39%	20%	36%	32%	90%	36%	42%
2008	352	39%	29%	36%	41%	53%	44%	30%
NHC ANNAPOLIS								
2009	75	60%	13%	57%	73%	61%	48%	70%
2008	116	66%	*	51%	39%	75%	76%	51%
NHC CHERRY POINT								
2009	189	56%	13%	40%	55%	70%	65%	46%
2008	272	52%	8%	29%	53%	78%	68%	42%
NHC GREAT LAKES								
2009	212	59%	38%	42%	56%	68%	59%	60%
2008	321	51%	16%	37%	35%	69%	55%	47%
NHC PATUXENT RIVER								
2009	81	41%	26%	40%	29%	*	41%	41%
2008	144	42%	*	32%	34%	72%	48%	37%
NHC QUANTICO								
2009	202	45%	23%	30%	39%	71%	48%	41%
2008	290	41%	6%	27%	33%	67%	45%	34%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NMC PORTSMOUTH								
2009	264	55%	29%	48%	56%	63%	63%	49%
2008	432	53%	8%	43%	42%	79%	55%	51%
NNMC BETHESDA								
2009	64	48%	16%	64%	42%	50%	54%	44%
2008	123	55%	*	37%	50%	61%	56%	54%
NORTH CAROLINA								
2009	1251	60%	30%	45%	52%	70%	65%	55%
2008	1903	57%	31%	37%	52%	70%	64%	49%
NORTHEAST WEST VIRGINIA								
2009	7	*	*	--	*	*	*	*
2008	6	*	--	--	*	*	*	*
NORTHERN VIRGINIA								
2009	54	58%	*	20%	44%	76%	54%	69%
2008	115	52%	*	17%	52%	63%	59%	39%
OHC EDGEWOOD ARS								
2009	85	64%	28%	27%	57%	79%	70%	57%
2008	105	59%	25%	39%	36%	83%	69%	46%
OHIO								
2009	851	61%	42%	55%	54%	71%	61%	63%
2008	1172	62%	56%	50%	54%	73%	64%	57%
PATTERSON AHC-FT. MONMOUTH								
2009	30	66%	35%	*	*	*	71%	62%
2008	46	71%	*	*	*	78%	68%	74%
PENNSYLVANIA								
2009	760	66%	41%	52%	53%	75%	67%	65%
2008	1083	63%	40%	45%	56%	75%	63%	62%
ROCK ISLAND ARSENAL AHC								
2009	63	66%	17%	49%	57%	88%	69%	62%
2008	89	54%	31%	40%	44%	84%	59%	46%
SELFRIDGE AHC-SELFRIDGE ANGB								
2009	--	--	--	--	--	--	--	--
2008	264	55%	34%	45%	52%	71%	61%	42%
SOUTHERN VIRGINIA								
2009	343	61%	37%	56%	50%	68%	58%	67%
2008	541	58%	25%	54%	44%	66%	59%	55%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
TMC CONTRACT SPARTA-FT. MCCOY								
2009	99	54%	26%	48%	62%	66%	60%	40%
2008	98	52%	41%	60%	45%	56%	55%	47%
TRICARE OUTPATIENT CHESAPEAKE								
2009	202	53%	18%	45%	51%	65%	65%	39%
2008	340	51%	33%	44%	51%	65%	54%	47%
TRICARE OUTPATIENT CL VA BEACH								
2009	88	58%	*	44%	56%	91%	63%	45%
2008	102	54%	*	53%	53%	*	57%	44%
VERMONT								
2009	127	65%	49%	57%	41%	78%	64%	67%
2008	159	63%	47%	59%	65%	67%	65%	56%
WALTER REED AMC-WASHINGTON DC								
2009	35	61%	*	*	*	71%	83%	53%
2008	69	48%	*	21%	70%	47%	41%	52%
WESTERN WEST VIRGINIA								
2009	316	69%	40%	61%	65%	73%	69%	67%
2008	428	58%	34%	44%	59%	67%	62%	48%
WISCONSIN								
2009	575	69%	44%	60%	59%	78%	70%	65%
2008	749	57%	26%	45%	54%	70%	54%	62%
WOMACK AMC-FT. BRAGG								
2009	271	58%	27%	36%	61%	74%	66%	48%
2008	364	47%	31%	30%	51%	63%	56%	38%

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

Domain: Feelings About MHS and TRICARE
 Q32 - Overall rating of health care

	Responses	Total	Percent Top 3 Box						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care	
2009 MHS Wide Civilian Benchmark¹	--	75%	--	--	--	--	--	--	
2009 Direct Care Civilian Benchmark	--	67%	--	--	--	--	--	--	
2009 Purchased Care Civilian Benchmark	--	79%	--	--	--	--	--	--	
MHS Wide									
2009	97372	70%	48%	60%	74%	88%	72%	68%	
2008	120459	66%	46%	55%	70%	87%	68%	64%	
Overall - Direct Care									
2009	42539	54%	48%	53%	70%	87%	55%	54%	
2008	40303	52%	45%	50%	67%	85%	52%	52%	
Direct Care - CONUS²									
2009	38156	55%	48%	53%	70%	87%	55%	54%	
2008	36572	52%	45%	49%	67%	85%	52%	52%	
Direct Care - OCONUS									
2009	4383	53%	48%	53%	65%	81%	54%	53%	
2008	3731	53%	49%	54%	67%	82%	54%	52%	
Overall - Purchased Care									
2009	54833	79%	54%	66%	75%	89%	82%	76%	
2008	80156	75%	48%	61%	71%	87%	79%	71%	
Purchased Care - North Region³									
2009	16443	79%	55%	65%	74%	88%	81%	75%	
2008	24438	74%	50%	60%	69%	87%	78%	69%	
Purchased Care - South Region³									
2009	22226	80%	53%	66%	75%	88%	82%	77%	
2008	31934	76%	48%	61%	71%	87%	79%	72%	
Purchased Care - West Region³									
2009	15494	79%	55%	67%	74%	89%	82%	76%	
2008	22534	76%	48%	61%	71%	87%	79%	72%	
Purchased Care - U.S. Family Health Plan									
2009	669	87%	*	69%	87%	91%	88%	86%	
2008	1249	84%	--	66%	79%	91%	84%	84%	

