



Department of Defense

MILITARY HEALTH SYSTEM

2005 TRICARE INPATIENT SATISFACTION SURVEY RESULTS

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EXECUTIVE SUMMARY

TRICARE Inpatient Satisfaction Survey

The TRICARE Inpatient Satisfaction Survey (TRISS) reports on patient experiences for adults receiving Medical, Surgical and Childbirth services from the Military Health System's (MHS) 71 Direct Care Military Treatment Facilities (MTFs) and through MHS Purchased Care arrangements. Patients included in the survey were discharged during the period of July 1, 2005 through September 30, 2005. The 71 CONUS and OCONUS MTFs had 23,820 Medical and Surgical service patients surveyed and 59 of the 71 MTFs had 12,479 patients surveyed about their Childbirth experiences. The overall response rate for this reporting period for the Direct Care TRISS was 36.4% which is average for this type of study. The Purchased Care TRISS had 8,596 patients surveyed and a 49.4% response rate which is above average for this type of study. Table 1 summarizes TRISS Direct Care results and Table 2 summarizes Purchased Care results.

Table 1 – Direct Care (DC) Results

OVERALL SATISFACTION:	DC Overall	NRC Comparative	NRC Percentile	DC Medical	DC Surgical	DC Childbirth
Overall Rating of Hospital	78.7	80.7↓	40	84.9	83.8	61.8
Would Recommend Hospital	63.2	65.4↓	42	70.7	70.0	41.9

DIMENSIONS:	DC Overall	NRC Comparative	NRC Percentile	DC Medical	DC Surgical	DC Childbirth
Respect for Patient Preferences	71.7 ⁽²⁾	71.7	46	72.5	77.3	64.8
Coordination of Care	52.3 ⁽⁶⁾	54.3↓	8	51.6	63.1	39.7
Information, Education, Communication	60.4 ⁽³⁾	59.5↑	78	59.7	66.6	56.6
Physical Comfort	63.5 ⁽⁵⁾	59.5↑	51	62.9	65.9	62.0
Emotional Support	61.6 ⁽¹⁾	61.7	36	60.9	69.2	54.6
Involvement of Family and Friends	69.5 ⁽⁴⁾	66.9↑	72	65.4	74.7	69.9
Continuity and Transition	74.9 ⁽⁷⁾	72.0↑	85	73.2	82.3	70.7

(#): Dimension of Care most highly correlated to Overall Rating of Hospital (1= Highest Correlation, 7 = Lowest Correlation)

↓ : DC Overall score is statistically significantly lower than NRC Comparative Score

↑ : DC Overall score is statistically significantly higher than NRC Comparative Score

Percentile: DC overall rank within NRC comparative database (100 = Top, 50 = Middle, 1 = Bottom)

Table 2 – Purchase Care (PC) Results

OVERALL SATISFACTION:	PC Overall	NRC Comparative	NRC Percentile	PC Medical	PC Surgical	PC Childbirth
Overall Rating of Hospital	80.4	80.7	47	79.9	83.3	75.9
Would Recommend Hospital	62.2	65.4↓	38	58.8	66.9	61.8

DIMENSIONS:	PC Overall	NRC Comparative	NRC Percentile	PC Medical	PC Surgical	PC Childbirth
Respect for Patient Preferences	70.5 ⁽²⁾	71.7	35	67.8	74.3	70.3
Coordination of Care	56.2 ⁽⁷⁾	54.3↑	54	51.4	64.3	53.8
Information, Education, Communication	56.4 ⁽⁴⁾	59.5↓	42	51.1	60.8	61.4
Physical Comfort	60.9 ⁽⁵⁾	59.5	29	56.0	62.8	65.7
Emotional Support	61.2 ⁽¹⁾	61.7	32	56.2	66.6	64.0
Involvement of Family and Friends	69.2 ⁽³⁾	66.9↑	72	63.6	73.7	72.9
Continuity and Transition	70.9 ⁽⁶⁾	72.0	57	64.6	76.9	73.4

(#): Dimension of Care most highly correlated to Overall Rating of Hospital (1= Highest Correlation, 7 = Lowest Correlation)

↓ : PC Overall score is statistically significantly lower than NRC Comparative Score

↑ : PC Overall score is statistically significantly higher than NRC Comparative Score

Percentile: PC overall rank within NRC comparative database (100 = Top, 50 = Middle, 1 = Bottom)

The DC “Overall Rating of Hospital” score of 78.7% is statistically significantly lower than the NRC Comparative score of 80.7%. The DC Overall score is at the 40th percentile of the NRC Comparative database. The 2005 DC “Overall Rating of Hospital” score statistically significantly decreased from 82.8% in 2004. 63.2% of patients would recommend DC MTFs as compared to 65.4% of the patients in the NRC comparative. The difference in the DC and NRC “Would Recommend” scores is statistically significant (lower) and the DC score is at the 42nd percentile within the comparative database. The Dimensions of Care most highly correlated (having the most impact) on the “Overall Rating of the Hospital” question are Emotional Support, Respect for Patient Preferences and Information, Education and Communication. The DC Childbirth service line, with a 61.8% Overall Rating score is lower than the DC Medical and Surgical Overall Rating scores. The DC Medical and Surgical Overall Rating scores show that slightly more than eight out of every ten patients highly rate DC MTFs for these service lines.

The PC Overall score of 80.4% is similar to the NRC Comparative score of 80.7%. The PC Overall score is at the 47th percentile of the NRC Comparative database. The 2005 PC “Overall Rating of Hospital” score statistically significantly decreased from 82.9% in 2004. 62.2% of patients would recommend PC hospitals as compared to 65.4% of the patients in the NRC comparative. The difference in the PC and NRC “Would Recommend” scores is statistically significant (lower) and the PC score is at the 38th percentile within the comparative database. The Dimensions of Care most highly correlated (having the most impact) on the “Overall Rating of the Hospital” question are Emotional Support, Respect for Patient Preferences and Involvement of Family and Friends. The PC Childbirth service line, with a 75.9% Overall Rating score is lower than the PC Medical and Surgical Overall Rating scores. The PC Medical and Surgical Overall Rating scores show that approximately eight out of every ten patients highly rate PC Hospitals for these service lines.

The TRISS was conducted by National Research Corporation (NRC) through its NRC+Picker division using the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) and NRC+Picker questions to create a full representation of the Picker Dimensions of Patient Centered Care. The HCAHPS is a survey instrument developed by the Agency for Healthcare Research and Quality for use in the Centers for Medicare and Medicaid Services’ Hospital Quality Initiative. This initiative gathers and publicly reports standard clinical and patient survey measures for acute care hospitals across the United States. The Picker Dimensions of Care represent key aspects of Patient Centered Care. Patient Centeredness was highlighted as one of six aims by the Institute of Medicine in *Crossing the Quality Chasm*. The comparative data contained in this TRISS report is comprised of more than 1,000 organizations who measure their patient experiences through NRC+Picker.

The 2005 TRISS shows that the MHS has strong performance within Medical and Surgical Service lines. The Air Force has better scores than the majority of the MHS and has higher scores than several NRC benchmarks. All service lines, but more significantly Childbirth, should focus on Emotional Support and Respect for Patient Preferences for the MHS to improve. TRISS Summary Results for the Army, Navy and Air Force follow this page.

Summary of Service Reports

Army

There were a total of 28 Army MTFs surveyed for the Medical and Surgical Services and 22 of the 28 MTFs for Childbirth services. The 28 Army CONUS AND OCONUS MTFs had 12,679 Medical and Surgical service patients surveyed and 22 of the 28 MTFs had 5,825 patients surveyed about their childbirth experiences. The Army had an overall response rate of 34.9% which is below the average response rate for this type of survey. Table 3 summarizes Army TRISS results.

Table 3

OVERALL SATISFACTION:	Army Overall	NRC Comparative	NRC Percentile	Army Medical	Army Surgical	Army Childbirth
Overall Rating of Hospital	77.0	80.7↓	32	84.3	81.6	55.4
Would Recommend Hospital	60.3	65.4↓	34	69.1	66.7	33.3

DIMENSIONS:	Army Overall	NRC Comparative	NRC Percentile	Army Medical	Army Surgical	Army Childbirth
Respect for Patient Preferences	71.3 ⁽²⁾	71.7	43	72.6	75.8	63.5
Coordination of Care	52.4 ⁽⁶⁾	54.3↓	8	51.8	62.0	38.6
Information, Education, Communication	60.0 ⁽⁴⁾	59.5	68	59.6	65.3	55.6
Physical Comfort	63.2 ⁽⁵⁾	59.5↑	48	63.4	65.1	61.0
Emotional Support	60.8 ⁽¹⁾	61.7	32	60.5	67.2	52.6
Involvement of Family and Friends	68.7 ⁽³⁾	66.9↑	70	65.5	73.5	68.3
Continuity and Transition	74.7 ⁽⁷⁾	72.0↑	85	73.5	81.6	69.4

(#): Dimension of Care most highly correlated to Overall Rating of Hospital (1= Highest Correlation, 7 = Lowest Correlation)

↓ : Army Overall score is statistically significantly lower than NRC Comparative Score

↑ : Army Overall score is statistically significantly higher than NRC Comparative Score

Percentile: Army overall rank within NRC comparative database (100 = Top, 50 = Middle, 1 = Bottom)

The Army “Overall Rating of Hospital” score of 77.0% is statistically significantly lower than the NRC Comparative score of 80.7%. The Army Overall score is at the 32nd percentile of the NRC Comparative database. The 2005 Army “Overall Rating of Hospital” score statistically significantly decreased from 81.8% in 2004. 60.3% of patients would recommend Army MTFs as compared to 65.4% of the patients in the NRC comparative database. The difference in the Army and NRC “Would Recommend” scores is statistically significant (lower) and the Army score is at the 34th percentile within the comparative database. The Dimensions of Care most highly correlated (having the most impact) on the Overall Rating of the Hospitals are Emotional Support, Respect for Patient Preferences and Involvement of Family and Friends. The Army Childbirth service line, with a 55.4% Overall Rating score is lower than the Army Medical and Surgical Overall Rating scores. The Army Medical and Surgical Overall Rating scores show that slightly more than eight out of every ten patients highly rate Army MTFs for these service lines.

The 2005 TRISS shows that the Army has strong performance within Medical and Surgical Service lines. All service lines, but more significantly Childbirth, should focus on Emotional Support and Respect for Patient Preferences for the Army to improve.

Navy

There were a total of 22 Navy MTFs surveyed for the Medical and Surgical Services and 20 of the 22 MTFs for Childbirth services. The 22 Navy CONUS AND OCONUS MTFs had 6,404 Medical and Surgical service patients surveyed and 20 of the 22 MTFs had 4,610 patients surveyed about their childbirth experiences. The Navy had an overall response rate of 35.7% which is slightly below the average response rate for this type of survey. Table 4 summarizes Navy TRISS results.

Table 4

OVERALL SATISFACTION:	Navy Overall	NRC Comparative	NRC Percentile	Navy Medical	Navy Surgical	Navy Childbirth
Overall Rating of Hospital	78.3	80.7↓	38	83.9	85.2	66.1
Would Recommend Hospital	63.7	65.4↓	44	71.4	71.7	48.2

DIMENSIONS:	Navy Overall	NRC Comparative	NRC Percentile	Navy Medical	Navy Surgical	Navy Childbirth
Respect for Patient Preferences	70.3 ⁽²⁾	71.7	33	70.9	77.6	64.7
Coordination of Care	50.7 ⁽⁵⁾	54.3↓	8	50.8	63.4	39.2
Information, Education, Communication	58.9 ⁽³⁾	59.5	57	57.9	66.1	56.1
Physical Comfort	62.2 ⁽⁶⁾	59.5↑	40	59.8	65.0	62.3
Emotional Support	60.8 ⁽¹⁾	61.7	32	60.1	69.9	54.7
Involvement of Family and Friends	69.5 ⁽⁴⁾	66.9↑	72	64.6	74.3	70.6
Continuity and Transition	73.8 ⁽⁷⁾	72.0↑	85	71.8	81.3	71.0

(#): Dimension of Care most highly correlated to Overall Rating of Hospital (1= Highest Correlation, 7 = Lowest Correlation)

↓ : Navy Overall score is statistically significantly lower than NRC Comparative Score

↑ : Navy Overall score is statistically significantly higher than NRC Comparative Score

Percentile: Navy overall rank within NRC comparative database (100 = Top, 50 = Middle, 1 = Bottom)

The Navy “Overall Rating of Hospital” score of 78.3% is statistically significantly lower than the NRC Comparative score of 80.7%. The Navy Overall score is at the 38th percentile of the NRC Comparative database. The 2005 Navy “Overall Rating of Hospital” score statistically significantly decreased from 81.0% in 2004. 63.7% of patients would recommend Navy MTFs as compared to 65.4% of the patients in the NRC comparative database. The difference in the Navy and NRC “Would Recommend” scores is statistically significant (lower) and the Navy score is at the 44th percentile within the comparative database. The Dimensions of Care most highly correlated (having the most impact) on the Overall Rating of the Hospitals are Emotional Support, Respect for Patient Preferences and Information, Education and Communications. The Navy Childbirth service line, with a 66.1% Overall Rating score is lower than the Navy Medical and Surgical Overall Rating scores. The Navy Medical and Surgical Overall Rating scores show that slightly more than eight out of every ten patients highly rate Navy MTFs for these service lines.

The 2005 TRISS shows that the Navy has strong performance within Medical and Surgical Service lines. All service lines, but more significantly Childbirth, should focus on Emotional Support and Respect for Patient Preferences for the Navy to improve.

Air Force

There were a total of 21 Air Force MTFs surveyed for the Medical and Surgical Services and 17 of the 21 MTFs for Childbirth services. The 21 Air Force CONUS AND OCONUS MTFs had 4,737 Medical and Surgical service patients surveyed and 17 of the 22 MTFs had 2,044 patients surveyed about their childbirth experiences. The Air Force had an overall response rate of 41.9% which is above the average response rate for this type of survey. Table 5 summarizes Air Force TRISS results.

Table 5

OVERALL SATISFACTION:	Air Force Overall	NRC Comparative	NRC Percentile	Air Force Medical	Air Force Surgical	Air Force Childbirth
Overall Rating of Hospital	83.4	80.7↑	59	87.2	87.5	68.2
Would Recommend Hospital	69.0	65.4↑	59	73.0	76.4	49.1

DIMENSIONS:	Air Force Overall	NRC Comparative	NRC Percentile	Air Force Medical	Air Force Surgical	Air Force Childbirth
Respect for Patient Preferences	74.6 ⁽²⁾	71.7↑	71	74.2	80.7	68.2
Coordination of Care	54.3 ⁽⁶⁾	54.3	25	52.1	65.5	43.8
Information, Education, Communication	63.5 ⁽³⁾	59.5↑	100	62.0	70.4	60.0
Physical Comfort	66.1 ⁽⁵⁾	59.5↑	65	65.3	69.3	64.1
Emotional Support	64.8 ⁽¹⁾	61.7↑	60	62.6	73.2	59.1
Involvement of Family and Friends	71.1 ⁽⁴⁾	66.9↑	89	66.3	78.0	72.2
Continuity and Transition	76.9 ⁽⁷⁾	72.0↑	95	73.9	85.5	73.5

(#): Dimension of Care most highly correlated to Overall Rating of Hospital (1= Highest Correlation, 7 = Lowest Correlation)

↓ : Air Force Overall score is statistically significantly lower than NRC Comparative Score

↑ : Air Force Overall score is statistically significantly higher than NRC Comparative Score

Percentile: Air Force overall rank within NRC comparative database (100 = Top, 50 = Middle, 1 = Bottom)

The Air Force “Overall Rating of Hospital” score of 83.4% is statistically significantly higher than the NRC Comparative score of 80.7%. The Air Force Overall score is at the 59th percentile of the NRC Comparative database. The 2005 Air Force “Overall Rating of Hospital” score statistically significantly decreased from 87.2% in 2004. 69.0% of patients would recommend Air Force MTFs as compared to 65.4% of the patients in the NRC comparative database. The difference in the Air Force and NRC “Would Recommend” scores is statistically significant (higher) and the Air Force score is at the 59th percentile within the comparative database. The Dimensions of Care most highly correlated (having the most impact) on the Overall Rating of the Hospitals are Emotional Support, Respect for Patient Preferences and Information, Education and Communications. The Air Force Childbirth service line, with a 68.2% Overall Rating score is lower than the Air Force Medical and Surgical Overall Rating scores. The Air Force Medical and Surgical Overall Rating scores show that almost nine out of every ten patients highly rate Air Force MTFs for these service lines.

The 2005 TRISS shows that the Air Force has strong performance within Medical and Surgical Service lines. All service lines, but more significantly Childbirth, should focus on Emotional Support and Respect for Patient Preferences for the Air Force to improve.

How to Read the DoD TRISS Report

Date Report Created

March 29, 2006

Report type, Page content

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Survey Population
(see page xi for more information).

Current reporting period, Sample size, and Response rate.

Red shading and asterisk represents statistical differences from the 2005 survey results. The statistical test used for analyzing results is the chi-square test (see page xiii for more information).

