

TRICARE Outpatient Satisfaction Survey (TROSS)

U.S. Family Health Plan

Annual Report

May 2008 – April 2009

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Section 1:
Executive Summary and Key Findings

Executive Summary and Key Findings

Executive Summary

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

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

The 2009 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 region and includes further breakouts by military treatment facility service areas.

This report summarizes the satisfaction of beneficiaries who received care in U.S. Family Health Plan (USFHP) between May 1, 2008 and April 30, 2009. Statistical comparisons to the 2009 Purchased Care Civilian Benchmark are provided. For USFHP, 1,563 beneficiaries received a survey and 683 beneficiaries responded. The AAPOR response rate for USFHP was 45.3%. 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%).

U.S. Family Health Plan Results: For *Overall rating of health care*, seventy-two percent (72%) of USFHP beneficiaries rated their provider with an 8, 9, or 10, compared with Civilian respondents, of whom 58% rated their provider with an 8, 9, or 10. USFHP satisfaction is significantly higher than Civilian Benchmark for *Access to Care* and *Office Staff* composites, as well as for *Overall rating of health care*, *Timely appt for routine care*, and *Get results on test or X-ray*. USFHP beneficiary satisfaction is significantly higher than the Civilians (70% 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

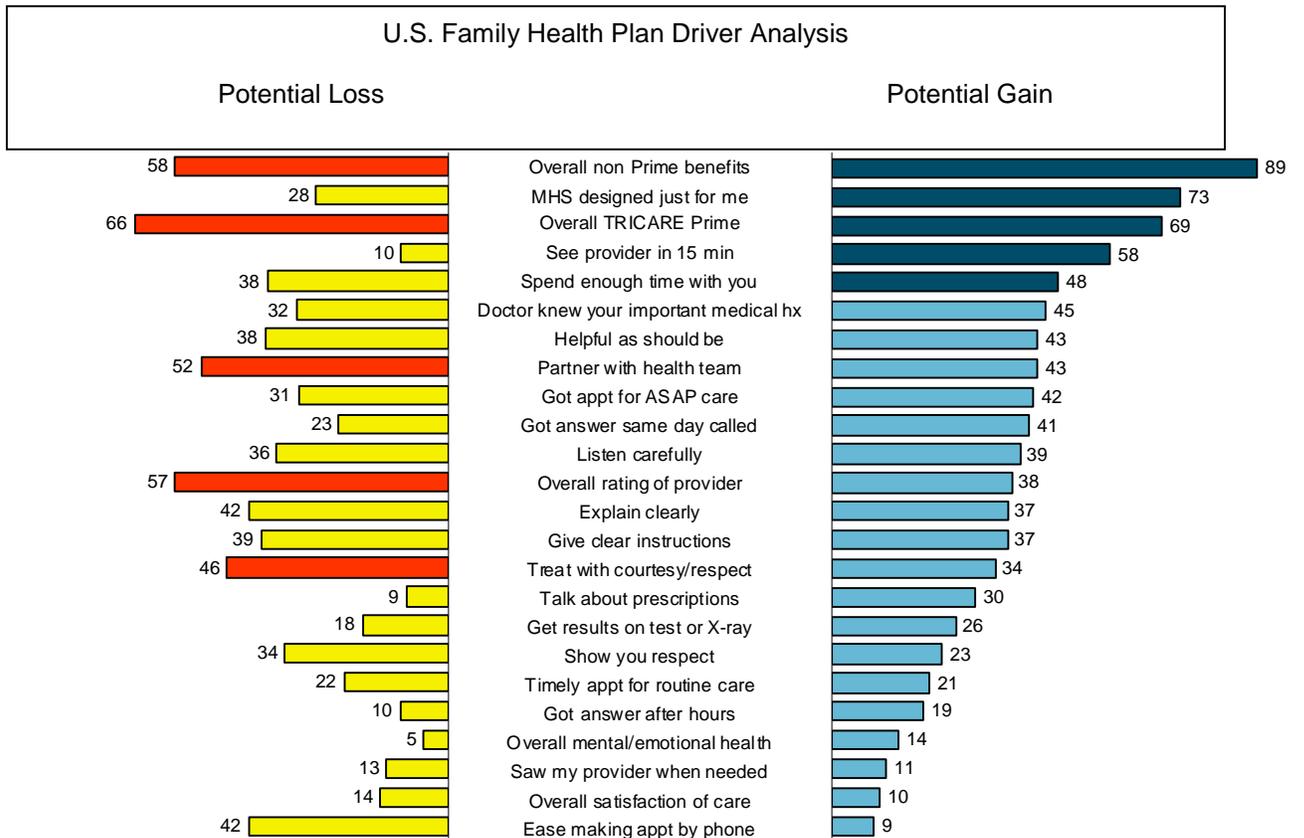
Driver Analysis

The following analyses show which factors have the greatest impact on overall satisfaction for the U.S. Family Health Plan. 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 U.S. Family Health Plan include:

- Overall ratings of TRICARE Standard, Extra, or TRICARE for Life benefits
- It feels like the Military Health System was designed just for me
- Overall ratings of TRICARE Prime
- See provider within 15 minutes of your appointment time
- Doctor spends enough time with you

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 U.S. Family Health Plan Driver Analysis are:

- Overall ratings of TRICARE Prime
- Overall ratings of TRICARE Standard, Extra, or TRICARE for Life benefits
- Overall ratings of provider
- I am a partner with my health care team. They know and care about improving my health.
- Provider treats you with courtesy and respect



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 58%. This indicates that 58% of those respondents who gave a low *Overall rating of health care* would switch to a high *Overall rating of health care* if their perceptions of this attribute were improved.
- Potential Loss is determined by making individual comparisons between the dependent variable and each related key question. It addresses the following: of the respondents who are giving high ratings to *Overall rating of health care*, what proportion would switch to low ratings of overall health care if *all* respondents were low on the driver? For example, of the respondents who rated overall health care with high ratings, what proportion would give lower ratings to overall health care if *all* respondents disagreed with the question, *Provider treats you with courtesy and respect?* *Provider treats you with courtesy and respect* 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+	Family Members		
2009 MHS Wide Civilian Benchmark ¹	--	67%	--	--	--	--	--	--	
2009 Direct Care Civilian Benchmark	--	61%	--	--	--	--	--	--	
2009 Purchased Care Civilian Benchmark	--	71%	--	--	--	--	--	--	
MHS Wide									
2009	41824.4	70%	58%	65%	72%	78%	70%	71%	
2008	56923.6	70%	59%	64%	71%	79%	68%	72%	
Overall - Direct Care									
2009	16033	55%	54%	52%	58%	70%	52%	59%	
2008	17288.6	56%	57%	51%	57%	72%	52%	63%	
Direct Care - CONUS²									
2009	14399	54%	54%	52%	57%	69%	52%	58%	
2008	15760	55%	56%	51%	57%	71%	51%	62%	
Direct Care - OCONUS									
2009	1634	60%	59%	57%	65%	76%	57%	66%	
2008	1528.6	62%	63%	57%	64%	83%	58%	68%	
Overall - Purchased Care									
2009	25791.4	76%	72%	74%	75%	79%	77%	76%	
2008	39635	76%	72%	73%	75%	79%	76%	76%	
Purchased Care - North Region³									
2009	7901.2	78%	74%	75%	76%	80%	78%	76%	
2008	12219.2	77%	75%	75%	76%	80%	78%	77%	
Purchased Care - South Region³									
2009	10230.4	75%	70%	71%	73%	78%	75%	75%	
2008	15646.2	76%	69%	71%	74%	79%	75%	76%	
Purchased Care - West Region³									
2009	7322.6	76%	71%	75%	76%	78%	77%	76%	
2008	11121.4	77%	71%	73%	76%	79%	77%	77%	
Purchased Care - U.S. Family Health Plan									
2009	336.4	78%	*	74%	72%	86%	77%	83%	
2008	647.4	72%	--	66%	68%	76%	71%	75%	