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
1st MED GRP-LANGLEY								
2009	133	77%	43%	66%	72%	91%	88%	68%
2008	242	69%	*	55%	65%	83%	73%	65%
4th MED GRP-SEYMOUR JOHNSON								
2009	161	75%	42%	64%	69%	88%	78%	72%
2008	242	65%	26%	43%	61%	85%	71%	60%
43RD MEDICAL GROUP-POPE								
2009	243	73%	53%	68%	68%	81%	73%	72%
2008	568	68%	46%	53%	68%	86%	71%	65%
66th MED GRP-HANSCOM								
2009	253	84%	52%	58%	79%	99%	89%	78%
2008	373	78%	32%	50%	68%	93%	85%	70%
87th MED GRP-MCGUIRE								
2009	155	74%	45%	56%	64%	94%	83%	65%
2008	206	72%	27%	60%	77%	87%	82%	64%
88th MED GRP-WRIGHT-PATTERSON								
2009	211	71%	62%	69%	67%	75%	77%	64%
2008	355	74%	40%	47%	70%	84%	72%	75%
375th MED GRP-SCOTT								
2009	394	79%	57%	66%	76%	91%	81%	76%
2008	586	67%	40%	55%	59%	85%	74%	60%
436th MED GRP-DOVER								
2009	159	63%	30%	29%	62%	77%	75%	58%
2008	191	69%	28%	45%	63%	91%	84%	62%
579TH MED GROUP-BOLLING								
2009	2	*	--	--	--	*	*	*
2008	7	*	--	--	*	*	*	*
779th MED GRP-ANDREWS								
2009	5	*	--	*	*	*	--	*
2008	8	*	--	*	*	*	*	*
AINSWORTH US ARMY OCCU HLTH CL								
2009	191	81%	46%	71%	77%	96%	84%	78%
2008	292	71%	46%	55%	44%	92%	78%	60%
ANDREW RADER AHC-FT. MYER								
2009	48	73%	59%	55%	64%	85%	88%	59%
2008	83	68%	*	42%	57%	84%	77%	61%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
BARQUIST ARMY HEALTH CLINIC								
2009	126	85%	62%	79%	85%	89%	83%	89%
2008	175	73%	76%	68%	61%	87%	76%	68%
BLANCHFIELD ACH-FT. CAMPBELL								
2009	198	76%	35%	51%	83%	89%	85%	60%
2008	308	59%	22%	48%	57%	84%	64%	54%
BMC CAMP GEIGER MCB								
2009	19	60%	*	59%	*	--	59%	*
2008	6	*	*	*	--	--	*	*
BMC COLTS NECK EARLE								
2009	28	89%	*	*	*	100%	100%	75%
2008	72	76%	*	63%	86%	82%	75%	77%
BMC LAKEHURST								
2009	46	85%	50%	*	*	95%	86%	83%
2008	79	77%	*	39%	75%	92%	85%	70%
BMC MCAS NEW RIVER								
2009	48	53%	*	40%	*	*	62%	11%
2008	43	49%	*	51%	*	*	58%	28%
BMC MECHANICSBURG								
2009	207	80%	58%	67%	74%	90%	86%	71%
2008	292	80%	71%	59%	82%	88%	83%	75%
BMC SUGAR GROVE								
2009	40	94%	*	*	*	100%	98%	83%
2008	88	68%	*	60%	62%	77%	57%	82%
BMC WILLOW GROVE								
2009	373	81%	53%	66%	69%	90%	84%	76%
2008	611	79%	56%	53%	77%	90%	83%	75%
CAMP ATTERBURY OUTPATIENT CLIN								
2009	283	78%	67%	67%	77%	85%	75%	83%
2008	357	78%	60%	74%	80%	85%	82%	73%
CONNECTICUT								
2009	86	79%	44%	40%	67%	91%	83%	68%
2008	142	71%	20%	50%	57%	88%	77%	60%
DELAWARE								
2009	3	*	--	--	--	*	*	--
2008	4	*	--	--	*	*	*	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
DEWITT ACH-FT. BELVOIR								
2009	119	68%	24%	45%	63%	85%	62%	75%
2008	158	78%	*	53%	70%	92%	84%	74%
DILORENZO TRICARE HEALTH CLIN								
2009	51	74%	*	71%	62%	90%	82%	71%
2008	94	75%	*	28%	83%	76%	85%	71%
DILORENZO TRICARE HLTH CLN ARL								
2009	1	*	--	--	--	*	*	--
2008	3	*	*	--	--	*	*	*
DUNHAM AHC-CARLISLE BARRACKS								
2009	83	95%	79%	79%	100%	97%	95%	95%
2008	111	83%	79%	69%	71%	91%	90%	75%
EASTERN MISSOURI-ST LOUIS AREA								
2009	69	92%	62%	82%	90%	100%	90%	97%
2008	70	85%	47%	83%	75%	98%	85%	84%
FAMILY HEALTH CENTER FAIRFAX								
2009	246	77%	43%	58%	73%	88%	81%	72%
2008	521	71%	*	59%	64%	80%	75%	68%
FAMILY HEALTH CENTER WOODBRIDG								
2009	81	70%	40%	50%	70%	81%	79%	63%
2008	133	73%	*	61%	65%	98%	71%	74%
GUTHRIE AHC-FT. DRUM								
2009	102	63%	40%	54%	78%	*	71%	53%
2008	145	61%	43%	59%	67%	80%	76%	53%
ILLINOIS								
2009	375	80%	53%	57%	78%	89%	81%	80%
2008	518	73%	51%	57%	69%	85%	75%	69%
INDIANA								
2009	484	83%	63%	74%	79%	89%	83%	82%
2008	638	75%	69%	65%	66%	85%	78%	69%
IOWA-QUAD CITIES AREA								
2009	1	*	--	*	--	--	--	*
2008	4	*	--	--	*	*	*	*
IRELAND ACH-FT. KNOX								
2009	316	80%	52%	53%	79%	94%	84%	77%
2008	507	74%	34%	70%	70%	83%	78%	70%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
KELLER ACH-WEST POINT								
2009	79	78%	46%	43%	82%	88%	87%	66%
2008	142	78%	47%	43%	58%	94%	86%	72%
KENNER AHC-FT. LEE								
2009	212	80%	56%	60%	75%	87%	79%	80%
2008	374	76%	43%	47%	75%	86%	84%	69%
KENTUCKY								
2009	416	87%	68%	71%	88%	90%	87%	86%
2008	602	78%	80%	75%	72%	83%	79%	76%
KIMBROUGH AMB CAR CEN-FT MEADE								
2009	97	69%	41%	66%	48%	85%	68%	70%
2008	197	70%	*	58%	62%	90%	76%	66%
KIRK AHC-ABERDEEN PRVNG GD								
2009	86	71%	40%	47%	76%	87%	72%	70%
2008	111	75%	48%	38%	63%	90%	75%	74%
MAINE								
2009	130	79%	60%	71%	82%	81%	78%	81%
2008	185	79%	56%	76%	78%	83%	77%	81%
MARYLAND								
2009	56	83%	*	53%	90%	96%	77%	89%
2008	93	80%	*	61%	71%	86%	76%	86%
MASSACHUSETTS								
2009	136	79%	50%	61%	71%	90%	78%	80%
2008	233	88%	56%	84%	88%	93%	93%	81%
MCDONALD AHC-FT. EUSTIS								
2009	250	75%	68%	67%	57%	94%	82%	67%
2008	426	72%	*	65%	68%	83%	73%	71%
MICHIGAN								
2009	776	80%	59%	69%	78%	87%	82%	75%
2008	773	75%	55%	56%	71%	90%	76%	73%
MILLS TROOP CLINIC-FT. DIX								
2009	31	53%	43%	*	*	*	86%	31%
2008	19	77%	*	*	*	*	80%	*
MONROE AHC-FT. MONROE								
2009	2	*	--	*	*	--	*	*
2008	7	*	--	*	*	*	*	*

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NAVAL HLTH CLINIC NEW ENGLAND								
2009	167	83%	51%	54%	74%	90%	86%	75%
2008	274	75%	28%	65%	72%	85%	80%	69%
NBHC ANDREWS AFB								
2009	31	58%	*	*	*	67%	60%	55%
2008	25	91%	--	*	*	94%	94%	88%
NBHC CHESAPEAKE								
2009	104	74%	66%	61%	71%	84%	78%	65%
2008	149	70%	*	58%	73%	86%	68%	72%
NBHC DAHLGREN								
2009	46	80%	*	81%	74%	*	81%	*
2008	45	69%	--	59%	67%	85%	69%	*
NBHC GROTON								
2009	197	79%	51%	65%	81%	93%	85%	73%
2008	305	68%	41%	51%	69%	85%	79%	58%
NBHC INDIAN HEAD								
2009	10	80%	*	*	--	*	*	*
2008	13	86%	*	*	*	*	*	79%
NBHC LITTLE CREEK								
2009	270	75%	57%	64%	70%	87%	81%	68%
2008	460	70%	*	60%	71%	79%	70%	71%
NBHC NAS BRUNSWICK								
2009	123	84%	60%	76%	94%	91%	83%	84%
2008	132	72%	36%	77%	72%	82%	79%	63%
NBHC NAVSTA SEWELLS								
2009	52	81%	*	80%	*	86%	89%	75%
2008	119	80%	*	71%	76%	91%	84%	76%
NBHC NSY NORFOLK								
2009	15	71%	--	60%	*	*	71%	--
2008	28	61%	--	*	68%	*	61%	*
NBHC OCEANA								
2009	213	73%	49%	59%	72%	84%	73%	74%
2008	379	65%	38%	52%	61%	82%	68%	63%
NBHC PORTSMOUTH								
2009	106	85%	51%	76%	71%	95%	83%	88%
2008	124	74%	19%	41%	79%	92%	86%	62%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NBHC SARATOGA SPRINGS								
2009	146	73%	53%	72%	78%	78%	82%	63%
2008	184	74%	54%	70%	72%	89%	76%	71%
NBHC WASHINGTON NAVY YARD								
2009	14	47%	--	*	*	*	*	*
2008	17	94%	--	--	*	95%	*	*
NBHC YORKTOWN								
2009	35	81%	--	76%	90%	78%	79%	*
2008	61	74%	--	41%	73%	90%	83%	56%
NEW HAMPSHIRE								
2009	67	83%	*	*	57%	95%	81%	88%
2008	85	91%	*	*	84%	100%	92%	89%
NEW JERSEY								
2009	64	85%	63%	83%	*	89%	79%	94%
2008	89	80%	*	65%	100%	86%	75%	88%
NEW YORK								
2009	632	79%	64%	68%	62%	89%	81%	75%
2008	723	76%	58%	63%	74%	87%	81%	69%
NH CAMP LEJEUNE								
2009	282	61%	39%	59%	61%	100%	62%	60%
2008	352	62%	48%	59%	59%	79%	68%	51%
NHC ANNAPOLIS								
2009	75	90%	48%	73%	91%	97%	92%	89%
2008	116	83%	*	78%	49%	94%	91%	71%
NHC CHERRY POINT								
2009	189	75%	22%	62%	78%	87%	80%	70%
2008	272	68%	23%	54%	69%	85%	76%	63%
NHC GREAT LAKES								
2009	212	80%	58%	57%	74%	91%	83%	76%
2008	321	68%	32%	58%	55%	83%	72%	63%
NHC PATUXENT RIVER								
2009	81	64%	40%	69%	52%	*	63%	65%
2008	144	63%	*	53%	59%	81%	71%	55%
NHC QUANTICO								
2009	202	68%	39%	55%	64%	88%	67%	68%
2008	290	68%	69%	44%	66%	90%	73%	60%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NMC PORTSMOUTH								
2009	264	72%	52%	66%	74%	78%	80%	66%
2008	432	74%	50%	63%	73%	92%	78%	71%
NNMC BETHESDA								
2009	64	83%	36%	81%	81%	86%	89%	78%
2008	123	79%	*	51%	71%	87%	79%	80%
NORTH CAROLINA								
2009	1251	80%	55%	67%	74%	87%	83%	76%
2008	1903	74%	55%	59%	70%	85%	80%	69%
NORTHEAST WEST VIRGINIA								
2009	7	*	*	--	*	*	*	*
2008	6	*	--	--	*	*	*	*
NORTHERN VIRGINIA								
2009	54	84%	*	39%	78%	100%	84%	84%
2008	115	69%	*	43%	68%	78%	79%	53%
OHC EDGEWOOD ARS								
2009	85	78%	43%	51%	76%	89%	82%	74%
2008	105	77%	60%	49%	58%	96%	86%	65%
OHIO								
2009	851	81%	67%	72%	77%	89%	81%	82%
2008	1172	80%	64%	68%	76%	89%	83%	74%
PATTERSON AHC-FT. MONMOUTH								
2009	30	86%	61%	*	*	*	100%	74%
2008	46	87%	*	*	*	92%	86%	88%
PENNSYLVANIA								
2009	760	85%	64%	74%	78%	90%	86%	82%
2008	1083	86%	72%	72%	80%	94%	84%	88%
ROCK ISLAND ARSENAL AHC								
2009	63	79%	47%	74%	77%	88%	78%	80%
2008	89	67%	61%	53%	62%	86%	69%	63%
SELFRIDGE AHC-SELFRIDGE ANGB								
2009	--	--	--	--	--	--	--	--
2008	264	79%	61%	72%	78%	90%	83%	70%
SOUTHERN VIRGINIA								
2009	343	85%	62%	79%	78%	90%	85%	85%
2008	541	79%	60%	70%	71%	85%	81%	75%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
TMC CONTRACT SPARTA-FT. MCCOY								
2009	99	80%	53%	72%	87%	94%	82%	76%
2008	98	75%	75%	73%	61%	88%	83%	65%
TRICARE OUTPATIENT CHESAPEAKE								
2009	202	74%	60%	64%	76%	82%	79%	68%
2008	340	72%	33%	69%	70%	88%	73%	71%
TRICARE OUTPATIENT CL VA BEACH								
2009	88	71%	*	67%	66%	91%	75%	62%
2008	102	71%	*	71%	71%	*	73%	64%
VERMONT								
2009	127	82%	72%	68%	74%	90%	82%	83%
2008	159	81%	63%	88%	77%	85%	81%	78%
WALTER REED AMC-WASHINGTON DC								
2009	35	78%	*	*	*	79%	83%	76%
2008	69	84%	*	37%	88%	92%	86%	83%
WESTERN WEST VIRGINIA								
2009	316	83%	73%	77%	78%	86%	86%	77%
2008	428	83%	49%	72%	76%	96%	85%	77%
WISCONSIN								
2009	575	84%	64%	78%	77%	91%	85%	81%
2008	749	76%	55%	67%	77%	84%	75%	78%
WOMACK AMC-FT. BRAGG								
2009	271	75%	38%	59%	82%	85%	83%	66%
2008	364	67%	45%	56%	72%	77%	74%	60%