Category	% Positive Score
Alpha Army Medical Center 2005	81.5
Army	59.7
Navy	57.7*
Air Force	82.9
NRC Comparative Data	81.6

* Significantly Different from Your Current Score

Graph displays dimension results. A dimension represents a key aspect of how patients experience their care. A dimension score is comprised of all question scores provided below.

Green shading represents the primary questions that correlate to how the patient will rate their overall inpatient experience. Questions are ranked in order of correlation to the "HCAHPS: Overall Rating of Hospital."

Question	Alpha Army Medical Center 2004	Alpha Army Medical Center 2005	Army	Navy	Air Force	NRC Comparative Data
HCAHPS: Nurses explained things understandably	86.8%↑	89.0%	67.3%↑	64.5%↑	70.9%	64.9%↑
IP: Enough info re: condition/treatment		48.9%	48.9%	45.2%	48.2%	43.8%↑
IP: Explained reason for wait in going to room		46.7%	45.7%	45.0%	52.1%↓	47.9%↓
HCAHPS: Staff described med side effects	51.1%	51.3%	51.7%	50.9%	56.1%↓	48.1%↑
HCAHPS: Drs explained things understandably	72.2%	74.5%	72.8%↑	70.9%↑	75.6%	70.1%↑

↑ represents statistically significant differences, at the 95% confidence level, from your current score. Your current score is: higher ↑ or lower ↓.

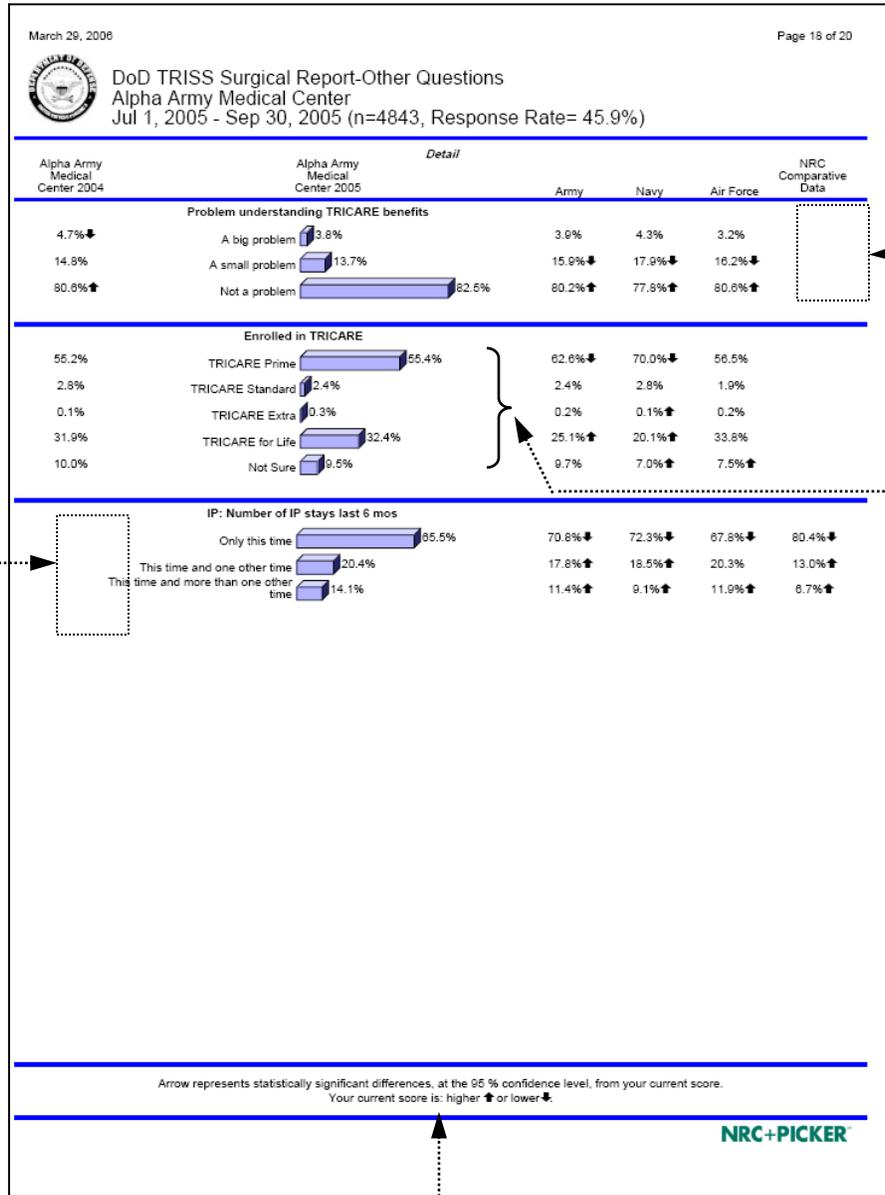
Facility data results for Jul-Sep 2004 reporting period

Data Comparisons:
 * Army Jul-Sep05
 * Navy Jul-Sep05
 * Air Force Jul-Sep05
 * NRC Comparative Data, which is the current national average score of all NRC+Picker clients

A higher score represents a more positive experience for any given question.

The HCAHPS questions are part of an initiative by the Agency of Healthcare Research and Quality (AHRQ) and the Center for Medicare and Medicaid Services (CMS) to uniformly measure and publicly report patients' experience with their inpatient care through the use of a standardized survey instrument and data collection methodology.

How to Read the DoD TRISS Report (Cont.)



This block represents questions that were customized by the client and therefore no NRC comparative data are available.

Displays the percentage of question responses. For example, 55.4% of patients indicated having enrolled in TRICARE Prime.

This block represents questions that were not asked or the question response scales differed during the last reporting period and therefore no previous data are available.

Reports statistically significant differences comparing the current period score to: the previous period, the NRC Comparative Data, Army, Navy and Air Force.

REPORT ORIENTATION

Survey Population

The survey population consists of military beneficiaries who had a stay at a military treatment facility (MTF) during the period of July 1, 2005 through September 30, 2005. A number of selection criteria were employed to exclude certain categories of inpatients from the survey sample. Among those excluded from the survey were:

- Patients less than eighteen years of age.
- Patients who did not have a normal discharge.
- Patients with a diagnosis of substance abuse.
- Patients with a diagnosis of abortion, false labor, ante-partum, or stillbirth.

Survey Questions

The 2005 TRICARE Inpatient Satisfaction Survey (TRISS) incorporates questions from two sources: HCAHPS and NRC+Picker.

HCAHPS

Questions developed by the Agency for Healthcare Research and Quality (AHRQ) and the Centers for Medicare and Medicaid Services (CMS) for the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) initiative have been included within the TRISS. The goal of the HCAHPS initiative is to uniformly measure and publicly report patients' experience with their inpatient care through use of a standardized survey instrument and data collection method. The Department of Defense is one of the first organizations to utilize this survey as part of their ongoing measurement programs. For more detailed information about the HCAHPS initiative, please visit www.cahps.ahrq.gov.

NRC+Picker

In addition to the HCAHPS questions, experience-based questions created by NRC+Picker were used. These questions accurately measure caregivers behaviors deemed most important by the patients. By measuring whether or not these key behaviors were experienced by the patient, NRC+Picker questions provide a clear path for intervention that will lead to tangible improvement.

For this report, combining the HCAHPS and NRC+Picker questions creates a full representation of the Picker Dimensions of Patient Centered Care. Patient Centeredness is one of the six aims call for by the Institute of Medicine's (IOM), "Crossing the Quality Chasm". These dimensions represent key aspects of how patients experience their care. Questions that reflect a theme but are not part of the Picker Dimensions are also provided in this report. Description of the dimensions and themes are provided below.

Picker Dimensions of Patient-Centered Care

(for more information about the Dimensions, please visit <http://nrpicker.com>.)

1. **Respect for Patients' Preferences:** Patients are recognized and treated as individuals; they are treated with dignity and respect; and their autonomy and preferences are respected. When they desire it, patients are involved in decisions about their care.
2. **Coordination of Care:** People who work in the hospital work together as a team to ensure that care, services, and information reach those who need it at the right time. They also make sure that there are smooth transitions among different places and services within the hospital. Patients can speak to or get help from people who work in the hospital when they need it; patients can get the care and services they need.
3. **Information, Education and Communication:** Patients are told about their condition (what they have), their status or progress (how they are doing), their prognosis (how they will likely do in the future), and about their care in a way they can understand. They get timely, complete, and honest answers to their questions from their care providers.
4. **Physical Comfort:** Patients get care, relief, and support for the discomfort, pain, suffering and limits on their activities of daily living during their hospital stay.
5. **Emotional Support:** Patients get help, encouragement and support for the fear, anxiety and concerns associated with their illness and their hospital stay. Care providers acknowledge and care for patient's emotional and spiritual needs.
6. **Involvement of Family and Friends:** Information is shared with patients' families and friends when appropriate; the people who work in the hospital keep families and friends informed, involved and supported.
7. **Continuity and Transition:** Patients get the help, information and support they need to care for themselves after leaving the hospital. This includes information regarding the results and type of medical care and treatment they are getting, planning for ongoing care and treatment, and information about access to other support and services.

Ancillary and Support Services Questions

1. **Experiences with Safe Medical Practices:** These questions reflect patients' awareness that the staff is using safe practices in their care such as hand washing or verification of patient identity.
2. **Dietary Staff and Services:** These questions reflect ratings of specific questions that target the patients' experience with nutritional staff and food delivery.
3. **Radiology Staff and Services:** These questions that are grouped together reflect ratings of specific questions that target the patients' experience with imaging personnel.
4. **Laboratory Staff and Services:** These questions reflect ratings of specific questions that target the patients' experience with laboratory personnel.

5. **Facilities and Housekeeping:** These questions reflect the patients' awareness of the facility grounds, their sign usage and the cleanliness of the facility.

Prefix Codes

This report contains several prefix codes used to differentiate between the HCAHPS questions and the NRC+Picker questions to complete the Picker Dimensions of Care. The following is a guide to the codes.

- Any question with an HCAHPS prefix is an HCAHPS question.
- Any question with an IP prefix could be asked of a medical/surgical patient or a childbirth patient.
- Any question with an OB prefix is asked of a childbirth patient only.

Report Scores

Results are reported as either positive scores or frequency scores.

- A positive score is defined as the percentage of positive responses of the total number of valid and applicable responses. With positive scores, *higher scores reflect higher levels of satisfaction.*
- Frequency scores show the percentage for each survey response item answered.

Comparisons

On each page where positive scores are reported, there are four columns of comparison data on the right side of the horizontal bars: Army, Navy, Air Force, and NRC Comparative Data. The first three columns display the positive scores of Army, Navy and Air Force respectively using data for encounter dates of July 2005 – September 2005. NRC Comparative Data is the current national average score of all NRC+Picker clients. For all pages, a previous period data column is reported, which is presented at the left of the horizontal bars. The previous period for the report uses encounter data from July 2004 – September 2004.

Significance Testing

Data are tested for statistical significance using a chi-square test at a 95% confidence level. An arrow up or down indicates that the score for your unit is either significantly higher than \uparrow or significantly lower than \downarrow the scores in each of the four comparison columns. The arrow will be displayed to the right of the comparison column. For more information about statistical tests, please reference: Beaver, B., Beaver, R.J., & Mendenhall, W. (2005). *Introduction to Probability and Statistics*. Thomson Learning.

Correlations

Where applicable, each survey questions is ranked in order of its correlation to the following question, “Using any number from 0 to 10, where 0 is the worst possible and 10 is the best possible, what number would you use to rate this hospital?”

DIRECT CARE



DoD TRISS Direct Care Overall Report-Overall Rating of Hospital Military Health System Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)

Detail

MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
<i>% Positive Score</i>					
82.8%↓	HCAHPS: Overall rating of hospital 78.7%	77.0%↑	78.3%	83.4%↓	80.7%↓
HCAHPS: Overall rating of hospital					
0.5%	Worst hospital possible 0	0.6%	0.5%	0.2%↑	0.6%
0.5%	1	0.7%	0.6%	0.2%↑	0.5%
0.7%↑	2	1.0%	1.2%	0.6%	0.8%
1.2%	3	1.6%	1.4%	0.7%↑	1.3%
1.4%	4	1.7%	1.6%	1.3%	1.4%
3.0%	5	3.7%	3.2%	2.5%↑	3.4%
3.2%↑	6	4.0%	3.8%	2.9%↑	3.3%↑
6.7%↑	7	9.8%	9.3%	8.3%	8.0%↑
15.7%↑	8	20.4%	21.4%	19.8%	19.2%↑
23.8%	9	22.7%	23.8%	25.7%↓	24.1%
43.3%↓	Best hospital possible 10	33.9%	33.1%	37.8%↓	37.4%↓

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Overall Report-Would Recommend Hospital
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)**

Detail

MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
<i>% Positive Score</i>					
64.5%↓	HCAHPS: Would recommend hospital to family  63.2%	60.3%↑	63.7%	69.0%↓	65.4%↓
MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
HCAHPS: Would recommend hospital to family					
2.6%	Definitely no  2.9%	3.1%	3.3%	1.8%↑	2.6%↑
5.1%	Probably no  5.4%	6.1%↓	5.3%	3.9%↑	4.5%↑
27.9%	Probably yes  28.5%	30.5%↓	27.6%	25.3%↑	27.5%↑
64.5%↓	Definitely yes  63.2%	60.3%↑	63.7%	69.0%↓	65.4%↓

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Overall Report-Dimensions of Care
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)**

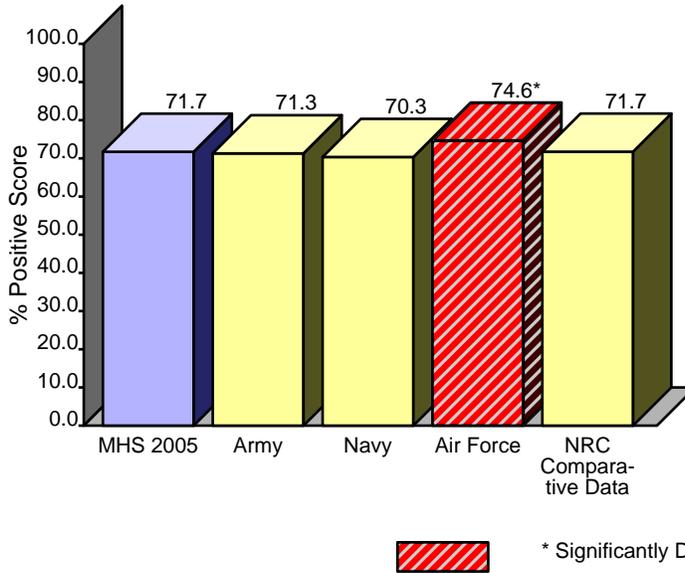
<i>Detail</i>					
MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
<i>% Positive Score</i>					
	Emotional Support 61.6%	60.8%	60.8%	64.8%↓	61.7%
	Respect for Patient Preferences 71.7%	71.3%	70.3%	74.6%↓	71.7%
	Information, Education, Communication 60.4%	60.0%	58.9%	63.5%↓	59.5%↑
	Involvement of Family and Friends 69.5%	68.7%	69.5%	71.1%	66.9%↑
	Physical Comfort 63.5%	63.2%	62.2%	66.1%↓	59.5%↑
	Coordination of Care 52.3%	52.4%	50.7%	54.3%	54.3%↓
	Continuity and Transition 74.9%	74.7%	73.8%	76.9%↓	72.0%↑

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Direct Care Overall Report-Respect for Patient Preferences
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)

Respect for Patient Preferences



Detail

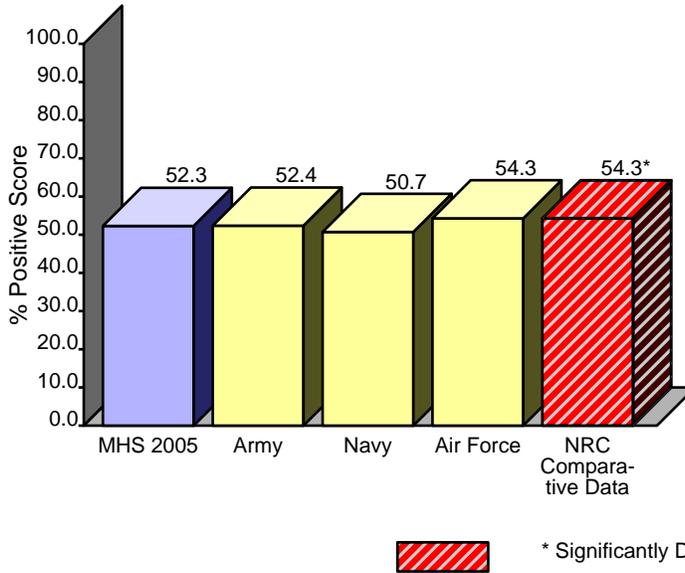
MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
	<i>% Positive Score</i>				
75.8%↑	HCAHPS: Treated w/courtesy/ respect by Nurses 77.0%	75.8%	76.0%	81.0%↓	75.3%↑
62.8%↑	HCAHPS: Nurses listened carefully to you 65.3%	64.3%	64.2%	69.1%↓	62.3%↑
80.2%↑	HCAHPS: Treated w/courtesy/ respect by Drs 83.4%	83.3%	81.5%↑	86.1%↓	82.0%↑
71.0%↑	HCAHPS: Drs listened carefully to you 74.5%	74.3%	73.1%	76.7%↓	72.4%↑
	Enough say about treatment 52.6%	52.0%	51.3%	55.6%↓	51.6%↑
	OB: Enough say about delivery pain control 62.4%	62.0%	62.5%	63.3%	66.7%↓
	Drs talked in front of you 79.8%	79.9%	78.6%	81.2%	83.8%↓

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Overall Report-Coordination of Care
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)**

Coordination of Care



Detail

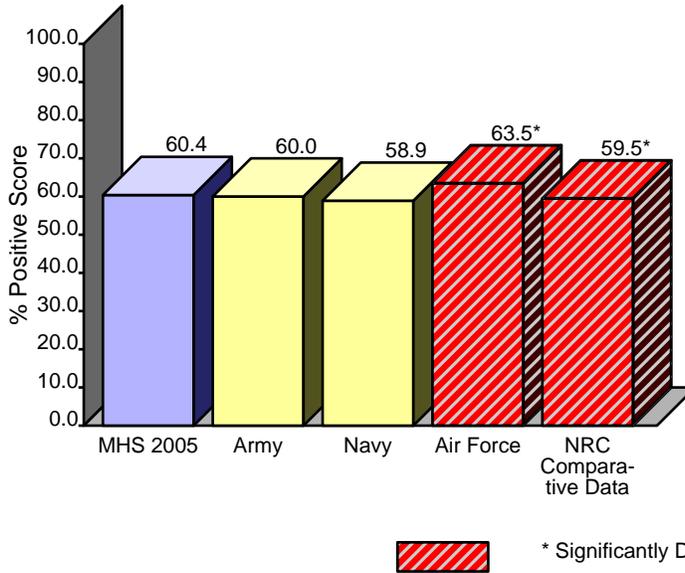
MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data	
	<i>% Positive Score</i>					
	Dr/Nurse explained things differently	73.2%	73.3%	70.7% ↑	76.7% ↓	76.1% ↓
	Scheduled tests/procedures were on time	58.8%	58.6%	58.1%	60.1%	58.7%
	IP: Organization of emergency care	35.1%	34.6%	35.3%	35.6%	32.8% ↑
	Organization of admission process	38.7%	38.4%	36.9% ↑	42.0% ↓	39.6%
	One Dr in charge of care	46.7%	47.6%	43.8% ↑	48.7%	53.5% ↓

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher **↑** or lower **↓**.