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

Section 4 - 3

Bold font represents statistical difference between score and Civilian Benchmark

Section 3 - 7

Caveats to Annual Reports

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

Reporting Periods

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

General Definitions

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

Purchased Care Definitions

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

Direct Care Definitions

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

Section 4:
U.S. Family Health Plan Report Tables

TRICARE Outpatient Satisfaction Survey - MHS Wide - USFHP

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 - USFHP

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
BRIGHTON MARINE								
2009	31.8	83%	--	74%	85%	90%	85%	*
2008	69.8	78%	--	*	65%	84%	78%	78%
CHRISTUS HEALTH/ST JOHN'S								
2009	55	82%	--	--	77%	85%	82%	83%
2008	37.8	76%	--	--	73%	78%	71%	82%
CHRISTUS HEALTH/ST JOSEPH'S								
2009	--	--	--	--	--	--	--	--
2008	39	80%	--	--	66%	87%	79%	82%
CHRISTUS HEALTH/ST MARY'S								
2009	--	--	--	--	--	--	--	--
2008	19.8	81%	--	--	*	78%	89%	*
JOHNS HOPKINS MED SVCS CORP								
2009	137.6	68%	*	70%	63%	77%	67%	78%
2008	257.8	64%	--	52%	60%	72%	63%	69%
MARTIN'S POINT HEALTH CARE								
2009	65.4	92%	--	92%	92%	93%	92%	93%
2008	109.6	77%	--	81%	82%	70%	78%	74%
PACIFIC MEDICAL CLINICS								
2009	35	86%	--	*	74%	91%	86%	90%
2008	67.4	84%	--	*	86%	82%	86%	80%
ST VINCENTS CATHLC MED CTRS NY								
2009	11.6	82%	--	*	*	*	*	*
2008	50.2	78%	--	76%	76%	86%	79%	81%

TRICARE Outpatient Satisfaction Survey - MHS Wide - USFHP

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 - USFHP

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
BRIGHTON MARINE								
2009	38	93%	--	88%	95%	93%	93%	*
2008	95	85%	--	79%	74%	92%	84%	89%
CHRISTUS HEALTH/ST JOHN'S								
2009	87	94%	--	--	86%	98%	94%	93%
2008	53	87%	--	--	85%	89%	87%	89%
CHRISTUS HEALTH/ST JOSEPH'S								
2009	--	--	--	--	--	--	--	--
2008	52	84%	--	--	57%	95%	85%	83%
CHRISTUS HEALTH/ST MARY'S								
2009	--	--	--	--	--	--	--	--
2008	22	95%	--	--	*	93%	100%	*
JOHNS HOPKINS MED SVCS CORP								
2009	197	83%	*	77%	80%	89%	85%	77%
2008	368	74%	--	60%	69%	81%	72%	79%
MARTIN'S POINT HEALTH CARE								
2009	90	92%	--	100%	91%	93%	92%	93%
2008	141	85%	--	83%	86%	84%	85%	83%
PACIFIC MEDICAL CLINICS								
2009	46	96%	--	*	94%	96%	95%	100%
2008	92	91%	--	*	93%	90%	88%	95%
ST VINCENTS CATHLC MED CTRS NY								
2009	18	93%	--	*	*	*	*	89%
2008	72	86%	--	89%	70%	95%	88%	85%

TRICARE Outpatient Satisfaction Survey - MHS Wide - USFHP

Domain: Access to Care

Q6 - Ease making appt by phone

	Percent Excellent Top 3							
	Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
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 - USFHP

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
BRIGHTON MARINE								
2009	43	96%	--	85%	96%	100%	96%	94%
2008	96	95%	--	100%	90%	99%	97%	91%
CHRISTUS HEALTH/ST JOHN'S								
2009	89	98%	--	--	94%	100%	97%	99%
2008	63	93%	--	--	96%	92%	99%	86%
CHRISTUS HEALTH/ST JOSEPH'S								
2009	--	--	--	--	--	--	--	--
2008	67	94%	--	--	85%	98%	93%	95%
CHRISTUS HEALTH/ST MARY'S								
2009	--	--	--	--	--	--	--	--
2008	23	100%	--	--	*	100%	100%	*
JOHNS HOPKINS MED SVCS CORP								
2009	212	95%	*	86%	96%	98%	95%	97%
2008	397	94%	--	85%	92%	98%	92%	99%
MARTIN'S POINT HEALTH CARE								
2009	104	100%	--	100%	100%	100%	100%	100%
2008	164	98%	--	99%	96%	99%	97%	100%
PACIFIC MEDICAL CLINICS								
2009	55	100%	--	*	100%	100%	100%	100%
2008	111	98%	--	*	100%	98%	97%	98%
ST VINCENTS CATHLC MED CTRS NY								
2009	20	100%	--	*	*	*	*	100%
2008	81	97%	--	90%	97%	100%	93%	100%

TRICARE Outpatient Satisfaction Survey - MHS Wide - USFHP

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Total	Percent Same Day					Primary Care	Specialty Care
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+			
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 - USFHP