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

Domain: Access to Care

Q3A - Saw my provider when needed

	Responses	Total	Percent Agree					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
2009 MHS Wide Civilian Benchmark¹	--	--	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	--	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	--	--	--	--	--	--	--
MHS Wide								
2009	62382	80%	66%	71%	81%	90%	80%	79%
2008	--	--	--	--	--	--	--	--
Overall - Direct Care								
2009	26953	65%	65%	60%	69%	80%	64%	67%
2008	--	--	--	--	--	--	--	--
Direct Care - CONUS²								
2009	24197	65%	64%	60%	69%	80%	63%	67%
2008	--	--	--	--	--	--	--	--
Direct Care - OCONUS								
2009	2756	69%	69%	66%	72%	77%	67%	71%
2008	--	--	--	--	--	--	--	--
Overall - Purchased Care								
2009	35429	86%	75%	80%	83%	91%	88%	84%
2008	--	--	--	--	--	--	--	--
Purchased Care - North Region³								
2009	10638	86%	75%	81%	84%	91%	88%	84%
2008	--	--	--	--	--	--	--	--
Purchased Care - South Region³								
2009	14300	87%	74%	81%	83%	92%	89%	85%
2008	--	--	--	--	--	--	--	--
Purchased Care - West Region³								
2009	10078	85%	75%	79%	82%	90%	87%	83%
2008	--	--	--	--	--	--	--	--
Purchased Care - U.S. Family Health Plan								
2009	412	91%	--	80%	91%	92%	91%	90%
2008	--	--	--	--	--	--	--	--

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
1st MED GRP-LANGLEY								
2009	88	74%	*	72%	70%	79%	72%	77%
2008	--	--	--	--	--	--	--	--
4th MED GRP-SEYMOUR JOHNSON								
2009	109	83%	69%	82%	64%	97%	86%	81%
2008	--	--	--	--	--	--	--	--
43RD MEDICAL GROUP-POPE								
2009	135	88%	78%	81%	96%	86%	88%	87%
2008	--	--	--	--	--	--	--	--
66th MED GRP-HANSCOM								
2009	153	86%	81%	82%	87%	89%	88%	84%
2008	--	--	--	--	--	--	--	--
87th MED GRP-MCGUIRE								
2009	98	83%	55%	86%	83%	87%	89%	77%
2008	--	--	--	--	--	--	--	--
88th MED GRP-WRIGHT-PATTERSON								
2009	147	81%	71%	81%	76%	86%	82%	81%
2008	--	--	--	--	--	--	--	--
375th MED GRP-SCOTT								
2009	270	82%	77%	80%	77%	88%	87%	77%
2008	--	--	--	--	--	--	--	--
436th MED GRP-DOVER								
2009	96	88%	70%	70%	92%	92%	94%	85%
2008	--	--	--	--	--	--	--	--
579TH MED GROUP-BOLLING								
2009	2	*	--	--	--	*	*	*
2008	--	--	--	--	--	--	--	--
779th MED GRP-ANDREWS								
2009	1	*	--	--	--	*	--	*
2008	--	--	--	--	--	--	--	--
AINSWORTH US ARMY OCCU HLTH CL								
2009	123	90%	85%	80%	85%	94%	87%	94%
2008	--	--	--	--	--	--	--	--
ANDREW RADER AHC-FT. MYER								
2009	31	96%	*	*	*	100%	100%	89%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
BARQUIST ARMY HEALTH CLINIC								
2009	75	90%	76%	85%	86%	95%	89%	90%
2008	--	--	--	--	--	--	--	--
BLANCHFIELD ACH-FT. CAMPBELL								
2009	137	80%	78%	73%	80%	84%	90%	61%
2008	--	--	--	--	--	--	--	--
BMC CAMP GEIGER MCB								
2009	14	89%	--	*	*	--	*	*
2008	--	--	--	--	--	--	--	--
BMC COLTS NECK EARLE								
2009	19	79%	*	*	*	*	100%	*
2008	--	--	--	--	--	--	--	--
BMC LAKEHURST								
2009	24	93%	*	*	*	100%	95%	*
2008	--	--	--	--	--	--	--	--
BMC MCAS NEW RIVER								
2009	39	93%	*	88%	*	*	92%	*
2008	--	--	--	--	--	--	--	--
BMC MECHANICSBURG								
2009	137	86%	87%	78%	84%	90%	87%	83%
2008	--	--	--	--	--	--	--	--
BMC SUGAR GROVE								
2009	25	90%	*	*	*	94%	87%	*
2008	--	--	--	--	--	--	--	--
BMC WILLOW GROVE								
2009	246	89%	66%	83%	91%	91%	92%	84%
2008	--	--	--	--	--	--	--	--
CAMP ATTERBURY OUTPATIENT CLIN								
2009	177	89%	75%	89%	85%	95%	89%	89%
2008	--	--	--	--	--	--	--	--
CONNECTICUT								
2009	50	89%	58%	*	*	92%	90%	85%
2008	--	--	--	--	--	--	--	--
DELAWARE								
2009	2	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
DEWITT ACH-FT. BELVOIR								
2009	74	85%	75%	85%	89%	84%	89%	82%
2008	--	--	--	--	--	--	--	--
DILORENZO TRICARE HEALTH CLIN								
2009	33	92%	*	*	91%	*	*	88%
2008	--	--	--	--	--	--	--	--
DILORENZO TRICARE HLTH CLN ARL								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
DUNHAM AHC-CARLISLE BARRACKS								
2009	60	88%	74%	*	89%	95%	94%	77%
2008	--	--	--	--	--	--	--	--
EASTERN MISSOURI-ST LOUIS AREA								
2009	55	96%	88%	*	95%	100%	97%	95%
2008	--	--	--	--	--	--	--	--
FAMILY HEALTH CENTER FAIRFAX								
2009	165	92%	81%	77%	89%	98%	90%	93%
2008	--	--	--	--	--	--	--	--
FAMILY HEALTH CENTER WOODBRIDG								
2009	52	78%	*	66%	95%	72%	78%	79%
2008	--	--	--	--	--	--	--	--
GUTHRIE AHC-FT. DRUM								
2009	68	80%	73%	71%	*	*	90%	66%
2008	--	--	--	--	--	--	--	--
ILLINOIS								
2009	221	89%	77%	83%	83%	93%	89%	89%
2008	--	--	--	--	--	--	--	--
INDIANA								
2009	315	88%	90%	87%	82%	91%	90%	84%
2008	--	--	--	--	--	--	--	--
IOWA-QUAD CITIES AREA								
2009	1	*	--	*	--	--	--	*
2008	--	--	--	--	--	--	--	--
IRELAND ACH-FT. KNOX								
2009	216	82%	76%	70%	76%	89%	83%	81%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
KELLER ACH-WEST POINT								
2009	53	86%	*	64%	*	91%	88%	82%
2008	--	--	--	--	--	--	--	--
KENNER AHC-FT. LEE								
2009	132	88%	81%	93%	79%	91%	94%	81%
2008	--	--	--	--	--	--	--	--
KENTUCKY								
2009	268	89%	78%	89%	89%	90%	93%	83%
2008	--	--	--	--	--	--	--	--
KIMBROUGH AMB CAR CEN-FT MEADE								
2009	65	86%	73%	96%	73%	91%	90%	76%
2008	--	--	--	--	--	--	--	--
KIRK AHC-ABERDEEN PRVNG GD								
2009	52	74%	69%	65%	65%	*	75%	73%
2008	--	--	--	--	--	--	--	--
MAINE								
2009	76	89%	88%	92%	84%	90%	92%	84%
2008	--	--	--	--	--	--	--	--
MARYLAND								
2009	35	92%	*	84%	*	94%	92%	92%
2008	--	--	--	--	--	--	--	--
MASSACHUSETTS								
2009	84	89%	54%	87%	100%	90%	92%	79%
2008	--	--	--	--	--	--	--	--
MCDONALD AHC-FT. EUSTIS								
2009	168	85%	*	78%	82%	91%	85%	85%
2008	--	--	--	--	--	--	--	--
MICHIGAN								
2009	479	86%	74%	81%	79%	93%	89%	79%
2008	--	--	--	--	--	--	--	--
MILLS TROOP CLINIC-FT. DIX								
2009	16	66%	*	*	--	*	*	*
2008	--	--	--	--	--	--	--	--
MONROE AHC-FT. MONROE								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NAVAL HLTH CLINIC NEW ENGLAND								
2009	118	90%	71%	69%	81%	95%	94%	81%
2008	--	--	--	--	--	--	--	--
NBHC ANDREWS AFB								
2009	19	72%	*	*	*	*	73%	*
2008	--	--	--	--	--	--	--	--
NBHC CHESAPEAKE								
2009	63	83%	*	67%	77%	93%	82%	86%
2008	--	--	--	--	--	--	--	--
NBHC DAHLGREN								
2009	34	92%	*	82%	96%	*	94%	*
2008	--	--	--	--	--	--	--	--
NBHC GROTON								
2009	144	90%	81%	81%	90%	97%	92%	88%
2008	--	--	--	--	--	--	--	--
NBHC INDIAN HEAD								
2009	7	*	*	*	--	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC LITTLE CREEK								
2009	187	90%	*	87%	91%	91%	88%	92%
2008	--	--	--	--	--	--	--	--
NBHC NAS BRUNSWICK								
2009	79	91%	90%	89%	94%	92%	98%	84%
2008	--	--	--	--	--	--	--	--
NBHC NAVSTA SEWELLS								
2009	41	89%	*	83%	*	91%	85%	92%
2008	--	--	--	--	--	--	--	--
NBHC NSY NORFOLK								
2009	7	*	--	*	*	*	*	--
2008	--	--	--	--	--	--	--	--
NBHC OCEANA								
2009	146	85%	38%	74%	83%	95%	87%	83%
2008	--	--	--	--	--	--	--	--
NBHC PORTSMOUTH								
2009	74	90%	72%	70%	100%	91%	86%	93%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NBHC SARATOGA SPRINGS								
2009	101	94%	84%	93%	100%	95%	94%	94%
2008	--	--	--	--	--	--	--	--
NBHC WASHINGTON NAVY YARD								
2009	11	75%	--	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC YORKTOWN								
2009	27	83%	--	90%	*	*	87%	*
2008	--	--	--	--	--	--	--	--
NEW HAMPSHIRE								
2009	37	95%	*	*	94%	96%	97%	90%
2008	--	--	--	--	--	--	--	--
NEW JERSEY								
2009	43	91%	75%	100%	*	90%	88%	99%
2008	--	--	--	--	--	--	--	--
NEW YORK								
2009	403	89%	73%	90%	87%	91%	92%	84%
2008	--	--	--	--	--	--	--	--
NH CAMP LEJEUNE								
2009	183	75%	72%	73%	78%	*	73%	78%
2008	--	--	--	--	--	--	--	--
NHC ANNAPOLIS								
2009	61	87%	59%	91%	*	89%	78%	95%
2008	--	--	--	--	--	--	--	--
NHC CHERRY POINT								
2009	125	86%	94%	83%	77%	91%	84%	89%
2008	--	--	--	--	--	--	--	--
NHC GREAT LAKES								
2009	134	91%	84%	78%	83%	97%	91%	92%
2008	--	--	--	--	--	--	--	--
NHC PATUXENT RIVER								
2009	61	82%	*	79%	79%	*	79%	84%
2008	--	--	--	--	--	--	--	--
NHC QUANTICO								
2009	143	76%	73%	81%	65%	87%	69%	86%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NMC PORTSMOUTH								
2009	189	82%	63%	81%	81%	84%	87%	77%
2008	--	--	--	--	--	--	--	--
NNMC BETHESDA								
2009	36	88%	*	*	*	95%	75%	100%
2008	--	--	--	--	--	--	--	--
NORTH CAROLINA								
2009	822	88%	75%	77%	86%	92%	90%	85%
2008	--	--	--	--	--	--	--	--
NORTHEAST WEST VIRGINIA								
2009	2	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
NORTHERN VIRGINIA								
2009	40	75%	*	60%	69%	88%	72%	84%
2008	--	--	--	--	--	--	--	--
OHC EDGEWOOD ARS								
2009	54	81%	53%	*	*	78%	79%	83%
2008	--	--	--	--	--	--	--	--
OHIO								
2009	538	85%	82%	78%	84%	89%	90%	77%
2008	--	--	--	--	--	--	--	--
PATTERSON AHC-FT. MONMOUTH								
2009	21	92%	95%	*	*	*	*	87%
2008	--	--	--	--	--	--	--	--
PENNSYLVANIA								
2009	477	90%	77%	86%	85%	93%	91%	88%
2008	--	--	--	--	--	--	--	--
ROCK ISLAND ARSENAL AHC								
2009	37	86%	79%	*	*	*	92%	79%
2008	--	--	--	--	--	--	--	--
SELFRIDGE AHC-SELFRIDGE ANGB								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
SOUTHERN VIRGINIA								
2009	219	89%	69%	81%	94%	90%	87%	93%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
TMC CONTRACT SPARTA-FT. MCCOY								
2009	59	77%	63%	*	62%	*	78%	71%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT CHESAPEAKE								
2009	143	83%	78%	77%	84%	87%	85%	80%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT CL VA BEACH								
2009	57	78%	*	84%	68%	*	89%	47%
2008	--	--	--	--	--	--	--	--
VERMONT								
2009	79	92%	92%	77%	92%	96%	92%	91%
2008	--	--	--	--	--	--	--	--
WALTER REED AMC-WASHINGTON DC								
2009	27	75%	*	*	*	73%	*	77%
2008	--	--	--	--	--	--	--	--
WESTERN WEST VIRGINIA								
2009	184	87%	87%	85%	91%	86%	88%	86%
2008	--	--	--	--	--	--	--	--
WISCONSIN								
2009	321	87%	83%	79%	81%	91%	89%	81%
2008	--	--	--	--	--	--	--	--
WOMACK AMC-FT. BRAGG								
2009	198	84%	48%	83%	81%	89%	85%	83%
2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