**DoD TRISS Direct Care Overall Report-Information, Education, Communication
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)**

Information, Education, Communication



Detail

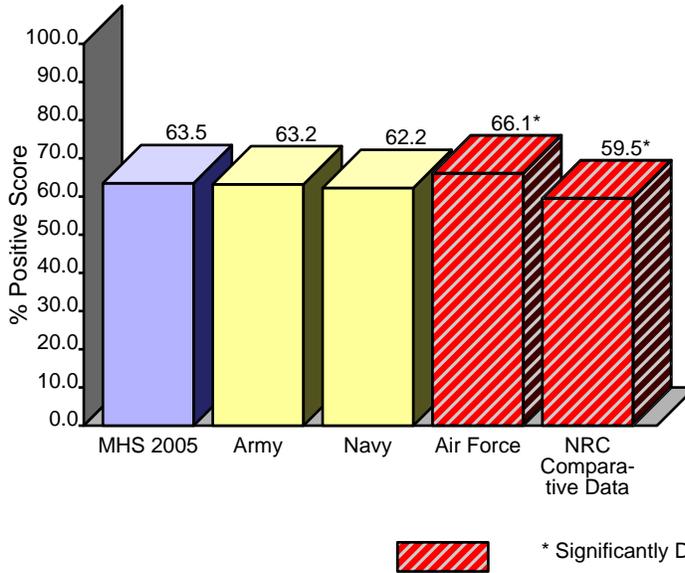
MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
	<i>% Positive Score</i>				
65.9%↑	HCAHPS: Nurses explained things understandably 67.9%	67.7%	65.7%↑	71.4%↓	64.3%↑
	OB: Dr answered delivery questions 69.0%	68.7%	68.0%	72.1%	76.1%↓
	IP: Enough info re: condition/treatment 46.9%	46.7%	46.1%	48.2%	42.4%↑
71.0%↑	HCAHPS: Drs explained things understandably 73.4%	73.0%	71.8%	76.3%↓	70.0%↑
	Explained reason for wait in going to room 46.5%	45.2%	44.8%	51.9%↓	47.5%
51.7%↑	HCAHPS: Staff described med side effects 53.3%	52.2%	52.4%	57.1%↓	44.5%↑
	OB: Accurately explained how you would feel 33.9%	32.9%	35.8%	32.2%	41.1%↓

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Direct Care Overall Report-Physical Comfort
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)

Physical Comfort



Detail

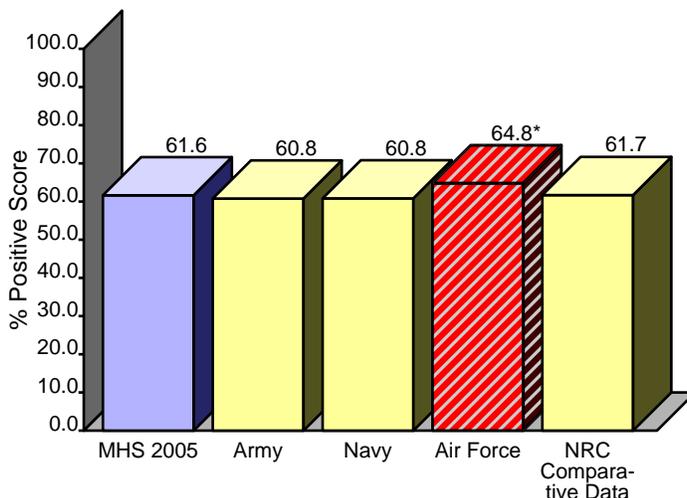
MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
	<i>% Positive Score</i>				
67.5%↑	HCAHPS: Did everything to help your pain 71.5%	70.4%	71.2%	74.7%↓	69.5%↑
61.9%	HCAHPS: Help going to bathroom as soon as wanted 63.3%	62.1%	63.0%	66.4%	58.6%↑
66.3%↑	HCAHPS: Room kept clean during stay 69.1%	70.5%	65.0%↑	71.9%↓	64.7%↑
	OB: Dr discussed birth pain options 66.3%	65.6%	67.5%	65.2%	68.0%↓
52.0%↑	HCAHPS: Pain well controlled during stay 55.3%	55.1%	54.5%	56.9%	55.3%
	OB: Received right amount of labor pain medicine 63.0%	61.2%	65.4%	61.8%	68.4%↓
55.4%↑	HCAHPS: Quiet around room at night 57.5%	56.9%	55.6%↑	61.4%↓	49.0%↑

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Overall Report-Emotional Support
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)**

Emotional Support



* Significantly Different from Your Current Score

Detail

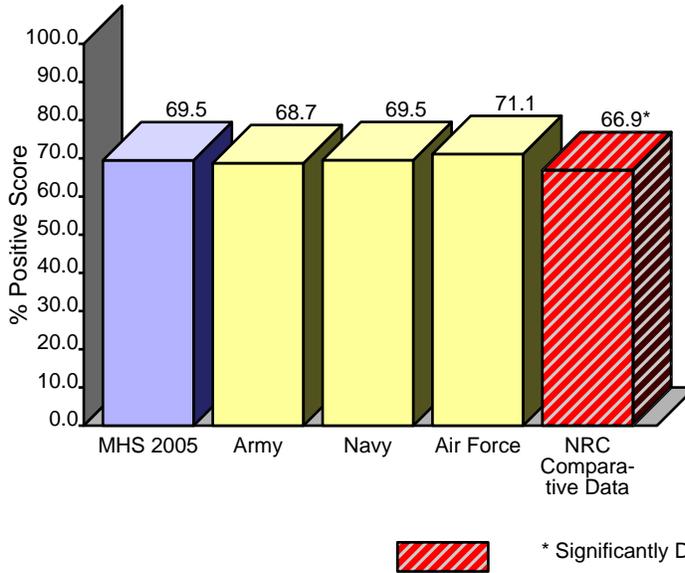
MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
	<i>% Positive Score</i>				
	Confidence/trust in Nurses	59.2%	58.6%	65.1%↓	61.6%↓
	Confidence/trust in Drs	70.7%	68.9%↑	73.6%↓	74.0%↓
	Ease of finding someone to talk to	52.2%	54.2%	55.3%	51.2%↑
	Dr discussed anxieties/fears	68.1%	68.9%	72.1%↓	65.3%↑
	Nurse discussed anxieties/fears	49.9%	51.6%	53.4%	50.6%

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Direct Care Overall Report-Involvement of Family and Friends
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)

Involvement of Family and Friends



Detail

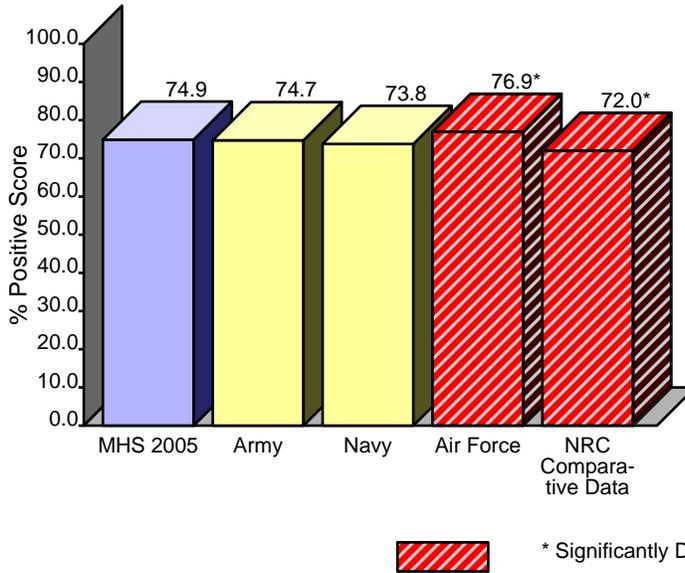
MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data	
	<i>% Positive Score</i>					
	Family given information to help recovery	68.2%	68.6%	65.8%↑	70.9%↓	64.9%↑
	Family given right amount of info re: condition	69.0%	68.0%	68.8%	71.8%↓	68.0%↑
	Family had opportunity to talk w/Dr	64.5%	63.7%	65.0%	65.6%	62.3%↑
	OB: Allowed family to be w/you when wanted	92.1%	91.2%	93.0%	92.2%	92.5%

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Overall Report-Continuity and Transition
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)**

Continuity and Transition



Detail

MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data	
	<i>% Positive Score</i>					
	Explained purpose of home meds	82.1%	82.6%	79.0%↑	85.5%↓	77.1%↑
	Explained danger signals to watch for	69.8%	69.1%	68.9%	72.6%↓	60.9%↑
	Explained when to resume normal activities	64.7%	64.6%	64.8%	64.9%	55.9%↑
	OB: Received enough baby care info	63.9%	61.9%	64.0%	69.1%↓	65.7%↓
	OB: Received enough info re: feeding baby	61.6%	61.1%	59.6%	67.7%↓	64.6%↓
78.0%	HCAHPS: Talked about help you would need	78.4%	78.7%	77.1%	79.7%	76.0%↑
87.8%	HCAHPS: Received info re: symptoms to look for	87.5%	86.6%	88.6%	87.8%	83.2%↑

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Overall Report-Surgery Specific
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)**

Detail

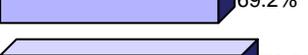
MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
	<i>% Positive Score</i>				
	IP: Surgery results explained understandably 81.2%	80.3%	80.5%	84.6%↓	76.2%↑
	IP: Accurately explained how you would feel 53.5%	52.2%	52.9%	57.6%↓	48.7%↑
	IP: Risks/benefits were explained by surgeon 89.2%	88.9%	88.2%	91.6%↓	83.6%↑
	IP: Surgeon answered questions understandably 85.9%	85.9%	84.7%	87.6%	81.1%↑

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Overall Report-Experiences with Safe Medical Practice
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)**

Detail

MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
	<i>% Positive Score</i>				
91.8%	IP Nurses paid attention to needs  92.3%	91.3% ↑	91.8%	95.2% ↓	91.8% ↑
86.4%	Frequency of IP Nurses checking on patient needs  87.2%	86.0% ↑	86.5%	90.8% ↓	86.6%
	IP: Provider understood condition completely  67.3%	67.2%	66.0%	69.4% ↓	
	IP: Comfortable asking questions during stay  71.0%	70.2%	70.7%	73.2% ↓	
	Family had to be sure needs were met  63.1%	64.2%	58.7% ↑	66.8% ↓	61.4% ↑
57.5% ↑	HCAHPS: Got help as soon as wanted  58.9%	56.0% ↑	60.2%	63.9% ↓	53.1% ↑
	IP: Nurses said what meds they were giving  65.7%	65.4%	65.4%	67.0%	
	Nurses checked ID before meds/procedure  69.2%	70.1%	66.8% ↑	70.6%	72.1% ↓
74.7% ↑	HCAHPS: Told what medicine was for  76.6%	76.1%	76.1%	78.4%	70.7% ↑

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher **↑** or lower **↓**.



**DoD TRISS Direct Care Overall Report-Dietary Staff and Services
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)**

Detail

MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
	<i>% Positive Score</i>				
91.1%	Courtesy/helpfulness of IP food staff  91.1%	91.4%	89.6% ↑	92.6% ↓	91.1%
87.0%	Accuracy of IP food items ordered  86.8%	88.5% ↓	85.4% ↑	84.8% ↑	86.8%
73.4%	Taste of IP food  74.1%	76.7% ↓	72.2% ↑	70.7% ↑	
77.9%	Temperature of IP food  78.0%	80.0% ↓	77.4%	74.2% ↑	78.4%

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher **↑** or lower **↓**.



**DoD TRISS Direct Care Overall Report-Radiology Staff and Services
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)**

Detail

MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
	<i>% Positive Score</i>				
96.2%	Courtesy/helpfulness of IP Radiology 	96.1%	96.0%	96.6%	96.0%
96.5%	Dignity/respect by IP Radiology 	96.7%	96.4%	97.0%	96.4%
94.8%	IP Radiology explained procedures 	94.9%	94.8%	95.8%	94.4% ↑

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher **↑** or lower **↓**.



DoD TRISS Direct Care Overall Report-Laboratory Staff and Services
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)

Detail

MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
<i>% Positive Score</i>					
95.2%	Courtesy/helpfulness of IP Lab	95.0%	94.9%	96.6%↓	95.1%
95.0%↑	Dignity/respect by IP Lab	95.4%	95.2%	96.7%↓	95.1%↑
91.7%	IP Lab explained procedures	91.9%	91.6%	92.9%	91.4%↑
94.4%	Skill/experience/competency of IP Lab	94.9%	94.1%	95.6%	94.4%

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Overall Report-Facilities and Housekeeping
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)**

Detail

MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
	<i>% Positive Score</i>				
92.7%	Courtesy/helpfulness of IP Housekeeping  92.6%	92.7%	91.4% ↑	93.8% ↓	92.9%
94.9%	Cleanliness of IP facility  95.0%	94.8%	94.5%	96.0% ↓	
94.0%	Understanding inside/outside IP signs  93.9%	93.1% ↑	94.7%	94.5%	93.9%
64.7%	Availability of IP parking  65.5%	60.8% ↑	67.1%	73.7% ↓	

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher **↑** or lower **↓**.