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	
BRIGHTON MARINE									
2009	33	25%	--	*	32%	14%	31%	*	
2008	--	--	--	--	--	--	--	--	
CHRISTUS HEALTH/ST JOHN'S									
2009	74	18%	--	--	28%	13%	31%	3%	
2008	--	--	--	--	--	--	--	--	
CHRISTUS HEALTH/ST JOSEPH'S									
2009	--	--	--	--	--	--	--	--	
2008	--	--	--	--	--	--	--	--	
CHRISTUS HEALTH/ST MARY'S									
2009	--	--	--	--	--	--	--	--	
2008	--	--	--	--	--	--	--	--	
JOHNS HOPKINS MED SVCS CORP									
2009	151	21%	--	30%	26%	13%	24%	12%	
2008	--	--	--	--	--	--	--	--	
MARTIN'S POINT HEALTH CARE									
2009	77	28%	--	*	35%	19%	37%	10%	
2008	--	--	--	--	--	--	--	--	
PACIFIC MEDICAL CLINICS									
2009	44	16%	--	*	28%	11%	22%	0%	
2008	--	--	--	--	--	--	--	--	
ST VINCENTS CATHLC MED CTRS NY									
2009	18	0%	--	*	*	*	*	0%	
2008	--	--	--	--	--	--	--	--	

TRICARE Outpatient Satisfaction Survey - MHS Wide - USFHP

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Total	Percent 1-7 Days					
			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

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TRICARE Outpatient Satisfaction Survey - Purchased Care - USFHP

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Total	Percent 1-7 Days					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BRIGHTON MARINE								
2009	33	66%	--	*	56%	80%	67%	*
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST JOHN'S								
2009	74	56%	--	--	57%	55%	60%	50%
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST JOSEPH'S								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST MARY'S								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
JOHNS HOPKINS MED SVCS CORP								
2009	151	52%	--	45%	52%	55%	58%	33%
2008	--	--	--	--	--	--	--	--
MARTIN'S POINT HEALTH CARE								
2009	77	54%	--	*	52%	57%	49%	64%
2008	--	--	--	--	--	--	--	--
PACIFIC MEDICAL CLINICS								
2009	44	67%	--	*	69%	66%	65%	71%
2008	--	--	--	--	--	--	--	--
ST VINCENTS CATHLC MED CTRS NY								
2009	18	84%	--	*	*	*	*	85%
2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - MHS Wide - USFHP

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	--	--	--	--	--	--	--	--

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² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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TRICARE Outpatient Satisfaction Survey - Purchased Care - USFHP

Domain: Access to Care

Q3B - # days from appt to visit

	Responses	Total	Percent 8-30 Days					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BRIGHTON MARINE								
2009	33	10%	--	*	12%	7%	3%	*
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST JOHN'S								
2009	74	23%	--	--	12%	28%	5%	44%
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST JOSEPH'S								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST MARY'S								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
JOHNS HOPKINS MED SVCS CORP								
2009	151	21%	--	11%	17%	29%	14%	46%
2008	--	--	--	--	--	--	--	--
MARTIN'S POINT HEALTH CARE								
2009	77	11%	--	*	8%	13%	6%	19%
2008	--	--	--	--	--	--	--	--
PACIFIC MEDICAL CLINICS								
2009	44	17%	--	*	0%	24%	13%	26%
2008	--	--	--	--	--	--	--	--
ST VINCENTS CATHLC MED CTRS NY								
2009	18	16%	--	*	*	*	*	15%
2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - MHS Wide - USFHP

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	--	--	--	--	--	--	--	--

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³ Region based on region where beneficiary received care.

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TRICARE Outpatient Satisfaction Survey - Purchased Care - USFHP

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
BRIGHTON MARINE								
2009	33	0%	--	*	0%	0%	0%	*
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST JOHN'S								
2009	74	4%	--	--	3%	4%	4%	3%
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST JOSEPH'S								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST MARY'S								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
JOHNS HOPKINS MED SVCS CORP								
2009	151	5%	--	13%	4%	2%	4%	9%
2008	--	--	--	--	--	--	--	--
MARTIN'S POINT HEALTH CARE								
2009	77	7%	--	*	5%	11%	8%	7%
2008	--	--	--	--	--	--	--	--
PACIFIC MEDICAL CLINICS								
2009	44	1%	--	*	3%	0%	0%	3%
2008	--	--	--	--	--	--	--	--
ST VINCENTS CATHLC MED CTRS NY								
2009	18	0%	--	*	*	*	*	0%
2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - MHS Wide - USFHP

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%

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³ Region based on region where beneficiary received care.