	Responses	Total	Percent Yes						
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care	
2009 MHS Wide Civilian Benchmark¹	--	--	--	--	--	--	--	--	--
2009 Direct Care Civilian Benchmark	--	--	--	--	--	--	--	--	--
2009 Purchased Care Civilian Benchmark	--	--	--	--	--	--	--	--	--
MHS Wide									
2009	58049	86%	79%	80%	91%	91%	90%	82%	
2008	--	--	--	--	--	--	--	--	--
Overall - Direct Care									
2009	24014	82%	78%	79%	93%	93%	84%	79%	
2008	--	--	--	--	--	--	--	--	--
Direct Care - CONUS²									
2009	21558	82%	79%	79%	93%	93%	84%	79%	
2008	--	--	--	--	--	--	--	--	--
Direct Care - OCONUS									
2009	2456	80%	78%	76%	91%	92%	83%	76%	
2008	--	--	--	--	--	--	--	--	--
Overall - Purchased Care									
2009	34035	88%	83%	81%	90%	90%	93%	83%	
2008	--	--	--	--	--	--	--	--	--
Purchased Care - North Region³									
2009	10195	88%	83%	81%	89%	91%	92%	83%	
2008	--	--	--	--	--	--	--	--	--
Purchased Care - South Region³									
2009	13730	90%	84%	84%	91%	91%	94%	85%	
2008	--	--	--	--	--	--	--	--	--
Purchased Care - West Region³									
2009	9705	86%	81%	77%	88%	90%	92%	80%	
2008	--	--	--	--	--	--	--	--	--
Purchased Care - U.S. Family Health Plan									
2009	404	92%	--	78%	90%	95%	96%	84%	
2008	--	--	--	--	--	--	--	--	--