DoD TRISS Direct Care Overall Report-Delivery
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)

Detail

MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
OB: How did you want to deliver your baby					
8.4%	I wanted a C-Section 7.4%	7.0%	7.5%	8.2%	
81.9%	I wanted a vaginal delivery 82.1%	82.0%	82.4%	81.3%	
9.7%	I did not care how I delivered the baby 10.5%	10.9%	10.1%	10.5%	
OB: Told Dr./Midwife how wanted to deliver baby					
6.9%↑	I did not care how I delivered my baby 8.4%	9.4%	7.3%	8.2%	
74.1%	Yes, I told my doctor 73.9%	72.2%	77.0%↓	71.0%	
11.0%	No, I did not tell my doctor 10.3%	9.9%	9.2%	13.6%↓	
8.0%	I cannot remember 7.4%	8.5%	6.4%	7.2%	
OB: Vaginal delivery/C-Section					
75.1%	Vaginal 76.8%	77.6%	77.0%	74.2%	72.8%↑
24.9%	C-Section 23.2%	22.4%	23.0%	25.8%	27.2%↓
OB: When you were told about C-section delivery					
17.7%	First trimester (first three months of pregnancy) 17.1%	16.7%	16.5%	19.1%	
7.8%	Second trimester (second three months of pregnancy) 5.6%	5.6%	6.3%	4.3%	
18.4%	Third trimester (third three months of pregnancy) before go 19.7%	18.4%	19.0%	24.1%	
56.0%	When I went to the hospital to deliver my baby 57.5%	59.3%	58.1%	52.5%	
OB: Primary reason for delivering C-Section					
25.5%	I delivered by C-Section in the past 24.8%	23.7%	26.0%	24.8%	
70.2%	There was a medical condition that made a C-Section the best 71.2%	72.4%	68.7%	73.8%	
0.1%	My doctor (or midwife) may not have been available without 0.1%	0.0%	0.4%	0.0%	
4.2%	I did not have a serious medical condition but requested to 3.9%	3.9%	5.0%	1.4%	
OB: How would you want to deliver					
9.2%↓	C-Section 7.5%	7.3%	7.0%	8.9%	
82.7%	Vaginal 83.0%	83.3%	83.7%	80.9%	
8.1%↑	No Preference 9.5%	9.4%	9.2%	10.2%	

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Direct Care Overall Report-Importance of Choosing An OB Provider Military Health System Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)

Detail

MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
OB: Most important when choosing OB provider					
37.4%	Ability to be seen consistently by the same provider 38.0%	41.6%↓	36.5%	32.7%↑	
25.4%↑	Reputation of the quality of care 28.0%	25.9%	28.9%	31.6%	
3.1%	Friendliness of the staff 3.3%	3.0%	2.9%	5.0%↓	
1.0%	Location/convenience 0.7%	0.6%	0.7%	0.9%	
0.7%↑	Cost 1.3%	1.2%	1.5%	1.3%	
1.0%↑	Previous positive experience 5.9%	5.6%	5.6%	7.2%	
6.4%↓	Ease of getting an appointment 1.7%	1.9%	2.0%	0.9%	
1.0%↓	Prenatal education programs 0.4%	0.4%	0.2%	0.6%	
0.2%↑	Private room 1.1%	1.3%	0.9%	0.9%	
1.2%↑	Ability to stay with the baby during the entire stay 8.1%	7.3%	8.9%	8.3%	
7.3%↓	Ability to choose the provider of care 4.1%	3.6%	4.3%	4.6%	
6.1%↓	Choice of birthing method (for example: water delivery) 1.9%	1.9%	1.9%	2.2%	
2.0%↓	Having a prenatal ultrasound 1.4%	1.6%	1.5%	0.9%	
2.2%	Recommendation by family and friends 1.6%	1.6%	1.5%	1.7%	
OB: Least important when choosing OB provider					
3.6%	Ability to be seen consistently by the same provider 3.8%	3.4%	4.0%	4.5%	
0.9%	Reputation of the quality of care 0.9%	0.6%	1.2%	1.1%	
0.8%↑	Friendliness of the staff 1.2%	1.0%	1.0%	2.2%	
15.9%↓	Location/convenience 9.1%	7.4%	10.7%	9.6%	
7.1%↑	Cost 21.1%	22.0%	20.1%	21.0%	
18.1%↓	Previous positive experience 1.7%	2.0%	1.6%	0.9%	
1.3%↑	Ease of getting an appointment 3.1%	3.4%	2.9%	2.9%	
1.9%↑	Prenatal education programs 12.1%	12.1%	13.1%	9.9%	
9.6%↑	Private room 11.7%	12.7%	10.6%	11.4%	
9.5%↓	Ability to stay with the baby during the entire stay 1.4%	1.1%	1.5%	2.0%	
1.1%↑	Ability to choose the provider of care 1.9%	2.0%	1.7%	2.0%	
1.3%↑	Choice of birthing method (for example: water delivery) 10.8%	11.4%	10.7%	9.4%	
8.9%↓	Having a prenatal ultrasound 1.4%	1.1%	1.3%	2.2%	
1.1%↑	Recommendation by family and friends 18.7%	18.7%	18.0%	20.4%	

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Direct Care Overall Report-Importance of Choosing An OB Provider
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)**

Detail

MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
OB: Ability to stay with baby					
1.5%	Extremely Unimportant 1.0%	1.1%	1.1%	0.7%	
0.8%	0.6%	0.6%	0.3%	0.9%	
1.4%	1.0%	0.9%	1.0%	1.3%	
4.3%	4.0%	4.3%	3.4%	4.8%	
5.6%	5.1%	5.2%	4.2%	7.0%	
11.4%	11.6%	11.7%	10.8%	13.4%	
75.1%	Extremely Important 76.7%	76.3%	79.2%	71.9%▲	
OB: Ability to choose provider					
1.5%▼	Extremely Unimportant 1.0%	0.7%	1.3%	0.9%	
1.0%	0.7%	0.6%	0.5%	1.1%	
1.5%	1.6%	1.9%	0.9%	2.3%	
5.9%▲	7.3%	7.6%	6.6%	8.4%	
11.3%	12.1%	12.4%	12.1%	11.1%	
20.3%	18.8%	17.7%	19.1%	21.1%	
58.5%	Extremely Important 58.6%	59.0%	59.5%	55.2%	
OB: Choice of birthing method					
3.7%▼	Extremely Unimportant 2.7%	2.3%	3.2%	2.5%	
2.3%	2.4%	2.1%	2.2%	3.7%	
3.7%	3.3%	3.4%	3.6%	2.7%	
9.5%▲	11.6%	11.2%	11.8%	12.1%	
14.2%	13.0%	12.5%	13.9%	12.3%	
16.8%	17.5%	17.4%	17.6%	17.3%	
49.9%	Extremely Important 49.4%	51.1%	47.6%	49.4%	

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ▲ or lower ▼.



**DoD TRISS Direct Care Overall Report-Importance of Choosing An OB Provider
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)**

Detail

MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
OB: Consistently seen by same provider					
1.9%	Extremely Unimportant 1.3%	1.4%	0.9%	2.3%	
1.3%	1.1%	1.1%	1.0%	1.4%	
2.1%	2.1%	1.7%	2.3%	2.7%	
5.3%	5.9%	4.8%	6.7%	6.9%	
8.0%	9.3%	8.1%	8.9%	13.0%↓	
15.9%	15.8%	16.1%	14.7%	17.4%	
65.6%	Extremely Important 64.5%	66.8%	65.5%	56.3%↑	
OB: Cost					
9.4%↓	Extremely Unimportant 5.3%	5.6%	6.2%	2.9%↑	
3.0%	2.8%	3.0%	2.1%	3.6%	
4.2%↓	3.0%	2.6%	3.2%	3.8%	
12.5%↓	10.4%	9.5%	10.7%	11.8%	
9.9%	9.8%	9.7%	10.4%	8.8%	
13.7%	14.2%	12.6%	14.7%	17.2%	
47.4%↑	Extremely Important 54.5%	57.0%	52.7%	52.1%	
OB: Ease of getting an appointment					
0.9%	Extremely Unimportant 0.5%	0.4%	0.8%	0.2%	
0.7%	0.4%	0.3%	0.5%	0.4%	
0.6%	0.8%	0.8%	0.7%	1.1%	
4.0%	3.9%	3.6%	4.3%	3.8%	
10.3%	10.8%	11.0%	9.8%	12.5%	
24.3%	24.5%	23.3%	25.2%	26.1%	
59.1%	Extremely Important 59.1%	60.7%	58.8%	56.1%	

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Overall Report-Importance of Choosing An OB Provider
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)**

Detail

MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
OB: Friendliness of staff					
0.9%	Extremely Unimportant 0.6%	0.5%	0.6%	1.1%	
0.7%↓	0.3%	0.3%	0.6%	0.0%	
0.6%	1.0%	1.1%	0.9%	0.9%	
2.7%↑	3.6%	3.4%	4.2%	3.0%	
9.5%	10.2%	11.1%	9.3%	9.6%	
23.1%	23.5%	23.1%	23.2%	25.0%	
62.5%	Extremely Important 60.8%	60.5%	61.4%	60.4%	
OB: Location/Convenience					
2.1%↓	Extremely Unimportant 1.0%	0.8%	1.4%	0.7%	
1.1%	0.9%	0.6%	1.0%	1.1%	
3.0%	2.4%	2.3%	2.7%	2.1%	
11.9%↓	8.8%	8.5%	9.1%	8.9%	
16.8%	16.3%	16.6%	16.2%	15.7%	
20.0%↑	24.7%	23.1%	25.0%	28.1%	
45.3%	Extremely Important 45.9%	48.2%	44.6%	43.3%	
OB: Reputation of the care					
1.1%↓	Extremely Unimportant 0.6%	0.5%	0.6%	0.7%	
0.8%↓	0.4%	0.4%	0.4%	0.4%	
0.7%	0.9%	0.9%	1.1%	0.7%	
4.0%	3.3%	3.3%	3.4%	3.0%	
6.9%↑	8.4%	9.4%	6.9%	9.4%	
17.7%	19.3%	19.4%	18.6%	20.5%	
68.7%	Extremely Important 67.2%	66.2%	69.0%	65.3%	

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Overall Report-Importance of Choosing An OB Provider
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)**

Detail

MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
OB: Preference for military health care					
10.8%↓	Extremely Unimportant 8.8%	8.8%	8.6%	9.0%	
4.5%	3.6%	3.6%	3.2%	4.5%	
5.2%	5.7%	5.5%	6.6%	4.1%	
21.5%	20.0%	20.7%	19.0%	20.3%	
14.0%	14.8%	15.2%	14.6%	14.2%	
15.0%↑	16.7%	14.9%	17.4%	19.7%	
29.0%	Extremely Important 30.5%	31.3%	30.7%	28.2%	
OB: Prenatal education programs					
3.8%↓	Extremely Unimportant 2.4%	2.4%	2.6%	2.0%	
4.2%↓	3.2%	3.5%	3.1%	2.7%	
5.3%	5.5%	5.2%	5.4%	6.1%	
16.0%	16.0%	17.0%	14.4%	17.1%	
17.1%	17.6%	16.7%	18.4%	18.4%	
17.1%	18.7%	16.6%	19.8%	21.2%	
36.6%	Extremely Important 36.7%	38.6%	36.3%	32.6%	
OB: Prenatal ultrasound					
1.3%↓	Extremely Unimportant 0.7%	0.6%	0.7%	0.9%	
0.4%	0.2%	0.4%	0.1%	0.2%	
0.6%	0.3%	0.1%	0.5%	0.5%	
2.0%	1.6%	1.1%	1.8%	2.5%	
3.8%	4.3%	4.1%	4.4%	4.8%	
9.9%↑	12.3%	11.7%	12.0%	14.4%	
82.1%	Extremely Important 80.5%	82.0%	80.6%	76.7%↑	

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Overall Report-Importance of Choosing An OB Provider
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)**

Detail

MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
OB: Private Room					
1.6%↓	Extremely Unimportant 0.9%	1.1%	0.8%	0.7%	
1.3%	0.9%	1.0%	0.6%	1.3%	
1.5%	1.6%	1.5%	1.7%	1.8%	
6.6%↓	5.4%	6.5%	4.9%	3.9%	
9.5%↑	11.4%	12.1%	10.0%	12.7%	
17.6%	19.3%	18.6%	19.5%	20.5%	
62.0%	Extremely Important 60.5%	59.3%	62.5%	59.1%	
OB: Previous positive experience					
1.7%↓	Extremely Unimportant 0.9%	0.5%	1.5%	0.7%	
0.6%	0.5%	0.4%	0.6%	0.4%	
1.2%	1.3%	1.3%	1.3%	1.1%	
6.0%	5.0%	4.6%	5.3%	5.4%	
9.7%	10.3%	10.5%	10.2%	9.8%	
20.9%	21.9%	21.1%	20.8%	26.3%↓	
59.8%	Extremely Important 60.2%	61.6%	60.3%	56.4%	
OB: Recommendation by family/friends					
4.2%↓	Extremely Unimportant 2.7%	2.6%	3.2%	1.6%	
3.6%	3.2%	4.0%	2.7%	2.5%	
6.1%	6.0%	5.9%	5.9%	6.3%	
20.1%↓	18.1%	19.0%	17.3%	17.5%	
20.7%	22.3%	22.3%	22.2%	22.3%	
17.1%↑	20.1%	18.2%	20.8%	23.4%	
28.3%	Extremely Important 27.7%	28.0%	27.9%	26.4%	

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher↑ or lower↓.



DoD TRISS Direct Care Overall Report-Eligibility Questions
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)

Detail

MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
HCAHPS: Needed help going to bathroom					
41.2%	Yes 41.3%	40.5%	42.2%	41.7%	46.9%↓
58.8%	No 58.7%	59.5%	57.8%	58.3%	53.1%↑
HCAHPS: Needed pain meds					
71.8%	Yes 71.9%	71.5%	75.3%↓	67.8%↑	71.9%
28.2%	No 28.1%	28.5%	24.7%↑	32.2%↓	28.1%
HCAHPS: Given meds not taken before					
57.2%	Yes 56.7%	54.8%↑	61.2%↓	54.4%↑	58.0%↓
42.8%	No 43.3%	45.2%↓	38.8%↑	45.6%↓	42.0%↑
HCAHPS: Where you went after leaving hospital					
93.0%	Own home 93.0%	92.3%	94.3%↓	92.6%	90.4%↑
3.6%	Someone else's home 3.7%	4.3%	3.3%	3.0%	4.9%↓
3.5%	Another health facility 3.3%	3.4%	2.5%↑	4.4%↓	4.7%↓
IP: Surgery at the hospital					
49.0%↑	Yes 51.8%	53.4%	53.6%	46.2%↑	56.1%↓
50.4%↓	No 47.6%	45.9%	46.0%	53.2%↓	42.8%↑
0.5%	Not sure 0.6%	0.7%	0.5%	0.6%	1.1%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Direct Care Overall Report-Other Questions
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)

Detail

MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
Problem understanding TRICARE benefits					
4.4%	A big problem 4.0%	4.0%	4.4%	3.2%	
18.2%↓	A small problem 16.5%	15.9%	17.7%	16.2%	
77.4%↑	Not a problem 79.6%	80.1%	77.9%↑	80.6%	
Enrolled in TRICARE					
65.2%↓	TRICARE Prime 63.6%	62.5%	69.6%↓	57.5%↑	
2.8%	TRICARE Standard 2.8%	2.7%	3.2%	2.5%	
0.2%	TRICARE Extra 0.2%	0.2%	0.1%	0.2%	
23.2%↑	TRICARE for Life 24.3%	24.4%	19.1%↑	31.4%↓	
8.6%	Not Sure 9.2%	10.2%↓	8.0%↑	8.3%	
IP: Stay emergency/planned in advance					
65.5%↓	Emergency 62.3%	59.9%↑	62.5%	67.5%↓	63.8%↓
34.5%↑	Planned in advance 37.7%	40.1%↓	37.5%	32.5%↑	36.2%↑
IP: Number of IP stays last 6 mos					
	Only this time 71.2%	70.9%	73.3%↓	68.9%↑	77.0%↓
	This time and one other time 18.3%	17.8%	17.9%	19.8%	15.0%↑
	This time and more than one other time 10.5%	11.3%	8.8%↑	11.4%	8.0%↑
IP: Days in bed due to illness/injury					
	None 64.5%	63.5%	66.8%↓	63.6%	68.4%↓
	One Day 7.6%	7.7%	7.6%	7.2%	7.7%
	Two Days 7.2%	7.3%	6.8%	7.3%	6.5%↑
	Three Days 4.9%	5.0%	4.4%	5.2%	4.1%↑
	Four Days 3.2%	3.4%	3.2%	2.9%	2.7%↑
	Five-to-Seven Days 4.7%	4.9%	4.1%	5.1%	3.9%↑
	Eight-to-Ten Days 1.7%	1.7%	1.6%	1.9%	1.5%↑
	More than Ten Days 6.2%	6.5%	5.5%	6.8%	5.0%↑

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher↑ or lower↓.



DoD TRISS Direct Care Overall Report-About the Patients
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)

Detail

MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
OB: First childbirth experience					
	Yes 50.1%	48.2%	51.7%	51.2%	45.4% ↑
	No 49.9%	51.8%	48.3%	48.8%	54.6% ↓
Would use same hospital for OB care					
	Yes 68.0%	64.4% ↑	71.9% ↓	68.4%	
	No 16.1%	18.6% ↓	14.4%	13.7%	
	Not sure 15.9%	17.1%	13.7%	17.9%	
HCAHPS: Overall health					
16.2%	Excellent 16.0%	15.1%	19.7% ↓	13.0% ↑	15.6%
35.8% ↓	Very Good 32.3%	31.7%	34.7% ↓	30.4% ↑	30.9% ↑
29.4%	Good 30.2%	30.9%	27.6% ↑	32.1% ↓	30.1%
14.0% ↑	Fair 16.4%	16.7%	14.1% ↑	18.9% ↓	17.5% ↓
4.6%	Poor 5.0%	5.5%	3.9% ↑	5.6%	5.8% ↓
IP: Marital status					
	Married 80.1%	79.2%	81.8% ↓	79.8%	81.8% ↓
	Living with a partner 1.2%	1.1%	1.5%	0.9%	2.7% ↓
	Divorced 4.1%	4.6%	3.5%	3.7%	3.2% ↑
	Separated 1.3%	1.4%	1.4%	0.9%	1.2%
	Widowed 8.5%	8.7%	6.9% ↑	10.1% ↓	6.7% ↑
	Never married 4.9%	5.0%	4.9%	4.5%	4.6%

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher **↑** or lower **↓**.