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TRICARE Outpatient Satisfaction Survey - Purchased Care - USFHP

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
BRIGHTON MARINE								
2009	52.5	89%	--	75%	95%	90%	88%	92%
2008	120.7	88%	--	92%	84%	91%	91%	81%
CHRISTUS HEALTH/ST JOHN'S								
2009	98.5	88%	--	--	84%	90%	91%	85%
2008	67.3	87%	--	--	76%	93%	86%	88%
CHRISTUS HEALTH/ST JOSEPH'S								
2009	--	--	--	--	--	--	--	--
2008	71.5	91%	--	--	82%	94%	85%	97%
CHRISTUS HEALTH/ST MARY'S								
2009	--	--	--	--	--	--	--	--
2008	28	83%	--	--	*	80%	96%	68%
JOHNS HOPKINS MED SVCS CORP								
2009	236.2	86%	*	78%	84%	90%	88%	79%
2008	455	86%	--	75%	84%	90%	83%	91%
MARTIN'S POINT HEALTH CARE								
2009	115	90%	--	94%	90%	90%	91%	90%
2008	187.5	87%	--	88%	89%	86%	88%	86%
PACIFIC MEDICAL CLINICS								
2009	65.8	93%	--	*	90%	94%	96%	88%
2008	131.5	86%	--	*	92%	85%	86%	86%
ST VINCENTS CATHLC MED CTRS NY								
2009	22.5	90%	--	*	*	*	*	87%
2008	91.2	88%	--	79%	87%	91%	83%	91%

TRICARE Outpatient Satisfaction Survey - MHS Wide - USFHP

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%	

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² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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TRICARE Outpatient Satisfaction Survey - Purchased Care - USFHP

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
BRIGHTON MARINE								
2009	54	88%	--	68%	96%	89%	85%	95%
2008	125	82%	--	90%	78%	84%	83%	79%
CHRISTUS HEALTH/ST JOHN'S								
2009	102	84%	--	--	79%	87%	88%	79%
2008	67	83%	--	--	69%	90%	85%	81%
CHRISTUS HEALTH/ST JOSEPH'S								
2009	--	--	--	--	--	--	--	--
2008	72	92%	--	--	84%	95%	87%	97%
CHRISTUS HEALTH/ST MARY'S								
2009	--	--	--	--	--	--	--	--
2008	28	81%	--	--	*	74%	94%	64%
JOHNS HOPKINS MED SVCS CORP								
2009	241	81%	*	67%	80%	88%	85%	71%
2008	466	81%	--	63%	80%	87%	78%	90%
MARTIN'S POINT HEALTH CARE								
2009	118	86%	--	81%	81%	92%	89%	82%
2008	191	82%	--	81%	84%	81%	82%	84%
PACIFIC MEDICAL CLINICS								
2009	67	94%	--	*	83%	98%	95%	93%
2008	135	85%	--	*	87%	85%	92%	81%
ST VINCENTS CATHLC MED CTRS NY								
2009	24	69%	--	*	83%	*	*	64%
2008	94	79%	--	72%	77%	82%	73%	83%

TRICARE Outpatient Satisfaction Survey - MHS Wide - USFHP

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%

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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 - USFHP

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
BRIGHTON MARINE								
2009	53	90%	--	83%	86%	95%	88%	95%
2008	124	94%	--	100%	93%	94%	97%	89%
CHRISTUS HEALTH/ST JOHN'S								
2009	102	92%	--	--	92%	92%	94%	89%
2008	70	84%	--	--	68%	92%	86%	81%
CHRISTUS HEALTH/ST JOSEPH'S								
2009	--	--	--	--	--	--	--	--
2008	73	90%	--	--	73%	97%	84%	96%
CHRISTUS HEALTH/ST MARY'S								
2009	--	--	--	--	--	--	--	--
2008	29	84%	--	--	100%	74%	87%	80%
JOHNS HOPKINS MED SVCS CORP								
2009	244	90%	*	84%	87%	94%	91%	86%
2008	466	91%	--	78%	89%	95%	89%	93%
MARTIN'S POINT HEALTH CARE								
2009	119	93%	--	89%	93%	94%	96%	90%
2008	196	93%	--	93%	92%	94%	93%	94%
PACIFIC MEDICAL CLINICS								
2009	68	98%	--	*	100%	97%	100%	95%
2008	138	92%	--	*	89%	93%	97%	88%
ST VINCENTS CATHLC MED CTRS NY								
2009	24	99%	--	*	100%	*	*	99%
2008	94	91%	--	88%	87%	94%	87%	93%