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

	Responses	Total	Percent Yes					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
1st MED GRP-LANGLEY								
2009	84	89%	*	73%	91%	93%	89%	89%
2008	--	--	--	--	--	--	--	--
4th MED GRP-SEYMOUR JOHNSON								
2009	105	92%	80%	87%	95%	93%	94%	90%
2008	--	--	--	--	--	--	--	--
43RD MEDICAL GROUP-POPE								
2009	129	88%	82%	85%	87%	90%	91%	84%
2008	--	--	--	--	--	--	--	--
66th MED GRP-HANSCOM								
2009	152	88%	73%	78%	89%	95%	90%	87%
2008	--	--	--	--	--	--	--	--
87th MED GRP-MCGUIRE								
2009	94	83%	94%	78%	68%	86%	93%	74%
2008	--	--	--	--	--	--	--	--
88th MED GRP-WRIGHT-PATTERSON								
2009	140	87%	84%	80%	86%	90%	89%	84%
2008	--	--	--	--	--	--	--	--
375th MED GRP-SCOTT								
2009	259	88%	83%	71%	90%	93%	95%	83%
2008	--	--	--	--	--	--	--	--
436th MED GRP-DOVER								
2009	93	85%	63%	73%	83%	91%	97%	80%
2008	--	--	--	--	--	--	--	--
579TH MED GROUP-BOLLING								
2009	2	*	--	--	--	*	*	*
2008	--	--	--	--	--	--	--	--
779th MED GRP-ANDREWS								
2009	1	*	--	--	--	*	--	*
2008	--	--	--	--	--	--	--	--
AINSWORTH US ARMY OCCU HLTH CL								
2009	119	89%	83%	80%	100%	89%	93%	83%
2008	--	--	--	--	--	--	--	--
ANDREW RADER AHC-FT. MYER								
2009	30	85%	*	*	*	77%	90%	74%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
BARQUIST ARMY HEALTH CLINIC								
2009	68	85%	65%	88%	85%	86%	89%	77%
2008	--	--	--	--	--	--	--	--
BLANCHFIELD ACH-FT. CAMPBELL								
2009	131	94%	100%	84%	96%	97%	96%	91%
2008	--	--	--	--	--	--	--	--
BMC CAMP GEIGER MCB								
2009	14	70%	--	*	*	--	*	*
2008	--	--	--	--	--	--	--	--
BMC COLTS NECK EARLE								
2009	18	95%	*	*	*	*	92%	*
2008	--	--	--	--	--	--	--	--
BMC LAKEHURST								
2009	23	85%	*	*	*	91%	100%	*
2008	--	--	--	--	--	--	--	--
BMC MCAS NEW RIVER								
2009	39	85%	*	77%	*	*	87%	*
2008	--	--	--	--	--	--	--	--
BMC MECHANICSBURG								
2009	129	87%	69%	73%	94%	90%	90%	81%
2008	--	--	--	--	--	--	--	--
BMC SUGAR GROVE								
2009	23	100%	--	*	*	100%	100%	*
2008	--	--	--	--	--	--	--	--
BMC WILLOW GROVE								
2009	228	84%	72%	79%	78%	88%	88%	78%
2008	--	--	--	--	--	--	--	--
CAMP ATTERBURY OUTPATIENT CLIN								
2009	170	91%	94%	96%	89%	90%	93%	86%
2008	--	--	--	--	--	--	--	--
CONNECTICUT								
2009	48	81%	63%	*	*	84%	82%	76%
2008	--	--	--	--	--	--	--	--
DELAWARE								
2009	2	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
DEWITT ACH-FT. BELVOIR								
2009	70	89%	*	75%	78%	100%	88%	91%
2008	--	--	--	--	--	--	--	--
DILORENZO TRICARE HEALTH CLIN								
2009	32	95%	*	*	93%	*	*	95%
2008	--	--	--	--	--	--	--	--
DILORENZO TRICARE HLTH CLN ARL								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
DUNHAM AHC-CARLISLE BARRACKS								
2009	57	98%	86%	*	100%	100%	100%	96%
2008	--	--	--	--	--	--	--	--
EASTERN MISSOURI-ST LOUIS AREA								
2009	54	89%	80%	*	90%	88%	94%	82%
2008	--	--	--	--	--	--	--	--
FAMILY HEALTH CENTER FAIRFAX								
2009	158	84%	74%	72%	79%	91%	87%	82%
2008	--	--	--	--	--	--	--	--
FAMILY HEALTH CENTER WOODBRIDG								
2009	48	93%	*	86%	100%	90%	100%	84%
2008	--	--	--	--	--	--	--	--
GUTHRIE AHC-FT. DRUM								
2009	65	82%	90%	83%	*	*	87%	75%
2008	--	--	--	--	--	--	--	--
ILLINOIS								
2009	216	88%	79%	77%	91%	90%	95%	73%
2008	--	--	--	--	--	--	--	--
INDIANA								
2009	306	91%	79%	91%	94%	91%	94%	87%
2008	--	--	--	--	--	--	--	--
IOWA-QUAD CITIES AREA								
2009	1	*	--	*	--	--	--	*
2008	--	--	--	--	--	--	--	--
IRELAND ACH-FT. KNOX								
2009	200	89%	91%	89%	95%	85%	95%	82%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

	Responses	Total	Percent Yes					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
KELLER ACH-WEST POINT								
2009	53	82%	*	85%	*	82%	82%	82%
2008	--	--	--	--	--	--	--	--
KENNER AHC-FT. LEE								
2009	126	89%	89%	67%	97%	90%	92%	86%
2008	--	--	--	--	--	--	--	--
KENTUCKY								
2009	255	91%	88%	76%	88%	94%	96%	83%
2008	--	--	--	--	--	--	--	--
KIMBROUGH AMB CAR CEN-FT MEADE								
2009	59	94%	100%	75%	91%	100%	93%	97%
2008	--	--	--	--	--	--	--	--
KIRK AHC-ABERDEEN PRVNG GD								
2009	52	85%	73%	90%	100%	*	99%	72%
2008	--	--	--	--	--	--	--	--
MAINE								
2009	72	91%	82%	100%	94%	90%	87%	100%
2008	--	--	--	--	--	--	--	--
MARYLAND								
2009	35	93%	*	63%	*	100%	95%	90%
2008	--	--	--	--	--	--	--	--
MASSACHUSETTS								
2009	81	90%	69%	90%	100%	89%	89%	92%
2008	--	--	--	--	--	--	--	--
MCDONALD AHC-FT. EUSTIS								
2009	163	84%	*	74%	86%	88%	91%	74%
2008	--	--	--	--	--	--	--	--
MICHIGAN								
2009	460	89%	79%	77%	94%	93%	93%	80%
2008	--	--	--	--	--	--	--	--
MILLS TROOP CLINIC-FT. DIX								
2009	15	87%	*	*	--	*	*	*
2008	--	--	--	--	--	--	--	--
MONROE AHC-FT. MONROE								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NAVAL HLTH CLINIC NEW ENGLAND								
2009	112	85%	83%	96%	64%	90%	84%	88%
2008	--	--	--	--	--	--	--	--
NBHC ANDREWS AFB								
2009	16	98%	*	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC CHESAPEAKE								
2009	57	96%	*	88%	92%	100%	96%	96%
2008	--	--	--	--	--	--	--	--
NBHC DAHLGREN								
2009	33	89%	*	79%	92%	*	91%	*
2008	--	--	--	--	--	--	--	--
NBHC GROTON								
2009	142	90%	87%	87%	90%	93%	92%	88%
2008	--	--	--	--	--	--	--	--
NBHC INDIAN HEAD								
2009	7	*	*	*	--	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC LITTLE CREEK								
2009	179	87%	*	82%	83%	93%	92%	81%
2008	--	--	--	--	--	--	--	--
NBHC NAS BRUNSWICK								
2009	78	88%	88%	87%	92%	86%	97%	78%
2008	--	--	--	--	--	--	--	--
NBHC NAVSTA SEWELLS								
2009	40	90%	*	78%	*	95%	91%	88%
2008	--	--	--	--	--	--	--	--
NBHC NSY NORFOLK								
2009	7	*	--	*	*	*	*	--
2008	--	--	--	--	--	--	--	--
NBHC OCEANA								
2009	136	88%	*	89%	91%	85%	94%	82%
2008	--	--	--	--	--	--	--	--
NBHC PORTSMOUTH								
2009	72	87%	89%	72%	69%	95%	95%	79%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NBHC SARATOGA SPRINGS								
2009	96	79%	73%	73%	78%	86%	83%	75%
2008	--	--	--	--	--	--	--	--
NBHC WASHINGTON NAVY YARD								
2009	11	91%	--	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC YORKTOWN								
2009	27	85%	--	81%	*	*	88%	*
2008	--	--	--	--	--	--	--	--
NEW HAMPSHIRE								
2009	36	84%	*	*	100%	74%	91%	71%
2008	--	--	--	--	--	--	--	--
NEW JERSEY								
2009	40	93%	77%	89%	*	*	98%	80%
2008	--	--	--	--	--	--	--	--
NEW YORK								
2009	392	88%	85%	83%	89%	89%	89%	87%
2008	--	--	--	--	--	--	--	--
NH CAMP LEJEUNE								
2009	180	86%	96%	85%	89%	*	89%	82%
2008	--	--	--	--	--	--	--	--
NHC ANNAPOLIS								
2009	61	86%	100%	83%	*	86%	100%	74%
2008	--	--	--	--	--	--	--	--
NHC CHERRY POINT								
2009	118	87%	80%	65%	100%	88%	91%	80%
2008	--	--	--	--	--	--	--	--
NHC GREAT LAKES								
2009	128	91%	86%	96%	82%	91%	94%	86%
2008	--	--	--	--	--	--	--	--
NHC PATUXENT RIVER								
2009	61	78%	*	77%	73%	*	80%	77%
2008	--	--	--	--	--	--	--	--
NHC QUANTICO								
2009	138	90%	100%	82%	91%	96%	93%	85%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
NMC PORTSMOUTH								
2009	177	88%	72%	86%	88%	89%	88%	87%
2008	--	--	--	--	--	--	--	--
NNMC BETHESDA								
2009	34	99%	*	*	*	100%	100%	98%
2008	--	--	--	--	--	--	--	--
NORTH CAROLINA								
2009	790	90%	84%	81%	89%	92%	94%	85%
2008	--	--	--	--	--	--	--	--
NORTHEAST WEST VIRGINIA								
2009	2	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--
NORTHERN VIRGINIA								
2009	38	83%	*	72%	100%	75%	95%	59%
2008	--	--	--	--	--	--	--	--
OHC EDGEWOOD ARS								
2009	51	81%	81%	*	*	85%	85%	77%
2008	--	--	--	--	--	--	--	--
OHIO								
2009	513	90%	88%	87%	89%	92%	93%	84%
2008	--	--	--	--	--	--	--	--
PATTERSON AHC-FT. MONMOUTH								
2009	21	59%	92%	*	*	*	*	48%
2008	--	--	--	--	--	--	--	--
PENNSYLVANIA								
2009	457	88%	83%	81%	91%	88%	92%	81%
2008	--	--	--	--	--	--	--	--
ROCK ISLAND ARSENAL AHC								
2009	33	88%	94%	*	*	*	92%	82%
2008	--	--	--	--	--	--	--	--
SELFRIDGE AHC-SELFRIDGE ANGB								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
SOUTHERN VIRGINIA								
2009	216	92%	91%	79%	92%	94%	97%	84%
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