**DoD TRISS Direct Care Overall Report-About the Patients
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=13230, Response Rate= 36.4%)**

Detail

MHS 2004	MHS 2005	Army	Navy	Air Force	NRC Comparative Data
HCAHPS: Highest grade of school completed					
1.5%	8th grade or less 1.4%	1.3%	1.4%	1.8%	4.2%↓
3.9%	Some high school, but did not graduate 3.5%	3.4%	3.5%	3.8%	7.1%↓
25.0%	High school graduate or GED 24.5%	25.4%	23.3%	24.5%	27.2%↓
41.2%	Some college or 2-year degree 41.7%	41.9%	41.9%	41.2%	34.5%↑
13.1%	4-year college graduate 13.5%	13.3%	14.1%	13.1%	12.9%↑
15.3%	More than 4-year college degree 15.2%	14.7%	15.8%	15.7%	14.1%↑
HCAHPS: Spanish/Hispanic/Latino origin					
	No, not Spanish/Hispanic/Latino 89.1%	89.1%	90.0%	87.9%	86.7%↑
	Yes, Puerto Rican 2.0%	2.5%↓	1.5%↑	1.6%	1.9%
	Yes, Mexican, Mexican American, Chicano 4.8%	4.7%	4.0%↑	6.2%↓	7.0%↓
	Yes, Cuban 0.1%	0.1%	0.1%	0.1%	0.3%↓
	Yes, other Spanish/Hispanic/Latino 3.9%	3.5%	4.4%	4.1%	4.2%
HCAHPS: Language mainly spoken in home					
96.9%	English 96.7%	96.7%	96.2%	97.5%↓	94.0%↑
1.7%	Spanish 1.7%	1.9%	1.6%	1.4%	4.2%↓
1.4%	Some other language 1.6%	1.4%	2.2%↓	1.2%	1.9%↓
HCAHPS: Race					
	White 78.0%	77.3%	75.7%↑	82.8%↓	83.9%↓
	Black or African American 13.7%	15.6%↓	12.2%↑	11.3%↑	8.9%↑
	Asian 6.7%	5.6%↑	9.4%↓	5.4%↑	4.4%↑
	Native Hawaiian or other Pacific Islander 2.1%	2.0%	2.8%↓	1.4%↑	1.0%↑
	American Indian or Alaska Native 2.3%	2.5%	2.5%	1.5%↑	1.8%↑

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.

DIRECT CARE

MEDICAL
REPORT



DoD TRISS Direct Care Medical Report-Overall Rating of Hospital Military Health System Jul 1, 2005 - Sep 30, 2005 (n=6052, Response Rate= 42.0%)

Detail

MHS 2004	MHS 2005	Army Medical	Navy Medical	Air Force Medical	NRC Comparative Data
<i>% Positive Score</i>					
87.6%↓	HCAHPS: Overall rating of hospital  84.9%	84.3%	83.9%	87.2%↓	80.7%↑

MHS 2004	MHS 2005	Army Medical	Navy Medical	Air Force Medical	NRC Comparative Data
HCAHPS: Overall rating of hospital					
0.5%	Worst hospital possible 0  0.3%	0.5%	0.4%	0.1%	0.6%↓
0.4%	1  0.3%	0.4%	0.3%	0.1%	0.5%↓
0.4%↑	2  0.6%	0.6%	0.9%	0.5%	0.8%
0.8%	3  0.9%	0.9%	1.2%	0.4%	1.3%↓
0.9%	4  0.9%	1.0%	0.9%	0.7%	1.4%↓
2.3%	5  2.4%	2.4%	2.7%	2.2%	3.4%↓
2.2%	6  2.7%	2.9%	2.9%	2.2%	3.3%↓
4.9%↑	7  6.9%	7.1%	6.7%	6.6%	8.0%↓
13.9%↑	8  19.2%	18.6%	20.8%	18.5%	19.2%
22.4%↑	9  24.6%	23.7%	23.9%	27.1%	24.1%
51.4%↓	Best hospital possible 10  41.2%	41.9%	39.2%	41.7%	37.4%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher↑ or lower↓.



**DoD TRISS Direct Care Medical Report-Would Recommend Hospital
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=6052, Response Rate= 42.0%)**

Detail

MHS 2004	MHS 2005	Army Medical	Navy Medical	Air Force Medical	NRC Comparative Data
<i>% Positive Score</i>					
73.1%↓	HCAHPS: Would recommend hospital to family  70.7%	69.1%	71.4%	73.0%	65.4%↑
HCAHPS: Would recommend hospital to family					
1.7%	Definitely no  2.1%	2.3%	2.5%	1.2%↑	2.6%↓
3.2%	Probably no  3.5%	3.5%	4.4%	2.7%	4.5%↓
22.1%↑	Probably yes  23.7%	25.1%	21.7%	23.1%	27.5%↓
73.1%↓	Definitely yes  70.7%	69.1%	71.4%	73.0%	65.4%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher↑ or lower↓.



**DoD TRISS Direct Care Medical Report-Dimensions of Care
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=6052, Response Rate= 42.0%)**

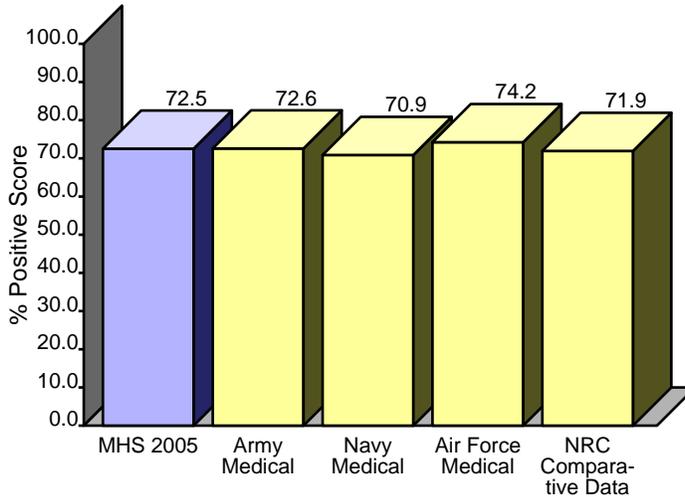
		<i>Detail</i>				
MHS 2004	MHS 2005	Army Medical	Navy Medical	Air Force Medical	NRC Comparative Data	
	<i>% Positive Score</i>					
	Emotional Support	60.9%	60.5%	60.1%	62.6%	61.4%
	Involvement of Family and Friends	65.4%	65.5%	64.6%	66.3%	64.9%
	Respect for Patient Preferences	72.5%	72.6%	70.9%	74.2%	71.9%
	Information, Education, Communication	59.7%	59.6%	57.9%	62.0%	59.8%
	Coordination of Care	51.6%	51.8%	50.8%	52.1%	55.2%↓
	Physical Comfort	62.9%	63.4%	59.8%↑	65.3%	59.1%↑
	Continuity and Transition	73.2%	73.5%	71.8%	73.9%	72.8%

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Medical Report-Respect for Patient Preferences
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=6052, Response Rate= 42.0%)**

Respect for Patient Preferences



* Significantly Different from Your Current Score

Detail

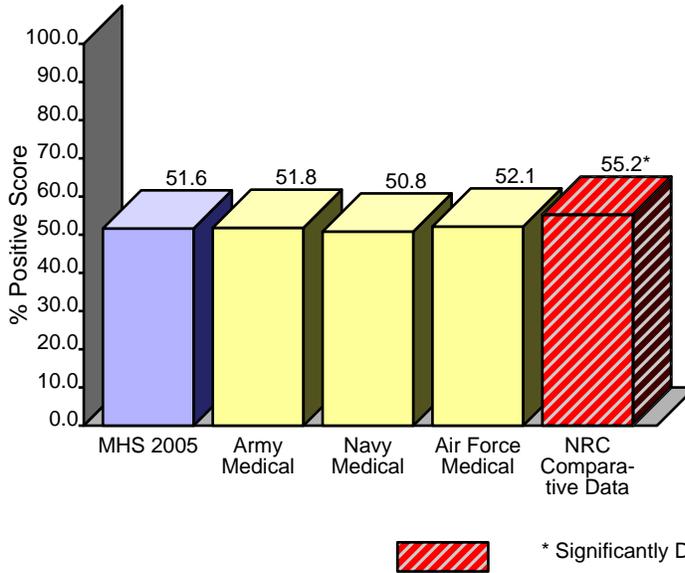
MHS 2004	MHS 2005	Army Medical	Navy Medical	Air Force Medical	NRC Comparative Data
	<i>% Positive Score</i>				
81.5%	HCAHPS: Treated w/courtesy/ respect by Nurses 81.6%	80.7%	80.6%	84.5%↓	75.3%↑
82.2%↑	HCAHPS: Treated w/courtesy/ respect by Drs 84.5%	84.5%	83.2%	85.8%	82.0%↑
67.5%	HCAHPS: Nurses listened carefully to you 69.1%	68.8%	66.9%	72.0%↓	62.3%↑
71.0%↑	HCAHPS: Drs listened carefully to you 73.8%	74.4%	71.4%	75.1%	72.4%↑
	IP: Enough say about treatment 48.6%	49.1%	47.2%	49.2%	50.2%↓
	IP: Drs talked in front of you 77.2%	77.6%	75.6%	77.9%	84.3%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Medical Report-Coordination of Care
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=6052, Response Rate= 42.0%)**

Coordination of Care



Detail

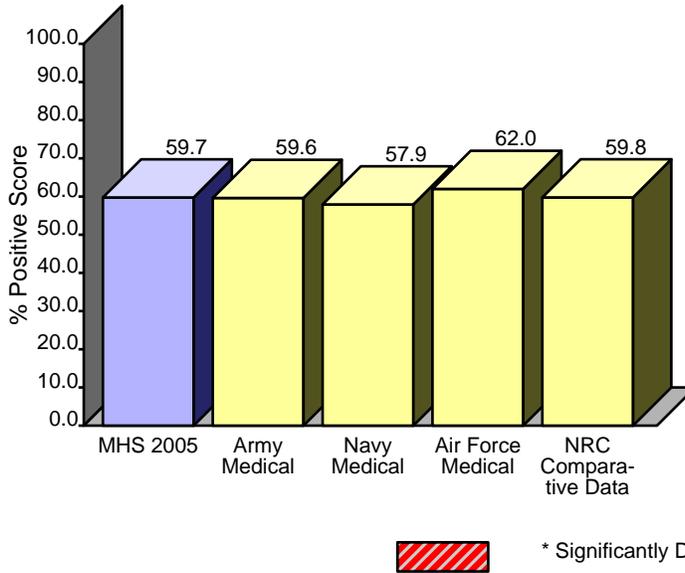
MHS 2004	MHS 2005	Army Medical	Navy Medical	Air Force Medical	NRC Comparative Data
	<i>% Positive Score</i>				
IP: Scheduled tests/procedures were on time	58.4%	58.2%	58.1%	59.0%	59.0%
IP: Dr/Nurse explained things differently	76.7%	76.3%	75.9%	78.6%	78.5%↓
IP: Organization of admission process	41.3%	41.4%	40.0%	42.3%	41.0%
IP: Organization of emergency care	34.8%	35.2%	34.0%	35.1%	32.8%↑
IP: One Dr in charge of care	44.1%	44.6%	43.0%	43.9%	55.6%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Direct Care Medical Report-Information, Education, Communication
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=6052, Response Rate= 42.0%)**

Information, Education, Communication



Detail

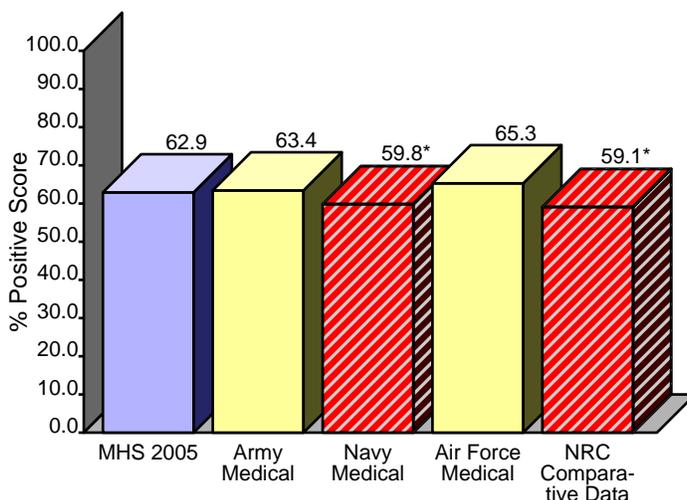
MHS 2004	MHS 2005	Army Medical	Navy Medical	Air Force Medical	NRC Comparative Data
	<i>% Positive Score</i>				
68.3%	HCAHPS: Nurses explained things understandably 69.5%	69.5%	66.9% ↑	72.5% ↓	64.3% ↑
	IP: Enough info re: condition/treatment 46.7%	46.9%	45.6%	47.2%	42.4% ↑
69.3% ↑	HCAHPS: Drs explained things understandably 70.9%	71.1%	69.0%	72.6%	70.0%
	IP: Explained reason for wait in going to room 47.3%	45.8%	46.7%	50.8%	47.3%
50.7%	HCAHPS: Staff described med side effects 51.4%	50.4%	49.2%	56.3% ↓	44.5% ↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher **↑** or lower **↓**.



DoD TRISS Direct Care Medical Report-Physical Comfort
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=6052, Response Rate= 42.0%)

Physical Comfort



* Significantly Different from Your Current Score

Detail

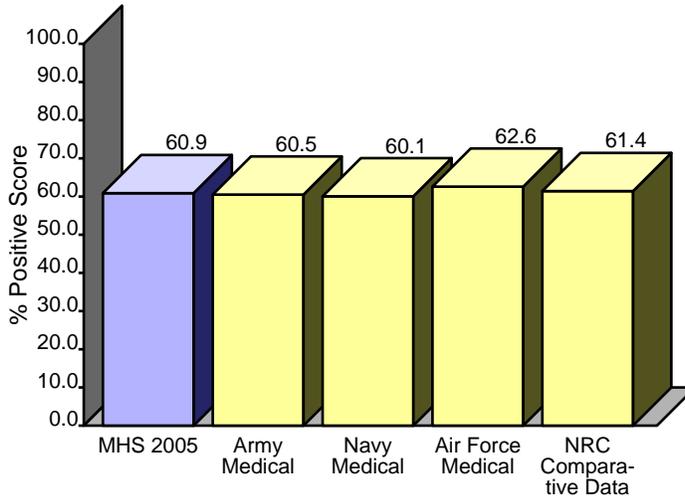
MHS 2004	MHS 2005	Army Medical	Navy Medical	Air Force Medical	NRC Comparative Data
	<i>% Positive Score</i>				
68.1%↑	HCAHPS: Did everything to help your pain 71.1%	70.6%	70.6%	72.4%	69.5%
69.7%↑	HCAHPS: Room kept clean during stay 71.9%	73.2%	67.5%↑	74.2%	64.7%↑
60.8%	HCAHPS: Help going to bathroom as soon as wanted 63.4%	64.0%	61.1%	64.5%	58.6%↑
50.2%↑	HCAHPS: Pain well controlled during stay 53.0%	53.1%	52.2%	53.6%	55.3%↓
52.9%↑	HCAHPS: Quiet around room at night 54.7%	55.1%	50.1%↑	58.9%↓	49.0%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Medical Report-Emotional Support
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=6052, Response Rate= 42.0%)**

Emotional Support



* Significantly Different from Your Current Score

Detail

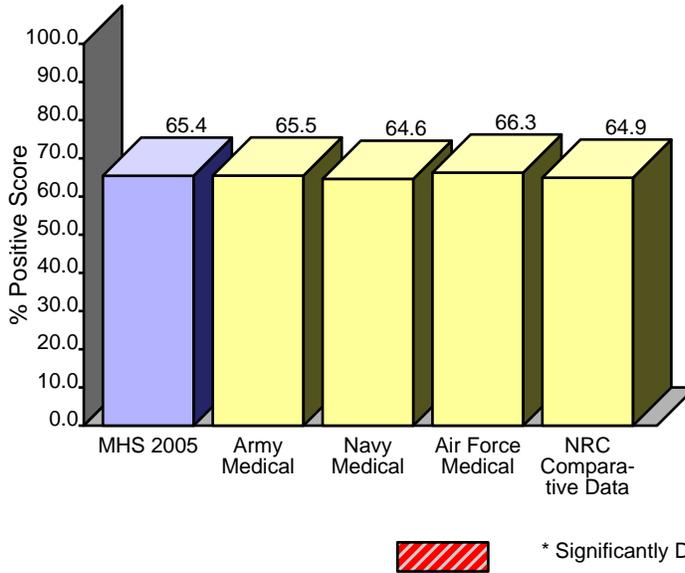
MHS 2004	MHS 2005	Army Medical	Navy Medical	Air Force Medical	NRC Comparative Data
	<i>% Positive Score</i>				
	IP: Confidence/trust in Nurses	62.2%	61.7%	67.0%↓	62.5%
	IP: Confidence/trust in Drs	70.1%	68.7%	70.4%	74.5%↓
	IP: Dr discussed anxieties/fears	66.2%	66.3%	68.4%	65.1%↑
	IP: Ease of finding someone to talk to	51.1%	52.5%	51.6%	49.6%↑
	IP: Nurse discussed anxieties/fears	46.6%	45.5%	48.8%	47.6%

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher↑ or lower↓.