TRICARE Outpatient Satisfaction Survey - MHS Wide - USFHP

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 - USFHP

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
BRIGHTON MARINE								
2009	47	75%	--	69%	77%	75%	77%	66%
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST JOHN'S								
2009	94	65%	--	--	62%	67%	74%	53%
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST JOSEPH'S								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST MARY'S								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
JOHNS HOPKINS MED SVCS CORP								
2009	211	70%	*	64%	70%	70%	77%	49%
2008	--	--	--	--	--	--	--	--
MARTIN'S POINT HEALTH CARE								
2009	109	74%	--	71%	74%	75%	87%	51%
2008	--	--	--	--	--	--	--	--
PACIFIC MEDICAL CLINICS								
2009	64	67%	--	*	68%	67%	78%	48%
2008	--	--	--	--	--	--	--	--
ST VINCENTS CATHLC MED CTRS NY								
2009	21	70%	--	*	*	*	*	61%
2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - MHS Wide - USFHP

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

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TRICARE Outpatient Satisfaction Survey - Purchased Care - USFHP

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
BRIGHTON MARINE								
2009	34	91%	--	*	100%	87%	89%	*
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST JOHN'S								
2009	77	93%	--	--	87%	96%	90%	97%
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST JOSEPH'S								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST MARY'S								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
JOHNS HOPKINS MED SVCS CORP								
2009	157	92%	--	80%	90%	98%	94%	86%
2008	--	--	--	--	--	--	--	--
MARTIN'S POINT HEALTH CARE								
2009	78	92%	--	*	95%	90%	91%	94%
2008	--	--	--	--	--	--	--	--
PACIFIC MEDICAL CLINICS								
2009	46	92%	--	*	97%	90%	97%	79%
2008	--	--	--	--	--	--	--	--
ST VINCENTS CATHLC MED CTRS NY								
2009	18	93%	--	*	*	*	*	100%
2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - MHS Wide - USFHP

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%

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² CONUS includes Alaska and Hawaii.

³ Region based on region where beneficiary received care.

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

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TRICARE Outpatient Satisfaction Survey - Purchased Care - USFHP

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
BRIGHTON MARINE								
2009	54	95%	--	79%	96%	100%	95%	95%
2008	124	89%	--	80%	82%	95%	89%	88%
CHRISTUS HEALTH/ST JOHN'S								
2009	101.5	92%	--	--	86%	95%	92%	92%
2008	70	92%	--	--	79%	98%	91%	93%
CHRISTUS HEALTH/ST JOSEPH'S								
2009	--	--	--	--	--	--	--	--
2008	73	81%	--	--	56%	92%	76%	87%
CHRISTUS HEALTH/ST MARY'S								
2009	--	--	--	--	--	--	--	--
2008	29	85%	--	--	89%	83%	100%	67%
JOHNS HOPKINS MED SVCS CORP								
2009	245.5	83%	*	65%	80%	90%	82%	85%
2008	467.5	85%	--	68%	84%	91%	83%	91%
MARTIN'S POINT HEALTH CARE								
2009	118.5	96%	--	96%	95%	97%	99%	92%
2008	194	89%	--	89%	85%	93%	86%	96%
PACIFIC MEDICAL CLINICS								
2009	67	94%	--	*	94%	94%	94%	96%
2008	137.5	93%	--	*	93%	96%	92%	95%
ST VINCENTS CATHLC MED CTRS NY								
2009	24	85%	--	*	100%	*	*	79%
2008	94	84%	--	71%	74%	94%	83%	85%

TRICARE Outpatient Satisfaction Survey - MHS Wide - USFHP

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%	

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³ Region based on region where beneficiary received care.

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

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TRICARE Outpatient Satisfaction Survey - Purchased Care - USFHP