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
TMC CONTRACT SPARTA-FT. MCCOY								
2009	55	89%	90%	*	86%	*	91%	80%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT CHESAPEAKE								
2009	138	82%	83%	77%	88%	79%	89%	71%
2008	--	--	--	--	--	--	--	--
TRICARE OUTPATIENT CL VA BEACH								
2009	54	94%	*	91%	95%	*	96%	85%
2008	--	--	--	--	--	--	--	--
VERMONT								
2009	78	83%	69%	84%	85%	86%	86%	81%
2008	--	--	--	--	--	--	--	--
WALTER REED AMC-WASHINGTON DC								
2009	23	54%	*	*	*	46%	*	50%
2008	--	--	--	--	--	--	--	--
WESTERN WEST VIRGINIA								
2009	174	87%	90%	76%	95%	86%	90%	83%
2008	--	--	--	--	--	--	--	--
WISCONSIN								
2009	303	87%	72%	74%	87%	92%	92%	77%
2008	--	--	--	--	--	--	--	--
WOMACK AMC-FT. BRAGG								
2009	191	88%	100%	70%	96%	93%	89%	86%
2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North

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	
2009 MHS Wide Civilian Benchmark¹	--	--	--	--	--	--	--	--	
2009 Direct Care Civilian Benchmark	--	--	--	--	--	--	--	--	
2009 Purchased Care Civilian Benchmark	--	--	--	--	--	--	--	--	
MHS Wide									
2009	11356.5	66%	57%	59%	68%	82%	66%	66%	
2008	7665.5	64%	53%	59%	65%	83%	65%	64%	
Overall - Direct Care									
2009	4858	58%	57%	57%	64%	75%	57%	60%	
2008	2480.5	56%	53%	58%	63%	80%	56%	56%	
Direct Care - CONUS²									
2009	4415	58%	57%	57%	65%	75%	57%	60%	
2008	2202.5	56%	52%	58%	63%	81%	56%	56%	
Direct Care - OCONUS									
2009	443	57%	55%	64%	55%	72%	56%	60%	
2008	278	59%	57%	58%	65%	70%	61%	56%	
Overall - Purchased Care									
2009	6498.5	71%	57%	60%	68%	83%	72%	70%	
2008	5185	70%	57%	60%	66%	83%	71%	68%	
Purchased Care - North Region³									
2009	1969	72%	56%	61%	68%	85%	72%	71%	
2008	1604	69%	56%	61%	64%	83%	71%	66%	
Purchased Care - South Region³									
2009	2610	70%	55%	59%	68%	80%	72%	69%	
2008	2052	71%	59%	59%	67%	83%	72%	69%	
Purchased Care - West Region³									
2009	1858.5	72%	61%	61%	70%	84%	73%	71%	
2008	1447	69%	57%	61%	64%	83%	71%	68%	
Purchased Care - U.S. Family Health Plan									
2009	61	73%	--	*	70%	79%	74%	69%	
2008	82	68%	--	49%	64%	78%	73%	61%	

¹ Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: DoD Composites

Composite 2 - Mental Health Care

	Responses	Total	Proportion Not a Problem					
			Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
1st MED GRP-LANGLEY								
2009	17	83%	*	*	*	*	*	88%
2008	19.5	63%	--	*	*	*	*	64%
4th MED GRP-SEYMOUR JOHNSON								
2009	15.5	87%	*	*	*	*	*	*
2008	18	74%	*	*	*	*	*	71%
43RD MEDICAL GROUP-POPE								
2009	36.5	79%	*	76%	74%	*	73%	83%
2008	47	58%	*	57%	45%	*	43%	69%
66th MED GRP-HANSCOM								
2009	33	82%	47%	*	*	*	96%	63%
2008	20	64%	*	*	*	*	*	55%
87th MED GRP-MCGUIRE								
2009	17	51%	*	*	*	*	*	51%
2008	13	70%	*	--	*	*	*	*
88th MED GRP-WRIGHT-PATTERSON								
2009	30.5	71%	*	*	71%	*	68%	75%
2008	22.5	77%	*	*	*	*	74%	82%
375th MED GRP-SCOTT								
2009	44	73%	73%	*	71%	*	66%	75%
2008	38	51%	*	*	32%	78%	52%	49%
436th MED GRP-DOVER								
2009	17.5	62%	*	*	*	*	*	58%
2008	3.5	*	--	*	--	*	*	*
579TH MED GROUP-BOLLING								
2009	--	--	--	--	--	--	--	--
2008	1	*	--	--	*	--	--	*
779th MED GRP-ANDREWS								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
AINSWORTH US ARMY OCCU HLTH CL								
2009	32.5	70%	31%	*	*	*	80%	66%
2008	18	37%	*	*	*	*	46%	*
ANDREW RADER AHC-FT. MYER								
2009	3	*	*	*	--	*	--	*
2008	5	*	*	*	*	--	--	*

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: DoD Composites

Composite 2 - Mental Health Care

	Responses	Total	Proportion Not a Problem					
			Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
BARQUIST ARMY HEALTH CLINIC								
2009	14.5	86%	*	*	*	*	*	*
2008	10	81%	*	*	*	*	*	*
BLANCHFIELD ACH-FT. CAMPBELL								
2009	25.5	66%	*	*	*	*	58%	*
2008	21	37%	*	42%	*	*	31%	47%
BMC CAMP GEIGER MCB								
2009	4	*	*	*	*	--	*	*
2008	--	--	--	--	--	--	--	--
BMC COLTS NECK EARLE								
2009	4.5	*	*	*	*	*	--	*
2008	3	*	*	--	*	*	--	*
BMC LAKEHURST								
2009	6	*	*	--	*	*	*	*
2008	3.5	*	--	*	--	*	*	*
BMC MCAS NEW RIVER								
2009	7.5	*	*	*	*	*	*	*
2008	5.5	*	*	*	--	--	*	*
BMC MECHANICSBURG								
2009	32.5	69%	*	*	76%	*	66%	74%
2008	25	82%	*	*	*	*	78%	85%
BMC SUGAR GROVE								
2009	3	*	--	--	--	*	*	*
2008	10	59%	*	*	*	*	*	*
BMC WILLOW GROVE								
2009	37	56%	*	*	39%	*	58%	54%
2008	30	77%	*	*	*	84%	87%	62%
CAMP ATTERBURY OUTPATIENT CLIN								
2009	35	59%	44%	*	*	*	53%	69%
2008	24	61%	*	*	*	*	*	67%
CONNECTICUT								
2009	10	84%	*	*	*	*	*	*
2008	13.5	54%	*	*	*	*	*	*
DELAWARE								
2009	1	*	--	--	--	*	*	--
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: DoD Composites

Composite 2 - Mental Health Care

	Responses	Proportion Not a Problem						
		Total	Active Duty	Active Duty Family Members	Family Members Under 65	Retirees and Retirees and Family Members 65+	Primary Care	Specialty Care
DEWITT ACH-FT. BELVOIR								
2009	16	67%	*	*	*	*	*	*
2008	8	*	--	*	*	*	*	*
DILORENZO TRICARE HEALTH CLIN								
2009	5.5	*	*	*	--	*	*	*
2008	3	*	--	*	*	*	--	*
DILORENZO TRICARE HLTH CLN ARL								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
DUNHAM AHC-CARLISLE BARRACKS								
2009	12	73%	*	*	*	*	*	*
2008	9	*	--	*	*	*	*	*
EASTERN MISSOURI-ST LOUIS AREA								
2009	6	*	*	*	*	*	*	--
2008	5	*	*	*	*	--	*	*
FAMILY HEALTH CENTER FAIRFAX								
2009	22	67%	*	59%	*	*	*	60%
2008	22.5	70%	*	*	76%	*	*	60%
FAMILY HEALTH CENTER WOODBRIDG								
2009	8	*	*	*	*	*	*	*
2008	16	73%	--	*	*	*	*	*
GUTHRIE AHC-FT. DRUM								
2009	19	49%	*	46%	*	--	43%	*
2008	14	50%	*	*	*	--	*	47%
ILLINOIS								
2009	37	52%	*	44%	56%	53%	53%	49%
2008	28	49%	*	*	44%	*	54%	41%
INDIANA								
2009	62.5	79%	88%	54%	89%	87%	71%	86%
2008	52.5	66%	*	60%	65%	69%	71%	61%
IOWA-QUAD CITIES AREA								
2009	1	*	--	*	--	--	--	*
2008	--	--	--	--	--	--	--	--
IRELAND ACH-FT. KNOX								
2009	42	68%	51%	*	58%	*	64%	73%
2008	36.5	73%	*	*	63%	*	86%	62%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: DoD Composites

Composite 2 - Mental Health Care

	Responses	Proportion Not a Problem						
		Total	Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
KELLER ACH-WEST POINT								
2009	7	*	--	*	--	*	*	*
2008	6	*	--	*	--	*	*	*
KENNER AHC-FT. LEE								
2009	20	74%	*	*	*	*	81%	*
2008	21	87%	*	*	*	*	83%	*
KENTUCKY								
2009	46.5	77%	57%	71%	87%	77%	82%	71%
2008	34	72%	*	*	57%	*	77%	68%
KIMBROUGH AMB CAR CEN-FT MEADE								
2009	6	*	*	--	--	*	*	*
2008	13.5	62%	*	*	*	*	*	*
KIRK AHC-ABERDEEN PRVNG GD								
2009	7	*	*	*	*	*	*	*
2008	5	*	*	*	*	*	*	*
MAINE								
2009	14	81%	*	*	*	*	93%	*
2008	12	84%	--	*	*	*	*	*
MARYLAND								
2009	5.5	*	*	--	*	--	*	*
2008	3	*	*	--	*	*	*	*
MASSACHUSETTS								
2009	22.5	60%	*	*	*	*	60%	61%
2008	11	79%	*	*	*	*	*	*
MCDONALD AHC-FT. EUSTIS								
2009	31.5	80%	*	65%	81%	*	75%	86%
2008	24	77%	*	80%	*	*	*	75%
MICHIGAN								
2009	107.5	76%	58%	68%	59%	98%	76%	76%
2008	71	59%	63%	52%	54%	75%	69%	46%
MILLS TROOP CLINIC-FT. DIX								
2009	3	*	*	--	*	--	*	*
2008	1	*	--	--	*	--	--	*
MONROE AHC-FT. MONROE								
2009	1	*	--	--	*	--	--	*
2008	--	--	--	--	--	--	--	--