DoD TRISS Direct Care Medical Report-Involvement of Family and Friends
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=6052, Response Rate= 42.0%)

Involvement of Family and Friends



Detail

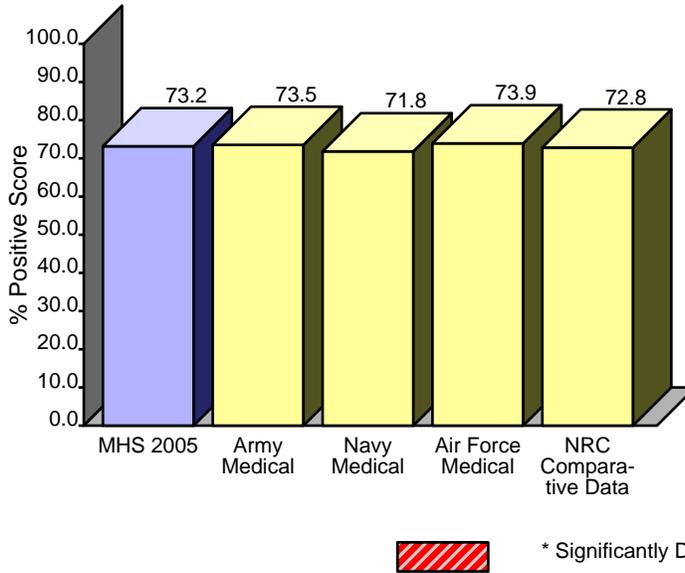
MHS 2004	MHS 2005	Army Medical	Navy Medical	Air Force Medical	NRC Comparative Data
	<i>% Positive Score</i>				
	IP: Family given information to help recovery	71.4%	68.3%	72.1%	67.2%↑
	IP: Family given right amount of info re: condition	64.9%	65.2%	66.7%	67.0%↓
	IP: Family had opportunity to talk w/ Dr	60.3%	60.4%	60.2%	60.6%

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Medical Report-Continuity and Transition
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=6052, Response Rate= 42.0%)**

Continuity and Transition



Detail

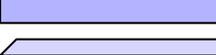
MHS 2004	MHS 2005	Army Medical	Navy Medical	Air Force Medical	NRC Comparative Data
	<i>% Positive Score</i>				
	IP: Explained purpose of home meds	82.7%	80.0%	84.2%	77.1% ↑
	IP: Explained danger signals to watch for	65.3%	64.6%	66.6%	59.7% ↑
	IP: Explained when to resume normal activities	62.3%	60.2%	62.9%	54.9% ↑
76.1%	HCAHPS: Talked about help you would need	78.3%	74.6%	77.0%	76.0%
82.1%	HCAHPS: Received info re: symptoms to look for	81.8%	82.1%	82.0%	83.2% ↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher **↑** or lower **↓**



**DoD TRISS Direct Care Medical Report-Experience with Safe Medical Practice
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=6052, Response Rate= 42.0%)**

Detail

MHS 2004	MHS 2005	Army Medical	Navy Medical	Air Force Medical	NRC Comparative Data
	<i>% Positive Score</i>				
88.9%	Frequency of IP Nurses checking on patient needs  89.4%	88.6%	88.4%	92.1%↓	86.6%↑
94.2%	IP Nurses paid attention to needs  94.2%	93.5%	93.5%	96.3%↓	91.8%↑
	IP: Provider understood condition completely  62.9%	63.8%	61.8%	62.4%	
	IP: Comfortable asking questions during stay  69.8%	69.3%	69.4%	71.5%	
72.9%	HCAHPS: Told what medicine was for  73.7%	74.0%	71.3%	76.0%	70.7%↑
59.6%	HCAHPS: Got help as soon as wanted  60.7%	58.6%	60.6%	64.9%↓	53.1%↑
	IP: Nurses said what meds they were giving  63.6%	63.8%	62.1%	64.8%	
	IP: Nurses checked ID before meds/procedure  72.8%	72.8%	71.5%	74.1%	73.8%
	IP: Family had to be sure needs were met  69.8%	70.2%	67.7%	71.5%	63.9%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Medical Report-Dietary Staff and Services
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=6052, Response Rate= 42.0%)**

Detail

MHS 2004	MHS 2005	Army Medical	Navy Medical	Air Force Medical	NRC Comparative Data
<i>% Positive Score</i>					
91.1%	Courtesy/helpfulness of IP food staff	91.3%	89.8%	92.4%	91.1%
87.4%↓	Accuracy of IP food items ordered	87.7%	85.1%	84.2%	86.8%
73.7%	Taste of IP food	76.0%↓	72.6%	70.4%↑	
77.2%	Temperature of IP food	78.7%	78.1%	72.8%↑	78.4%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Medical Report-Radiology Staff and Services
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=6052, Response Rate= 42.0%)**

Detail

MHS 2004	MHS 2005	Army Medical	Navy Medical	Air Force Medical	NRC Comparative Data
<i>% Positive Score</i>					
96.9%	Dignity/respect by IP Radiology 	97.1%	97.0%	97.4%	97.0% 96.4%↑
94.5%	IP Radiology explained procedures 	95.0%	94.7%	95.6%	95.2% 94.4%↑
96.8%	Courtesy/helpfulness of IP Radiology 	96.9%	96.9%	97.0%	96.9% 96.0%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher↑ or lower↓.



DoD TRISS Direct Care Medical Report-Laboratory Staff and Services
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=6052, Response Rate= 42.0%)

Detail

MHS 2004	MHS 2005	Army Medical	Navy Medical	Air Force Medical	NRC Comparative Data
	<i>% Positive Score</i>				
96.1%	Dignity/respect by IP Lab	96.4%	96.2%	96.9%	95.1%↑
92.3%	IP Lab explained procedures	92.5%	92.5%	93.1%	91.4%↑
96.3%	Courtesy/helpfulness of IP Lab	96.3%	96.0%	97.4%	95.1%↑
94.9%	Skill/experience/competency of IP Lab	95.1%	94.7%	95.6%	94.4%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher↑ or lower↓.



**DoD TRISS Direct Care Medical Report-Facilities and Housekeeping
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=6052, Response Rate= 42.0%)**

Detail

MHS 2004	MHS 2005	Army Medical	Navy Medical	Air Force Medical	NRC Comparative Data
	<i>% Positive Score</i>				
95.4%	Cleanliness of IP facility	95.2%	95.5%	96.3%	
93.6%	Courtesy/helpfulness of IP Housekeeping	93.8%	93.0%	94.6%	92.9%↑
95.5%↓	Understanding inside/outside IP signs	94.3%	95.3%	94.8%	93.9%↑
67.1%	Availability of IP parking	64.2%↑	69.7%	75.2%↓	

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Direct Care Medical Report-Eligibility Questions
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=6052, Response Rate= 42.0%)

Detail

MHS 2004	MHS 2005	Army Medical	Navy Medical	Air Force Medical	NRC Comparative Data
HCAHPS: Needed help going to bathroom					
33.7%	Yes 34.6%	34.1%	34.7%	35.4%	46.9%↓
66.3%	No 65.4%	65.9%	65.3%	64.6%	53.1%↑
HCAHPS: Needed pain meds					
52.6%	Yes 52.6%	53.1%	54.2%	50.0%	71.9%↓
47.4%	No 47.4%	46.9%	45.8%	50.0%	28.1%↑
HCAHPS: Given meds not taken before					
54.8%	Yes 54.8%	52.6%	60.6%↓	52.9%	58.0%↓
45.2%	No 45.2%	47.4%	39.4%↑	47.1%	42.0%↑
HCAHPS: Where you went after leaving hospital					
92.1%	Own home 92.0%	91.2%	93.3%	92.4%	90.4%↑
3.2%	Someone else's home 3.6%	4.2%	3.3%	2.5%	4.9%↓
4.7%	Another health facility 4.4%	4.6%	3.4%	5.1%	4.7%

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher↑ or lower↓.



DoD TRISS Direct Care Medical Report-Other Questions
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=6052, Response Rate= 42.0%)

Detail

MHS 2004	MHS 2005	Army Medical	Navy Medical	Air Force Medical	NRC Comparative Data
Problem understanding TRICARE benefits					
4.7%	A big problem 4.5%	4.8%	4.8%	3.7%	
16.2%	A small problem 15.3%	14.5%	15.1%	17.1%	
79.1%	Not a problem 80.1%	80.6%	80.1%	79.2%	
Enrolled in TRICARE					
48.2%	TRICARE Prime 47.9%	48.2%	50.0%	44.9% ↑	
3.2%	TRICARE Standard 3.0%	2.8%	4.3% ↓	2.1%	
0.2%	TRICARE Extra 0.3%	0.3%	0.1%	0.3%	
38.6%	TRICARE for Life 39.6%	38.7%	36.7% ↑	44.6% ↓	
9.7%	Not Sure 9.2%	9.9%	8.9%	8.0%	
IP: Stay emergency/planned in advance					
87.6% ↓	Emergency 84.3%	82.7% ↑	84.3%	87.8% ↓	63.8% ↑
12.4% ↑	Planned in advance 15.7%	17.3% ↓	15.7%	12.2% ↑	36.2% ↓
IP: Number of IP stays last 6 mos					
	Only this time 59.9%	60.4%	60.1%	58.7%	77.0% ↓
	This time and one other time 23.6%	22.5%	25.1%	24.4%	15.0% ↑
	This time and more than one other time 16.5%	17.1%	14.8%	17.0%	8.0% ↑
IP: Days in bed due to illness/injury					
	None 56.4%	55.5%	57.9%	56.6%	68.4% ↓
	One Day 7.3%	7.8%	6.6%	7.0%	7.7%
	Two Days 8.4%	8.8%	8.1%	8.0%	6.5% ↑
	Three Days 6.6%	6.6%	6.4%	6.7%	4.1% ↑
	Four Days 4.1%	4.2%	4.9%	3.2%	2.7% ↑
	Five-to-Seven Days 6.4%	6.4%	5.8%	6.8%	3.9% ↑
	Eight-to-Ten Days 2.2%	2.0%	2.4%	2.5%	1.5% ↑
	More than Ten Days 8.5%	8.6%	7.7%	9.2%	5.0% ↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher **↑** or lower **↓**.



DoD TRISS Direct Care Medical Report-About the Patients
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=6052, Response Rate= 42.0%)

Detail

MHS 2004	MHS 2005	Army Medical	Navy Medical	Air Force Medical	NRC Comparative Data
HCAHPS: Overall health					
9.1%	Excellent  8.1%	8.1%	10.1%↓	6.2%↑	15.6%↓
25.6%↓	Very Good  22.4%	21.8%	24.4%	21.7%	30.9%↓
34.8%	Good  34.7%	34.9%	33.1%	36.2%	30.1%↑
22.0%↑	Fair  25.5%	25.6%	24.4%	26.6%	17.5%↑
8.5%	Poor  9.2%	9.6%	8.1%	9.3%	5.8%↑
IP: Marital status					
	Married  73.7%	73.5%	73.4%	74.6%	81.8%↓
	Living with a partner  0.7%	0.9%	0.7%	0.5%	2.7%↓
	Divorced  4.9%	5.1%	5.1%	4.1%	3.2%↑
	Separated  1.6%	1.8%	1.7%	1.0%	1.2%↑
	Widowed  14.2%	13.7%	14.2%	15.2%	6.7%↑
	Never married  4.9%	5.0%	4.9%	4.6%	4.6%
HCAHPS: Highest grade of school completed					
2.4%	8th grade or less  2.5%	2.3%	2.8%	2.5%	4.2%↓
5.5%	Some high school, but did not graduate  4.9%	4.9%	5.4%	4.5%	7.1%↓
27.8%	High school graduate or GED  28.4%	29.4%	26.5%	28.8%	27.2%↑
39.7%	Some college or 2-year degree  38.9%	38.4%	39.1%	39.8%	34.5%↑
9.7%	4-year college graduate  10.1%	10.3%	9.6%	10.3%	12.9%↓
14.8%	More than 4-year college degree  15.1%	14.8%	16.7%	14.2%	14.1%↑
HCAHPS: Spanish/Hispanic/Latino origin					
	No, not Spanish/Hispanic/Latino  90.3%	90.2%	92.6%↓	87.9%↑	86.7%↑
	Yes, Puerto Rican  2.1%	2.6%	1.7%	1.5%	1.9%
	Yes, Mexican, Mexican American, Chicano  4.1%	4.0%	2.5%↑	5.9%↓	7.0%↓
	Yes, Cuban  0.1%	0.1%	0.0%	0.1%	0.3%↓
	Yes, other Spanish/Hispanic/Latino  3.5%	3.1%	3.2%	4.6%↓	4.2%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Direct Care Medical Report-About the Patients
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=6052, Response Rate= 42.0%)

Detail

MHS 2004	MHS 2005	Army Medical	Navy Medical	Air Force Medical	NRC Comparative Data
HCAHPS: Language mainly spoken in home					
97.5%	English 97.1%	97.1%	96.1%	98.2%↓	94.0%↑
1.3%	Spanish 1.5%	1.7%	1.4%	1.2%	4.2%↓
1.2%	Some other language 1.4%	1.2%	2.5%↓	0.6%↑	1.9%↓
HCAHPS: Race					
	White 77.4%	76.0%	75.4%	82.6%↓	83.9%↓
	Black or African American 14.0%	16.4%↓	11.2%↑	12.1%	8.9%↑
	Asian 6.2%	5.1%↑	9.7%↓	4.6%↑	4.4%↑
	Native Hawaiian or other Pacific Islander 2.2%	2.2%	3.1%↓	1.1%↑	1.0%↑
	American Indian or Alaska Native 2.5%	2.8%	2.8%	1.3%↑	1.8%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher↑ or lower↓.

DIRECT CARE

SURGICAL
REPORT



DoD TRISS Direct Care Surgical Report-Overall Rating of Hospital Military Health System Jul 1, 2005 - Sep 30, 2005 (n=3897, Response Rate= 41.4%)

Detail

MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
<i>% Positive Score</i>					
86.5%↓	HCAHPS: Overall rating of hospital 83.8%	81.6%↑	85.2%	87.5%↓	80.7%↑

MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
HCAHPS: Overall rating of hospital					
0.2%	Worst hospital possible 0	0.4%	0.1%	0.3%	0.6%↓
0.4%	1	0.6%	0.3%	0.0%	0.5%
0.6%	2	1.0%	0.8%	0.1%↑	0.8%
0.8%	3	1.3%	1.0%	0.9%	1.3%
0.8%	4	1.2%	1.4%	0.5%	1.4%
2.3%	5	3.1%	1.9%	1.8%	3.4%↓
2.6%	6	3.0%	2.4%	2.3%	3.3%↓
5.9%↑	7	7.6%	7.0%	6.6%	8.0%
13.7%↑	8	19.9%	17.5%	17.3%	19.2%
24.0%	9	25.2%	26.4%	25.3%	24.1%↑
48.8%↓	Best hospital possible 10	36.5%↑	41.3%	44.9%↓	37.4%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Direct Care Surgical Report-Would Recommend Hospital
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=3897, Response Rate= 41.4%)**

Detail

MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
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% Positive Score

70.9%	HCAHPS: Would recommend hospital to family  70.0%	66.7% ↑	71.7%	76.4% ↓	65.4% ↑
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MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
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HCAHPS: Would recommend hospital to family

1.5%	Definitely no  1.7%	2.0%	1.9%	0.8% ↑	2.6% ↓
2.9%	Probably no  3.7%	4.7%	2.6%	2.4%	4.5% ↓
24.6%	Probably yes  24.5%	26.5%	23.9%	20.3% ↑	27.5% ↓
70.9%	Definitely yes  70.0%	66.7% ↑	71.7%	76.4% ↓	65.4% ↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher **↑** or lower **↓**



**DoD TRISS Direct Care Surgical Report-Dimensions of Care
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=3897, Response Rate= 41.4%)**

Detail

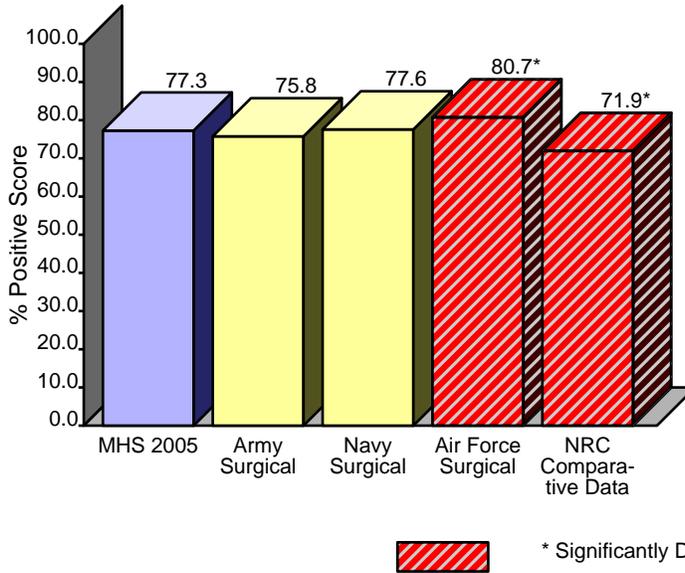
MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
	<i>% Positive Score</i>				
	Emotional Support 69.2%	67.2%	69.9%	73.2%↓	61.4%↑
	Involvement of Family and Friends 74.7%	73.5%	74.3%	78.0%	64.9%↑
	Respect for Patient Preferences 77.3%	75.8%	77.6%	80.7%↓	71.9%↑
	Information, Education, Communication 66.6%	65.3%	66.1%	70.4%↓	59.8%↑
	Physical Comfort 65.9%	65.1%	65.0%	69.3%	59.1%↑
	Continuity and Transition 82.3%	81.6%	81.3%	85.5%↓	72.8%↑
	Coordination of Care 63.1%	62.0%	63.4%	65.5%	55.2%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Direct Care Surgical Report-Respect for Patient Preferences
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3897, Response Rate= 41.4%)