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
BRIGHTON MARINE								
2009	34	93%	--	*	95%	93%	92%	*
2008	88	82%	--	*	74%	86%	86%	56%
CHRISTUS HEALTH/ST JOHN'S								
2009	74	82%	--	--	76%	84%	81%	84%
2008	55	83%	--	--	72%	90%	85%	79%
CHRISTUS HEALTH/ST JOSEPH'S								
2009	--	--	--	--	--	--	--	--
2008	57	80%	--	--	60%	87%	76%	86%
CHRISTUS HEALTH/ST MARY'S								
2009	--	--	--	--	--	--	--	--
2008	21	79%	--	--	*	79%	84%	*
JOHNS HOPKINS MED SVCS CORP								
2009	169	83%	*	81%	78%	87%	85%	69%
2008	348	81%	--	82%	78%	83%	82%	80%
MARTIN'S POINT HEALTH CARE								
2009	86	95%	--	100%	92%	96%	95%	94%
2008	140	81%	--	71%	82%	84%	86%	63%
PACIFIC MEDICAL CLINICS								
2009	50	87%	--	*	76%	89%	90%	78%
2008	95	94%	--	*	87%	98%	91%	97%
ST VINCENTS CATHLC MED CTRS NY								
2009	17	73%	--	*	*	*	*	76%
2008	66	73%	--	59%	67%	80%	70%	76%

TRICARE Outpatient Satisfaction Survey - MHS Wide - USFHP

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%

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³ Region based on region where beneficiary received care.

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

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TRICARE Outpatient Satisfaction Survey - Purchased Care - USFHP

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

	Responses	Total	Proportion Agree					
			Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
BRIGHTON MARINE								
2009	39.8	80%	--	44%	79%	93%	83%	80%
2008	84.4	78%	--	*	77%	80%	79%	77%
CHRISTUS HEALTH/ST JOHN'S								
2009	69.6	84%	--	--	77%	88%	84%	84%
2008	48.6	83%	--	--	88%	81%	83%	85%
CHRISTUS HEALTH/ST JOSEPH'S								
2009	--	--	--	--	--	--	--	--
2008	50.4	74%	--	--	50%	88%	75%	73%
CHRISTUS HEALTH/ST MARY'S								
2009	--	--	--	--	--	--	--	--
2008	19.4	88%	--	--	*	96%	89%	81%
JOHNS HOPKINS MED SVCS CORP								
2009	207.2	66%	*	36%	63%	78%	66%	66%
2008	377	66%	--	36%	56%	79%	65%	68%
MARTIN'S POINT HEALTH CARE								
2009	102.6	81%	--	55%	77%	85%	82%	79%
2008	155.4	74%	--	62%	65%	84%	73%	75%
PACIFIC MEDICAL CLINICS								
2009	48	80%	--	*	78%	81%	76%	84%
2008	99.4	82%	--	*	79%	84%	84%	80%
ST VINCENTS CATHLC MED CTRS NY								
2009	17.6	69%	--	*	*	*	*	87%
2008	67.8	56%	--	37%	51%	71%	44%	64%

TRICARE Outpatient Satisfaction Survey - MHS Wide - USFHP

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%

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³ Region based on region where beneficiary received care.

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

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TRICARE Outpatient Satisfaction Survey - Purchased Care - USFHP

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
BRIGHTON MARINE								
2009	60	73%	--	44%	60%	90%	73%	72%
2008	125	78%	--	73%	80%	76%	81%	72%
CHRISTUS HEALTH/ST JOHN'S								
2009	106	83%	--	--	71%	88%	87%	78%
2008	74	73%	--	--	74%	73%	70%	77%
CHRISTUS HEALTH/ST JOSEPH'S								
2009	--	--	--	--	--	--	--	--
2008	78	68%	--	--	37%	83%	65%	72%
CHRISTUS HEALTH/ST MARY'S								
2009	--	--	--	--	--	--	--	--
2008	30	82%	--	--	75%	85%	80%	83%
JOHNS HOPKINS MED SVCS CORP								
2009	264	65%	*	43%	60%	77%	65%	64%
2008	485	65%	--	33%	56%	82%	66%	64%
MARTIN'S POINT HEALTH CARE								
2009	143	73%	--	67%	69%	78%	79%	64%
2008	212	74%	--	62%	66%	85%	69%	84%
PACIFIC MEDICAL CLINICS								
2009	70	77%	--	*	70%	79%	75%	79%
2008	145	71%	--	*	69%	74%	76%	68%
ST VINCENTS CATHLC MED CTRS NY								
2009	26	65%	--	*	57%	*	*	69%
2008	100	59%	--	45%	38%	74%	50%	64%