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: DoD Composites

Composite 2 - Mental Health Care

	Responses	Total	Proportion Not a Problem					
			Active Duty	Active Duty Family Members	Family Members Under 65	Retirees and Retirees and Family Members 65+	Primary Care	Specialty Care
NAVAL HLTH CLINIC NEW ENGLAND								
2009	14.5	86%	*	*	*	*	*	*
2008	17.5	63%	*	*	*	*	*	*
NBHC ANDREWS AFB								
2009	6	*	--	*	*	*	*	*
2008	--	--	--	--	--	--	--	--
NBHC CHESAPEAKE								
2009	10	61%	*	*	*	*	*	*
2008	12	69%	--	*	*	*	*	*
NBHC DAHLGREN								
2009	5.5	*	--	*	*	--	*	--
2008	2.5	*	--	*	*	*	*	--
NBHC GROTON								
2009	27	85%	*	*	*	*	81%	90%
2008	15	84%	*	*	*	*	*	81%
NBHC INDIAN HEAD								
2009	1	*	--	*	--	--	--	*
2008	1	*	--	--	--	*	*	--
NBHC LITTLE CREEK								
2009	29.5	80%	*	71%	79%	*	88%	70%
2008	35	65%	--	69%	63%	*	55%	76%
NBHC NAS BRUNSWICK								
2009	18	83%	*	*	*	*	*	91%
2008	8.5	*	*	*	*	*	*	*
NBHC NAVSTA SEWELLS								
2009	7	*	*	*	*	*	*	*
2008	4.5	*	--	--	--	*	*	*
NBHC NSY NORFOLK								
2009	1	*	--	--	--	*	*	--
2008	2	*	--	*	*	--	*	--
NBHC OCEANA								
2009	34	80%	*	78%	79%	*	86%	77%
2008	30	74%	*	78%	*	*	*	70%
NBHC PORTSMOUTH								
2009	9.5	*	*	*	*	*	*	*
2008	4	*	--	*	*	*	*	*

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: DoD Composites

Composite 2 - Mental Health Care

	Responses	Total	Proportion Not a Problem					
			Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
NBHC SARATOGA SPRINGS								
2009	18	66%	*	*	*	*	*	*
2008	12	66%	*	*	*	*	*	*
NBHC WASHINGTON NAVY YARD								
2009	--	--	--	--	--	--	--	--
2008	1	*	--	--	--	*	*	--
NBHC YORKTOWN								
2009	4	*	--	--	*	*	*	--
2008	5	*	--	--	*	*	*	*
NEW HAMPSHIRE								
2009	10	70%	*	*	*	*	*	*
2008	4	*	--	--	*	*	*	*
NEW JERSEY								
2009	5	*	*	*	--	*	*	*
2008	6	*	*	*	*	*	*	*
NEW YORK								
2009	62	64%	53%	63%	59%	77%	69%	57%
2008	45	66%	*	59%	65%	*	59%	80%
NH CAMP LEJEUNE								
2009	29	64%	*	78%	*	--	61%	73%
2008	29.5	75%	*	73%	*	*	73%	*
NHC ANNAPOLIS								
2009	9	*	*	*	*	*	*	*
2008	5	*	--	*	*	*	*	*
NHC CHERRY POINT								
2009	26	62%	*	53%	*	*	58%	65%
2008	21	59%	*	*	*	*	*	47%
NHC GREAT LAKES								
2009	27	77%	76%	*	*	*	68%	84%
2008	8.5	*	*	*	*	*	*	*
NHC PATUXENT RIVER								
2009	15	79%	*	*	*	*	*	*
2008	7.5	*	*	*	*	*	*	*
NHC QUANTICO								
2009	26.5	45%	*	*	43%	--	48%	42%
2008	17	87%	--	*	*	*	85%	*

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: DoD Composites

Composite 2 - Mental Health Care

	Responses	Total	Proportion Not a Problem					
			Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
NMC PORTSMOUTH								
2009	25.5	72%	*	73%	*	*	76%	71%
2008	19.5	59%	--	*	*	*	67%	*
NNMC BETHESDA								
2009	8	*	*	*	--	*	*	*
2008	7	*	--	--	*	*	*	*
NORTH CAROLINA								
2009	155.5	73%	71%	59%	66%	86%	71%	76%
2008	131	62%	59%	55%	59%	76%	61%	64%
NORTHEAST WEST VIRGINIA								
2009	1	*	--	--	*	--	*	--
2008	--	--	--	--	--	--	--	--
NORTHERN VIRGINIA								
2009	7	*	*	*	*	*	*	*
2008	10.5	73%	--	*	*	*	*	*
OHC EDGEWOOD ARS								
2009	11	32%	*	*	*	*	*	*
2008	11	74%	*	*	*	*	*	*
OHIO								
2009	108	73%	54%	54%	79%	83%	72%	74%
2008	57	75%	*	71%	70%	92%	78%	65%
PATTERSON AHC-FT. MONMOUTH								
2009	6	*	*	*	--	*	*	*
2008	6	*	*	--	*	*	*	*
PENNSYLVANIA								
2009	92	79%	51%	85%	69%	87%	81%	72%
2008	69.5	67%	*	39%	65%	85%	60%	75%
ROCK ISLAND ARSENAL AHC								
2009	9	*	*	*	--	*	*	*
2008	7	*	*	*	*	--	*	*
SELFRIDGE AHC-SELFRIDGE ANGB								
2009	--	--	--	--	--	--	--	--
2008	18	71%	*	*	*	*	74%	*
SOUTHERN VIRGINIA								
2009	35	69%	*	63%	52%	*	71%	59%
2008	40	65%	*	55%	44%	89%	80%	48%

(continued)

TRICARE Outpatient Satisfaction Survey - Purchased Care - Provider Region North

Domain: DoD Composites

Composite 2 - Mental Health Care

	Responses	Total	Proportion Not a Problem					
			Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
TMC CONTRACT SPARTA-FT. MCCOY								
2009	13.5	76%	*	*	--	*	*	*
2008	6	*	*	*	*	--	*	*
TRICARE OUTPATIENT CHESAPEAKE								
2009	19.5	70%	*	*	*	*	70%	*
2008	33	74%	*	70%	73%	*	79%	67%
TRICARE OUTPATIENT CL VA BEACH								
2009	6	*	*	*	*	*	*	*
2008	7	*	--	*	*	--	*	*
VERMONT								
2009	12.5	47%	*	*	*	*	*	*
2008	12.5	71%	*	*	*	*	*	*
WALTER REED AMC-WASHINGTON DC								
2009	4	*	*	*	--	--	*	*
2008	5	*	--	--	--	*	*	*
WESTERN WEST VIRGINIA								
2009	38.5	68%	*	*	65%	76%	78%	53%
2008	29	75%	*	*	70%	*	74%	77%
WISCONSIN								
2009	61.5	76%	72%	67%	60%	*	80%	69%
2008	51.5	75%	39%	53%	83%	91%	71%	85%
WOMACK AMC-FT. BRAGG								
2009	31	79%	*	63%	*	*	74%	82%
2008	30.5	84%	*	64%	*	*	90%	80%

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 – Purchased Care. Approximately 8 weeks after the end of each calendar month, a list of all relevant Purchased Care outpatient visits made in that month is compiled based on claims submitted by providers. This list serves as the sample frame for the monthly Purchased Care survey.

After exclusions are applied, two samples are drawn. First, a sample is drawn to be surveyed by telephone. A stratified random sample is selected within region and beneficiary category. The telephone sample process excludes records with either no phone number or an invalid phone number. After the telephone sample is selected, the mail study selects beneficiaries with a valid mailing address and zip code from the remaining pool of records. The Purchased Care Mail is also a stratified random sample using region, enrollment area, and beneficiary category as strata. Active Duty beneficiaries are over sampled due to their lower yield rates. This allows the composition of respondents to more closely resemble the TROSS Purchased Care population.

Sample Numbers – Purchased 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 Purchased 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 Purchased Care Sample by Provider Region and USFHP

Encounter Month	Total Mail *	North	South	West	Overseas	USFHP
May 2008	18,755	5,708	7,516	5,289	2	169
June 2008	18,755	5,610	7,600	5,305	4	165
July 2008	18,755	5,779	7,582	5,217	0	109
August 2008	18,755	5,682	7,647	5,264	4	126
September 2008	18,755	5,755	7,583	5,251	2	139
October 2008 *	17,750	5,323	7,239	5,036	3	149
November 2008	17,932	5,402	7,307	5,066	2	155
December 2008	17,932	5,503	7,240	5,028	4	157
January 2009	17,932	5,426	7,324	5,086	3	93
February 2009	18,032	5,418	7,402	5,119	4	89
March 2009	18,032	5,436	7,381	5,128	3	84
April 2009	18,032	5,425	7,375	5,100	2	130
TOTAL	219,417	66,467	89,196	61,889	33	1,565

Note - A new structure for Purchased Care is reflected in the 2009 reports. Provider Region variable designations are not available for 267 sample records in the May through September 2008 waves; however data are included in Total for each month. USFHP classifications are based on Parent DMIS.