Respect for Patient Preferences



Detail

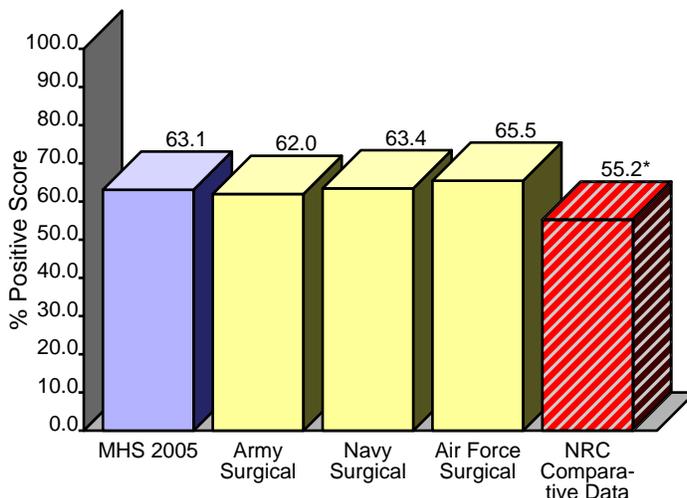
MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
	<i>% Positive Score</i>				
78.1%	HCAHPS: Treated w/courtesy/ respect by Nurses 79.3%	76.5%↑	81.3%	83.9%↓	75.3%↑
66.0%	HCAHPS: Nurses listened carefully to you 67.9%	65.5%	69.9%	71.4%	62.3%↑
78.9%↑	HCAHPS: Drs listened carefully to you 81.2%	80.0%	81.8%	83.3%	72.4%↑
87.1%↑	HCAHPS: Treated w/courtesy/ respect by Drs 88.6%	87.9%	87.6%	91.8%↓	82.0%↑
	IP: Enough say about treatment 61.6%	60.4%	60.7%	65.7%↓	50.2%↑
	IP: Drs talked in front of you 85.0%	84.1%	84.3%	88.2%↓	84.3%

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Direct Care Surgical Report-Coordination of Care
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3897, Response Rate= 41.4%)

Coordination of Care



* Significantly Different from Your Current Score

Detail

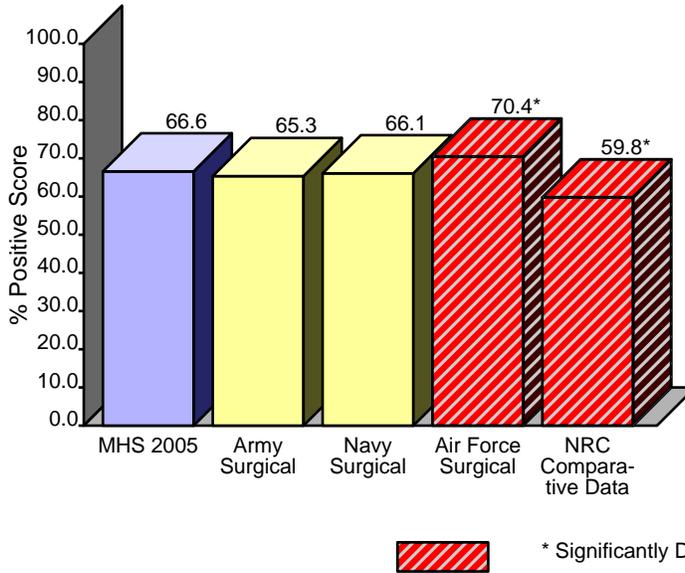
MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
	<i>% Positive Score</i>				
IP: Organization of emergency care	36.0%	32.4%	41.0%	38.0%	32.8%↑
IP: Organization of admission process	45.7%	43.3%	46.8%	50.4%↓	41.0%↑
IP: Scheduled tests/procedures were on time	66.8%	66.1%	67.6%	67.3%	59.0%↑
IP: Dr/Nurse explained things differently	80.6%	80.6%	78.5%	83.3%	78.5%↑
IP: One Dr in charge of care	67.0%	65.9%	67.4%	69.2%	55.6%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Direct Care Surgical Report-Information, Education, Communication
 Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3897, Response Rate= 41.4%)

Information, Education, Communication



Detail

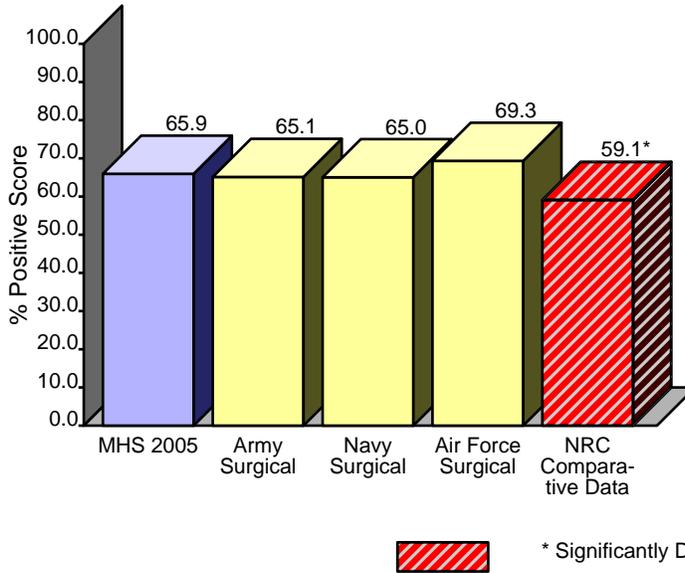
MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
	<i>% Positive Score</i>				
67.7%↑	HCAHPS: Nurses explained things understandably 70.3%	69.4%	69.9%	73.2%	64.3%↑
	IP: Explained reason for wait in going to room 47.6%	45.5%	45.2%	55.6%↓	47.3%
	IP: Enough info re: condition/treatment 48.0%	45.6%	48.0%	53.2%	42.4%↑
53.0%	HCAHPS: Staff described med side effects 55.0%	53.5%	55.3%	58.7%	44.5%↑
78.7%↑	HCAHPS: Drs explained things understandably 80.5%	79.6%	79.9%	83.7%↓	70.0%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Direct Care Surgical Report-Physical Comfort
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3897, Response Rate= 41.4%)

Physical Comfort



Detail

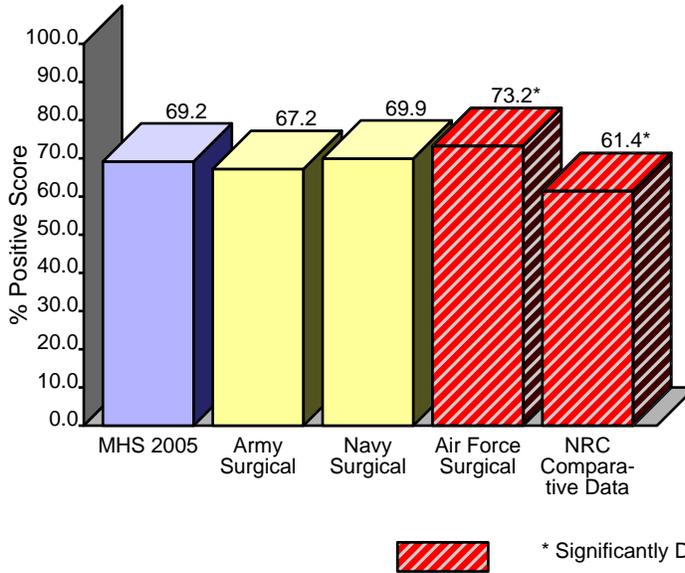
MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
	<i>% Positive Score</i>				
72.9%↑	HCAHPS: Did everything to help your pain 77.0%	74.5%↑	78.1%	82.5%↓	69.5%↑
61.2%	HCAHPS: Help going to bathroom as soon as wanted 62.1%	58.4%	65.8%	66.4%	58.6%↑
69.0%	HCAHPS: Room kept clean during stay 70.2%	70.9%	67.1%	72.6%	64.7%↑
57.8%↑	HCAHPS: Pain well controlled during stay 62.3%	61.8%	61.5%	65.1%	55.3%↑
53.9%↑	HCAHPS: Quiet around room at night 57.2%	57.3%	54.5%	60.3%	49.0%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Direct Care Surgical Report-Emotional Support
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3897, Response Rate= 41.4%)

Emotional Support



Detail

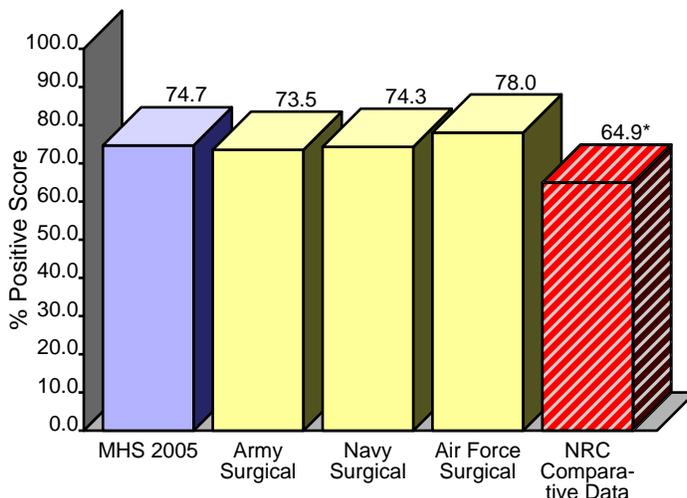
MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
	<i>% Positive Score</i>				
	IP: Confidence/trust in Nurses	61.2%	63.7%	68.0%↓	62.5%
	IP: Ease of finding someone to talk to	58.2%	61.0%	64.2%	49.6%↑
	IP: Nurse discussed anxieties/fears	50.8%	54.2%	56.9%	47.6%↑
	IP: Dr discussed anxieties/fears	78.3%	82.5%	84.3%	65.1%↑
	IP: Confidence/trust in Drs	81.8%	83.6%	86.3%↓	74.5%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Direct Care Surgical Report-Involvement of Family and Friends Military Health System Jul 1, 2005 - Sep 30, 2005 (n=3897, Response Rate= 41.4%)

Involvement of Family and Friends



* Significantly Different from Your Current Score

Detail

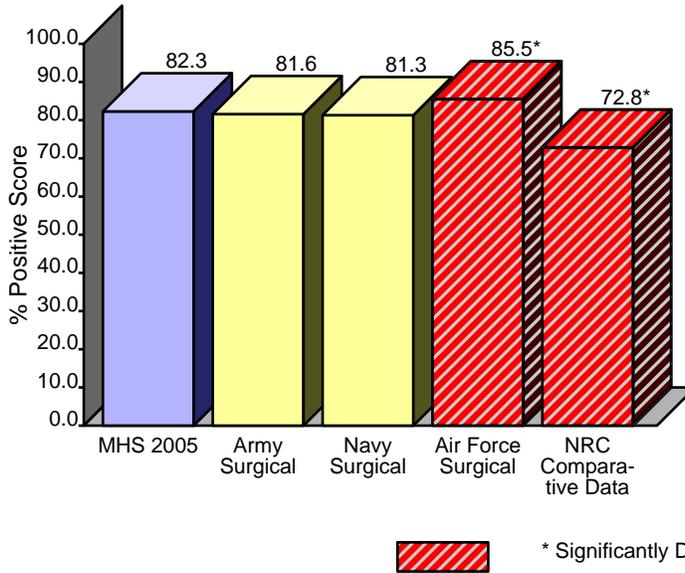
MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
	<i>% Positive Score</i>				
IP: Family given information to help recovery	77.5%	76.7%	76.9%	80.2%	67.2%↑
IP: Family given right amount of info re: condition	76.3%	74.9%	75.8%	80.5%↓	67.0%↑
IP: Family had opportunity to talk w/ Dr	70.2%	69.0%	70.1%	73.3%	60.6%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Direct Care Surgical Report-Continuity and Transition
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=3897, Response Rate= 41.4%)**

Continuity and Transition



Detail

MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
	<i>% Positive Score</i>				
	IP: Explained purpose of home meds	86.7%	84.3%	90.3%↓	77.1%↑
	IP: Explained danger signals to watch for	77.6%	76.0%	83.2%↓	59.7%↑
	IP: Explained when to resume normal activities	71.9%	70.8%	75.2%	54.9%↑
85.7%	HCAHPS: Talked about help you would need	86.3%	85.0%	87.8%	76.0%↑
90.1%	HCAHPS: Received info re: symptoms to look for	90.0%	91.4%	92.2%	83.2%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Direct Care Surgical Report-Surgery Specific
 Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3897, Response Rate= 41.4%)

Detail

MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
	<i>% Positive Score</i>				
	IP: Surgery results explained understandably 82.5%	81.3%	82.5%	85.4%	76.2%↑
	IP: Accurately explained how you would feel 53.8%	52.6%	52.9%	57.8%↓	48.7%↑
	IP: Risks/benefits were explained by surgeon 90.8%	90.3%	90.1%	92.9%	83.6%↑
	IP: Surgeon answered questions understandably 87.6%	87.2%	86.7%	89.9%	81.1%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Direct Care Surgical Report-Experience with Safe Medical Practice Military Health System Jul 1, 2005 - Sep 30, 2005 (n=3897, Response Rate= 41.4%)

Detail

MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
	<i>% Positive Score</i>				
92.7%	IP Nurses paid attention to needs  92.8%	91.1% ↑	93.7%	95.8% ↓	91.8% ↑
88.3%	Frequency of IP Nurses checking on patient needs  88.4%	86.4% ↑	88.6%	93.2% ↓	86.6% ↑
	IP: Provider understood condition completely  78.5%	77.8%	77.5%	81.6%	
	IP: Comfortable asking questions during stay  77.4%	76.2%	78.3%	79.3%	
	IP: Nurses said what meds they were giving  69.0%	67.6%	70.2%	70.9%	
76.3% ↑	HCAHPS: Told what medicine was for  78.8%	76.1%	81.2%	82.5%	70.7% ↑
59.1%	HCAHPS: Got help as soon as wanted  59.5%	55.4% ↑	62.3%	66.5% ↓	53.1% ↑
	IP: Family had to be sure needs were met  69.2%	69.4%	66.2%	72.6%	63.9% ↑
	IP: Nurses checked ID before meds/procedure  73.9%	72.6%	74.0%	76.9%	73.8%

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher **↑** or lower **↓**.



**DoD TRISS Direct Care Surgical Report-Dietary Staff and Services
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=3897, Response Rate= 41.4%)**

Detail

MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
	<i>% Positive Score</i>				
90.7%	Courtesy/helpfulness of IP food staff  91.2%	91.5%	89.6%	92.7%	91.1%
87.4%	Accuracy of IP food items ordered  87.7%	89.5%↓	85.3%↑	86.4%	86.8%
73.1%↑	Taste of IP food  75.6%	77.6%	73.7%	73.4%	
78.1%	Temperature of IP food  78.9%	80.7%	78.0%	75.4%↑	78.4%

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Surgical Report-Radiology Staff and Services
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=3897, Response Rate= 41.4%)**

Detail

MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
<i>% Positive Score</i>					
96.7%	Courtesy/helpfulness of IP Radiology	96.8%	96.6%	97.1%	97.0%
95.8% [↑]	IP Radiology explained procedures	96.9%	96.8%	96.5%	97.6%
97.2%	Dignity/respect by IP Radiology	97.5%	97.6%	97.4%	97.3%
					96.0% [↑]
					94.4% [↑]
					96.4% [↑]

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher [↑] or lower [↓].