TRICARE Outpatient Satisfaction Survey - MHS Wide - USFHP

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 - USFHP

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
BRIGHTON MARINE								
2009	60	86%	--	54%	97%	90%	82%	96%
2008	125	92%	--	83%	93%	94%	92%	94%
CHRISTUS HEALTH/ST JOHN'S								
2009	106	92%	--	--	92%	91%	97%	86%
2008	74	88%	--	--	85%	89%	88%	87%
CHRISTUS HEALTH/ST JOSEPH'S								
2009	--	--	--	--	--	--	--	--
2008	78	75%	--	--	41%	90%	75%	74%
CHRISTUS HEALTH/ST MARY'S								
2009	--	--	--	--	--	--	--	--
2008	30	98%	--	--	94%	100%	100%	96%
JOHNS HOPKINS MED SVCS CORP								
2009	264	82%	*	71%	79%	88%	82%	79%
2008	485	82%	--	55%	77%	93%	84%	78%
MARTIN'S POINT HEALTH CARE								
2009	143	90%	--	73%	89%	93%	92%	86%
2008	212	86%	--	88%	82%	88%	83%	92%
PACIFIC MEDICAL CLINICS								
2009	70	96%	--	*	100%	95%	96%	96%
2008	145	87%	--	*	89%	89%	86%	87%
ST VINCENTS CATHLC MED CTRS NY								
2009	26	89%	--	*	93%	*	*	90%
2008	100	76%	--	66%	58%	90%	74%	78%

TRICARE Outpatient Satisfaction Survey - MHS Wide - USFHP

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 - USFHP

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
BRIGHTON MARINE								
2009	34	96%	--	*	92%	100%	95%	*
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST JOHN'S								
2009	79	91%	--	--	95%	90%	90%	93%
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST JOSEPH'S								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST MARY'S								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
JOHNS HOPKINS MED SVCS CORP								
2009	157	87%	--	74%	92%	87%	88%	84%
2008	--	--	--	--	--	--	--	--
MARTIN'S POINT HEALTH CARE								
2009	78	93%	--	*	89%	96%	92%	94%
2008	--	--	--	--	--	--	--	--
PACIFIC MEDICAL CLINICS								
2009	46	92%	--	*	87%	93%	96%	81%
2008	--	--	--	--	--	--	--	--
ST VINCENTS CATHLC MED CTRS NY								
2009	18	93%	--	*	*	*	*	100%
2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - MHS Wide - USFHP

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 - USFHP

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
BRIGHTON MARINE								
2009	32	95%	--	*	88%	100%	98%	*
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST JOHN'S								
2009	78	93%	--	--	91%	93%	100%	83%
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST JOSEPH'S								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
CHRISTUS HEALTH/ST MARY'S								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
JOHNS HOPKINS MED SVCS CORP								
2009	154	90%	--	69%	90%	96%	92%	80%
2008	--	--	--	--	--	--	--	--
MARTIN'S POINT HEALTH CARE								
2009	76	93%	--	*	89%	96%	96%	87%
2008	--	--	--	--	--	--	--	--
PACIFIC MEDICAL CLINICS								
2009	46	99%	--	*	97%	100%	100%	97%
2008	--	--	--	--	--	--	--	--
ST VINCENTS CATHLC MED CTRS NY								
2009	18	78%	--	*	*	*	*	79%
2008	--	--	--	--	--	--	--	--

TRICARE Outpatient Satisfaction Survey - MHS Wide - USFHP

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 - USFHP

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
BRIGHTON MARINE								
2009	5.5	*	--	*	*	--	*	*
2008	4	*	--	*	*	*	*	*
CHRISTUS HEALTH/ST JOHN'S								
2009	8	*	--	--	*	*	*	*
2008	8	*	--	--	*	*	*	*
CHRISTUS HEALTH/ST JOSEPH'S								
2009	--	--	--	--	--	--	--	--
2008	3	*	--	--	--	*	--	*
CHRISTUS HEALTH/ST MARY'S								
2009	--	--	--	--	--	--	--	--
2008	--	--	--	--	--	--	--	--
JOHNS HOPKINS MED SVCS CORP								
2009	19.5	74%	--	*	*	*	76%	*
2008	34.5	71%	--	*	67%	86%	72%	67%
MARTIN'S POINT HEALTH CARE								
2009	14.5	69%	--	--	77%	*	*	73%
2008	20	69%	--	*	*	*	70%	*
PACIFIC MEDICAL CLINICS								
2009	8	*	--	*	*	*	*	*
2008	10.5	73%	--	--	*	*	*	*
ST VINCENTS CATHLC MED CTRS NY								
2009	5.5	*	--	*	*	*	*	*
2008	2	*	--	*	--	*	*	*

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?

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 Almost Never Almost Always
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29. In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

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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
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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
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 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?
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- 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.

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