* NCOA address cleaning was incorporated with the October 2008 sample for Purchased Care TROSS survey. Starting with the November 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 who 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

Purchased Care Schedule. In general, samples are drawn about 8 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 Purchased Care Mail Fielding Schedule

Encounter Month	Sample Delivery	Mailing 1	Mailing 2	Field Close	Data Compiled
May 2008	22-Jul-08	6-Aug-08	27-Aug-08	17-Sep-08	2-Oct-08
June 2008 *	26-Aug-08	5-Oct-08	28-Oct-08	5-Nov-08	7-Nov-08
July 2008 **	25-Sep-08	15-Oct-08	5-Nov-08	26-Nov-08	5-Dec-08
August 2008	28-Oct-08	10-Nov-08	2-Dec-08	22-Dec-08	5-Jan-09
September 2008 **	17-Nov-08	2-Dec-08	17-Dec-08	12-Jan-09	16-Jan-09
October 2008	19-Dec-08	9-Jan-09	3-Feb-09	23-Feb-09	6-Mar-09
November 2008 ***	27-Jan-09	9-Feb-09	2-Mar-09	23-Mar-09	3-Apr-09
December 2008 ***	24-Feb-09	9-Mar-09	30-Mar-09	20-Apr-09	8-May-09
January 2009	24-Mar-09	7-Apr-09	27-Apr-09	18-May-09	22-May-09
February 2009	22-Apr-09	1-May-09	22-May-09	15-Jun-09	3-Jul-09
March 2009	26-May-09	8-Jun-09	29-Jun-09	20-Jul-09	7-Aug-09
April 2009	23-Jun-09	6-Jul-09	27-Jul-09	17-Aug-09	21-Aug-09

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

** DOD-Wide questions and question 24a were incorporated into the July 2008 sample for the Internet component and September 2008 of the Purchased Care TROSS survey. Subsequent waves include DOD-Wide questions, respectively.

*** Full text of Privacy Statement was incorporated into the November 2008 sample for the Internet component and December 2008 of the Mail Purchased 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 - A8 provide the response rates for the mail/Internet component of the Purchased 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. Purchased Care Mail AAPOR Response Rate

Sample	Completes	Initial Sample	Response Rate (AAPOR Formula 1)
May 2008	5,184	18,755	29.8%
June 2008	4,027	18,755	22.8%
July 2008	5,200	18,755	29.9%
August 2008	4,939	18,755	28.3%
September 2008	4,944	18,755	28.3%
October 2008	5,209	17,750	31.1%
November 2008	5,106	17,932	30.3%
December 2008	4,569	17,932	27.3%
January 2009	4,636	17,932	27.4%
February 2009	4,597	18,032	27.1%
March 2009	4,564	18,032	26.9%
April 2009	4,700	18,032	27.6%
TOTAL	57,675	219,417	28.0%

Table A5. Purchased Care Mail – Provider Region North AAPOR Response Rate

Sample	Completes	Initial Sample	Response Rate (AAPOR formula 1)
May 2008	1,577	5,708	29.8%
June 2008	1,212	5,610	23.0%
July 2008	1,583	5,779	29.6%
August 2008	1,510	5,682	28.6%
September 2008	1,461	5,755	27.4%
October 2008	1,585	5,323	31.5%
November 2008	1,517	5,402	29.9%
December 2008	1,396	5,503	27.1%
January 2009	1,402	5,426	27.6%
February 2009	1,337	5,418	26.2%
March 2009	1,363	5,436	26.6%
April 2009	1,401	5,425	27.3%
TOTAL	17,344	66,467	27.9%

Table A6. Purchased Care Mail – Provider Region South AAPOR Response Rate

Sample	Completes	Initial Sample	Response Rate (AAPOR Formula 1)
May 2008	2,063	7,516	29.5%
June 2008	1,588	7,600	22.1%
July 2008	2,091	7,582	29.6%
August 2008	1,989	7,647	27.7%
September 2008	2,003	7,583	28.3%
October 2008	2,096	7,239	30.6%
November 2008	2,058	7,307	29.8%
December 2008	1,841	7,240	27.1%
January 2009	1,861	7,324	26.9%
February 2009	1,912	7,402	27.4%
March 2009	1,897	7,381	27.3%
April 2009	1,933	7,375	27.7%
TOTAL	23,332	89,196	27.8%

Table A7. Purchased Care Mail – Provider Region West AAPOR Response Rate

Sample	Completes	Initial Sample	Response Rate (AAPOR Formula 1)
May 2008	1,450	5,289	29.5%
June 2008	1,156	5,305	23.2%
July 2008	1,458	5,217	30.1%
August 2008	1,374	5,264	28.2%
September 2008	1,412	5,251	28.8%
October 2008	1,458	5,036	30.8%
November 2008	1,469	5,066	30.9%
December 2008	1,265	5,028	27.1%
January 2009	1,331	5,086	27.7%
February 2009	1,303	5,119	27.1%
March 2009	1,259	5,128	26.2%
April 2009	1,309	5,100	27.4%
TOTAL	16,244	61,889	28.1%

Table A8. Purchased Care Mail – U.S. Family Health Plan AAPOR Response Rate

Sample	Completes	Initial Sample	Response Rate (AAPOR Formula 1)
May 2008	71	169	43.6%
June 2008	59	165	37.3%
July 2008	46	109	46.0%
August 2008	60	126	50.4%
September 2008	60	139	44.8%
October 2008	69	149	47.9%
November 2008	62	155	41.4%
December 2008	67	157	43.2%
January 2009	42	93	46.2%
February 2009	45	89	52.3%
March 2009	45	84	54.9%
April 2009	57	130	45.6%
TOTAL	683	1565	45.3%

Weighting

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

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

Civilian Benchmark Survey

Each quarter, a Civilian Benchmark survey was conducted using members of Synovate's Consumer Opinion Panel who have recently seen a provider for themselves or their child. Panel members were sent an email invitation to participate in the study and took the survey online. The

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

survey instruments were modified slightly to make them appropriate for civilians, but otherwise replicated the main TROSS instruments. For reporting purposes, respondents were categorized by type of visit (emergency, pediatric, primary care, or speciality care), age and gender. The benchmark scores reported in this annual report are based on respondents from four quarterly benchmark surveys. A detailed summary of the Civilian Benchmark is available in Appendix B.

Composite Scores

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

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

- **Access to Care** – This C & G CAHPS composite focuses on questions relating to getting appointments and health care when needed. This is composed of five questions (Q8, 10, 13, 15, and 16): *Received appointment as soon as need for care you needed right away; Received appointment as soon as need for a check-up or routine care; Get an answer to your medical question during business hours on the same day you called; Receive answer as soon as needed after regular hours; and See provider within 15 minutes of your appointment time.*
- **Doctors Communicate** – This C & G CAHPS composite focuses on questions relating to how well doctors communicate. This is composed of six questions (Q17, 18, 20, 21, 22, and 23): *Explain things in an easy to understand way; Listen carefully to you; Give easy to understand instructions about your health care; Know the important information about your medical history; and Spend enough time with you.*
- **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 A9) follow the same calculation methods as the C & G CAHPS Composites:

Table A9. DoD Composites

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

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Appendix B:
Civilian Benchmark Survey

Civilian Benchmark Survey

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

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

Civilian Benchmark Sample

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

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

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

Civilian Benchmark Instruments

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

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

Calculation of Civilian Benchmark Scores

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

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

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

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

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

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

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

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

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

Table B1. Civilian Benchmark Allocation Parameters

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

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Appendix C:
Adult Survey Instrument



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

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

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

Routine Uses: None

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

PRIVACY STATEMENT

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

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

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

YOUR HEALTH PROVIDER

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

(POP IN PROVIDER OR MTF)

Is that right?

Yes No → **Go to #30**

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

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

Yes No

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

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

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

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

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

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

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

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

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

YOUR CARE FROM THIS PROVIDER IN THE LAST 12 MONTHS

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

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

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

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

Yes No → **Go to #7**

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

Yes No → **Go to #9**

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

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

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

- Yes No → **Go to #27**

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

- Never Usually
 Almost Never Almost Always
 Sometimes Always

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

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

Worst provider possible Best provider possible

CLERKS AND RECEPTIONISTS AT THIS PROVIDER'S OFFICE

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

- Never Usually
 Almost Never Almost Always
 Sometimes Always

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

- Never Usually
 Almost Never Almost Always
 Sometimes Always

YOUR HEALTH CARE

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

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

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

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

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

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

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

Worst health care possible Best health care possible

33. Are you enrolled in TRICARE Prime?

- Yes, enrolled
 No, not enrolled → Go to #35
 Not sure if enrolled → Go to #35

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

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

Worst health plan possible Best health plan possible

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

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

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

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

Worst benefits possible Best benefits possible

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

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

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

ABOUT YOU

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

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

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

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

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

Appendix C:
Child Survey Instrument



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

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

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

Routine Uses: None

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

PRIVACY STATEMENT

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

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

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

YOUR CHILD'S HEALTH PROVIDER

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

Please do not answer for any other children.

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

(POP IN PROVIDER NAME or MTF)

Is that right?

Yes No → **Go to #30**

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

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

Yes No

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Yes No → **Go to #7**

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

- Excellent Fair
- Very good Poor
- Good

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

Yes No → **Go to #9**

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

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

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

- Yes No → Go to #27

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

- Never Usually
 Almost Never Almost Always
 Sometimes Always

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

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

Worst provider possible Best provider possible

CLERKS AND RECEPTIONISTS AT THIS PROVIDER'S OFFICE

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

- Never Usually
 Almost Never Almost Always
 Sometimes Always

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

- Never Usually
 Almost Never Almost Always
 Sometimes Always

YOUR CHILD'S HEALTH CARE

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

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

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

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

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

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

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

Worst health care possible Best health care possible

33. Is your child enrolled in TRICARE Prime?

- Yes, enrolled
 No, not enrolled → Go to #35
 Not sure if enrolled → Go to #35

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

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

Worst health plan possible Best health plan possible

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

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

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

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

Worst benefits possible Best benefits possible

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

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

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

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

ABOUT YOUR CHILD AND YOU

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

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

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

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

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