DoD TRISS Direct Care Surgical Report-Laboratory Staff and Services
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3897, Response Rate= 41.4%)

Detail

MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data	
<i>% Positive Score</i>						
96.7%	Courtesy/helpfulness of IP Lab 	96.7%	96.2%	97.2%	97.7%	95.1%↑
94.0%	IP Lab explained procedures 	95.0%	94.6%	95.6%	95.2%	91.4%↑
96.3%↑	Dignity/respect by IP Lab 	97.4%	97.1%	97.5%	98.2%	95.1%↑
96.0%	Skill/experience/competency of IP Lab 	96.5%	96.3%	96.8%	96.8%	94.4%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Surgical Report-Facilities and Housekeeping
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=3897, Response Rate= 41.4%)**

Detail

MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
<i>% Positive Score</i>					
93.4%	Courtesy/helpfulness of IP Housekeeping  94.0%	93.7%	93.0%	95.8%↓	92.9%↑
95.5%	Cleanliness of IP facility  95.6%	95.4%	95.3%	96.7%	
95.1%	Understanding inside/outside IP signs  94.8%	94.1%	95.7%	95.6%	93.9%↑
67.1%	Availability of IP parking  66.0%	61.4%↑	68.3%	74.6%↓	

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Direct Care Surgical Report-Eligibility Questions
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3897, Response Rate= 41.4%)

Detail

MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
HCAHPS: Needed help going to bathroom					
48.2%	Yes 49.5%	49.0%	49.9%	50.4%	46.9% ↑
51.8%	No 50.5%	51.0%	50.1%	49.6%	53.1% ↓
HCAHPS: Needed pain meds					
85.5%	Yes 86.5%	87.0%	87.6%	83.5% ↑	71.9% ↑
14.5%	No 13.5%	13.0%	12.4%	16.5% ↓	28.1% ↓
HCAHPS: Given meds not taken before					
61.7%	Yes 60.3%	60.5%	64.1% ↓	54.7% ↑	58.0% ↑
38.3%	No 39.7%	39.5%	35.9% ↑	45.3% ↓	42.0% ↓
HCAHPS: Where you went after leaving hospital					
90.4%	Own home 90.8%	90.3%	92.2%	90.3%	90.4%
5.3%	Someone else's home 5.2%	6.1%	4.5%	3.9%	4.9%
4.3%	Another health facility 4.0%	3.6%	3.3%	5.8% ↓	4.7% ↓
IP: Surgery at the hospital					
96.1%	Yes 96.4%	96.6%	96.3%	96.0%	56.1% ↑
3.6%	No 3.2%	3.1%	3.4%	3.6%	42.8% ↓
0.3%	Not sure 0.3%	0.4%	0.3%	0.4%	1.1% ↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher **↑** or lower **↓**



DoD TRISS Direct Care Surgical Report-Other Questions
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3897, Response Rate= 41.4%)

Detail

MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
Problem understanding TRICARE benefits					
3.7%	A big problem 3.0%	2.8%	3.5%	2.8%	
14.4%	A small problem 13.0%	12.7%	14.2%	12.1%	
81.9%↑	Not a problem 84.0%	84.5%	82.3%	85.1%	
Enrolled in TRICARE					
65.0%	TRICARE Prime 64.9%	64.8%	70.4%↓	57.6%↑	
3.6%	TRICARE Standard 3.0%	2.9%	2.7%	3.4%	
0.2%	TRICARE Extra 0.2%	0.3%	0.0%	0.3%	
21.8%	TRICARE for Life 22.0%	21.4%	16.8%↑	30.6%↓	
9.4%	Not Sure 10.0%	10.6%	10.1%	8.1%	
IP: Stay emergency/planned in advance					
31.4%↓	Emergency 29.1%	27.6%	30.4%	31.4%	63.8%↓
68.6%↑	Planned in advance 70.9%	72.4%	69.6%	68.6%	36.2%↑
IP: Number of IP stays last 6 mos					
	Only this time 72.8%	73.2%	72.3%	72.4%	77.0%↓
	This time and one other time 18.5%	17.4%	19.9%	19.7%	15.0%↑
	This time and more than one other time 8.7%	9.5%	7.8%	7.9%	8.0%
IP: Days in bed due to illness/injury					
	None 65.5%	65.1%	65.5%	66.3%	68.4%↓
	One Day 6.2%	6.3%	6.8%	5.1%	7.7%↓
	Two Days 6.4%	6.4%	5.8%	6.9%	6.5%
	Three Days 4.3%	4.2%	3.6%	5.2%	4.1%
	Four Days 3.3%	3.5%	2.9%	3.4%	2.7%↑
	Five-to-Seven Days 5.2%	5.1%	5.5%	5.2%	3.9%↑
	Eight-to-Ten Days 2.1%	2.2%	2.3%	1.8%	1.5%↑
	More than Ten Days 7.0%	7.0%	7.6%	6.0%	5.0%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Direct Care Surgical Report-About the Patients
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3897, Response Rate= 41.4%)

Detail

MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
HCAHPS: Overall health					
16.5%↓	Excellent 13.9%	13.7%	15.9%	12.0%	15.6%↓
38.4%↓	Very Good 34.5%	34.8%	35.2%	32.7%	30.9%↑
29.5%↑	Good 33.8%	33.7%	33.0%	35.0%	30.1%↑
12.8%↑	Fair 14.9%	14.6%	13.5%	17.7%	17.5%↓
2.8%	Poor 2.9%	3.3%	2.3%	2.7%	5.8%↓
IP: Marital status					
	Married 78.0%	76.8%	79.1%	79.6%	81.8%↓
	Living with a partner 1.3%	1.2%	1.9%	0.8%	2.7%↓
	Divorced 5.8%	6.5%	5.1%	4.9%	3.2%↑
	Separated 1.4%	1.2%	1.9%	1.1%	1.2%
	Widowed 6.9%	7.6%	4.6%↑	8.2%	6.7%
	Never married 6.6%	6.8%	7.4%	5.3%	4.6%↑
HCAHPS: Highest grade of school completed					
1.5%	8th grade or less 1.0%	0.9%	0.9%	1.7%	4.2%↓
3.3%	Some high school, but did not graduate 2.8%	2.3%	2.9%	4.0%	7.1%↓
24.8%	High school graduate or GED 23.0%	22.5%	24.6%	21.9%	27.2%↓
41.6%	Some college or 2-year degree 43.4%	44.2%	41.3%	44.2%	34.5%↑
11.5%	4-year college graduate 12.8%	13.0%	13.5%	11.2%	12.9%
17.3%	More than 4-year college degree 17.1%	17.1%	16.9%	17.0%	14.1%↑
HCAHPS: Spanish/Hispanic/Latino origin					
	No, not Spanish/Hispanic/Latino 90.2%	89.1%	93.2%↓	89.2%	86.7%↑
	Yes, Puerto Rican 2.1%	2.8%	1.1%↑	1.6%	1.9%
	Yes, Mexican, Mexican American, Chicano 4.3%	4.6%	2.3%↑	6.1%↓	7.0%↓
	Yes, Cuban 0.1%	0.2%	0.0%	0.0%	0.3%↓
	Yes, other Spanish/Hispanic/Latino 3.3%	3.3%	3.4%	3.1%	4.2%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Direct Care Surgical Report-About the Patients
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3897, Response Rate= 41.4%)

Detail

MHS 2004	MHS 2005	Army Surgical	Navy Surgical	Air Force Surgical	NRC Comparative Data
HCAHPS: Language mainly spoken in home					
97.6%	English 97.4%	97.1%	98.2%	97.1%	94.0%↑
1.6%	Spanish 1.5%	1.8%	0.8%	1.6%	4.2%↓
0.9%	Some other language 1.1%	1.1%	1.0%	1.3%	1.9%↓
HCAHPS: Race					
	White 77.0%	76.5%	74.3%	81.9%↓	83.9%↓
	Black or African American 15.1%	16.9%	14.5%	11.5%↑	8.9%↑
	Asian 6.5%	5.4%	9.0%↓	5.7%	4.4%↑
	Native Hawaiian or other Pacific Islander 1.6%	1.5%	2.3%	0.8%	1.0%↑
	American Indian or Alaska Native 2.2%	2.4%	2.3%	1.7%	1.8%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.

DIRECT CARE

CHILDBIRTH
REPORT



DoD TRISS Direct Care Childbirth Report-Overall Rating of Hospital Military Health System Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)

Detail

MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
<i>% Positive Score</i>					
71.2%↓	HCAHPS: Overall rating of hospital  61.8%	55.4%↑	66.1%↓	68.2%↓	80.7%↓

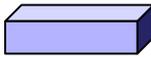
MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
HCAHPS: Overall rating of hospital					
0.8%	Worst hospital possible 0  0.9%	1.1%	1.0%	0.4%	0.6%↑
0.9%	1  1.1%	1.2%	1.3%	0.5%	0.5%↑
1.5%	2  1.7%	1.7%	2.0%	1.4%	0.8%↑
2.3%	3  2.5%	3.4%	2.0%	1.4%	1.3%↑
2.7%	4  3.3%	3.8%	2.4%	3.9%	1.4%↑
5.0%	5  5.8%	7.2%	5.0%	4.1%	3.4%↑
5.4%↑	6  6.7%	7.9%	6.0%	5.3%	3.3%↑
10.4%↑	7  16.1%	18.3%	14.2%	14.7%	8.0%↑
21.0%↑	8  25.2%	24.6%	25.4%	26.6%	19.2%↑
25.9%↓	9  19.9%	17.1%↑	21.7%	22.9%	24.1%↓
24.2%↓	Best hospital possible 10  16.7%	13.8%↑	19.1%	18.7%	37.4%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Direct Care Childbirth Report-Would Recommend Hospital
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)**

Detail

MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
<i>% Positive Score</i>					
43.7%	HCAHPS: Would recommend hospital to family  41.9%	33.3% ↑	48.2% ↓	49.1% ↓	65.4% ↓
MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
HCAHPS: Would recommend hospital to family					
5.2%	Definitely no  5.6%	6.1%	5.5%	4.6%	2.6% ↑
10.5%	Probably no  10.7%	13.4% ↓	8.5% ↑	9.0%	4.5% ↑
40.6%	Probably yes  41.8%	47.2% ↓	37.8% ↑	37.3% ↑	27.5% ↑
43.7%	Definitely yes  41.9%	33.3% ↑	48.2% ↓	49.1% ↓	65.4% ↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
Your MHS 2005 score is: higher **↑** or lower **↓**.



**DoD TRISS Direct Care Childbirth Report-Dimensions of Care
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)**

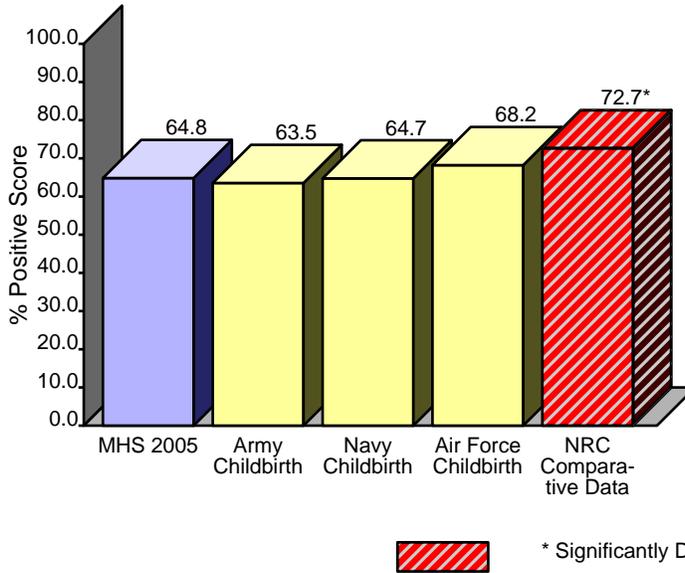
		<i>Detail</i>				
MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data	
	<i>% Positive Score</i>					
	Emotional Support	54.6%	52.6%	54.7%	59.1%	↓
	Respect for Patient Preferences	64.8%	63.5%	64.7%	68.2%	↓
	Information, Education, Communication	56.6%	55.6%	56.1%	60.0%	↓
	Involvement of Family and Friends	69.9%	68.3%	70.6%	72.2%	↓
	Physical Comfort	62.0%	61.0%	62.3%	64.1%	↑
	Continuity and Transition	70.7%	69.4%	71.0%	73.5%	↓
	Coordination of Care	39.7%	38.6%	39.2%	43.8%	↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Direct Care Childbirth Report-Respect for Patient Preferences Military Health System Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)

Respect for Patient Preferences



Detail

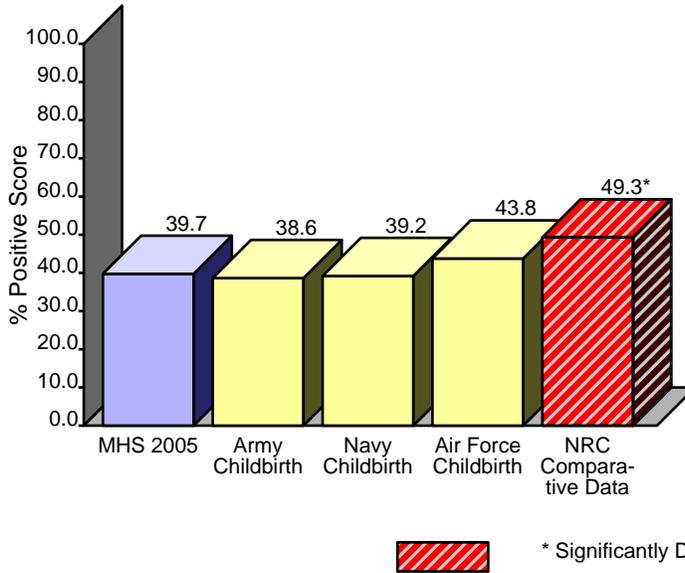
MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
	<i>% Positive Score</i>				
63.9%	HCAHPS: Treated w/courtesy/ respect by Nurses 65.8%	64.9%	65.9%	68.1%	75.3%↓
51.8%↑	HCAHPS: Nurses listened carefully to you 55.4%	53.5%	56.1%	58.7%	62.3%↓
62.9%↑	HCAHPS: Drs listened carefully to you 67.8%	65.9%	68.2%	71.8%	72.4%↓
69.6%↑	HCAHPS: Treated w/courtesy/ respect by Drs 75.2%	74.2%	74.4%	79.0%↓	82.0%↓
	OB: Enough say about treatment 48.8%	45.9%	48.4%	56.9%↓	57.9%↓
	OB: Enough say about delivery pain control 62.4%	62.0%	62.5%	63.3%	66.7%↓
	OB: Drs talked in front of you 78.2%	78.3%	77.5%	79.6%	81.8%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Direct Care Childbirth Report-Coordination of Care
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)**

Coordination of Care



Detail

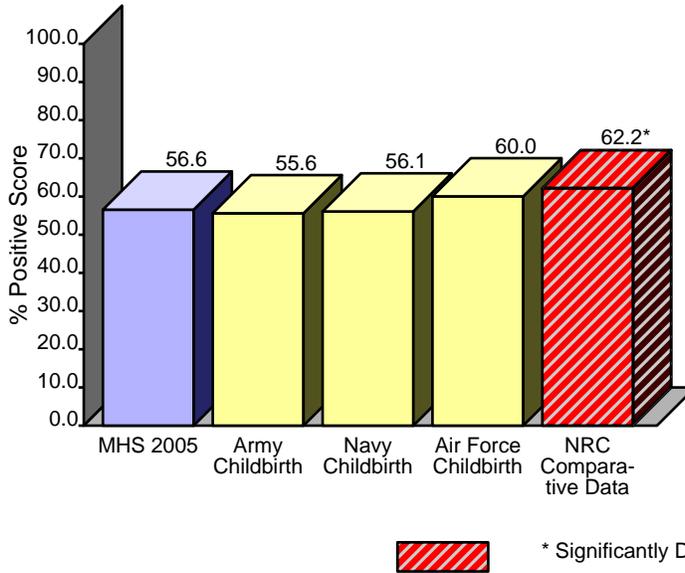
MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
	<i>% Positive Score</i>				
OB: Scheduled tests/procedures were on time	48.8%	47.0%	49.5%	51.7%	57.2%↓
OB: Dr/Nurse explained things differently	58.3%	56.6%	57.9%	63.1%↓	65.0%↓
OB: Organization of admission process	26.1%	25.4%	25.5%	29.6%	33.4%↓
OB: One Dr in charge of care	27.3%	27.1%	25.6%	31.9%↓	44.0%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Direct Care Childbirth Report-Information, Education, Communication
 Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)

Information, Education, Communication



Detail

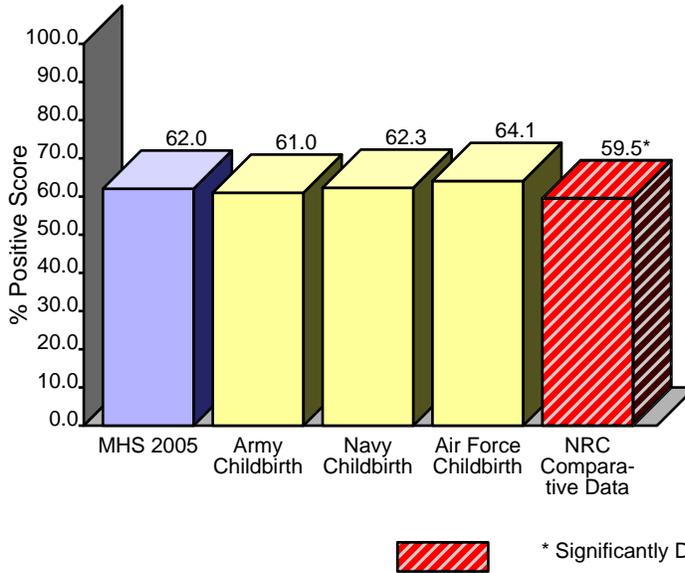
MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
	<i>% Positive Score</i>				
59.9%	HCAHPS: Nurses explained things understandably 62.0%	61.4%	60.8%	66.0%	64.3%↓
65.5%↑	HCAHPS: Drs explained things understandably 69.2%	67.3%	68.6%	75.2%↓	70.0%
	OB: Dr answered delivery questions 69.0%	68.7%	68.0%	72.1%	76.1%↓
51.8%	HCAHPS: Staff described med side effects 54.3%	53.7%	53.7%	56.9%	44.5%↑
	OB: Explained reason for wait in going to room 44.0%	43.4%	42.5%	51.5%	48.4%↓
	OB: Accurately explained how you would feel 33.9%	32.9%	35.8%	32.2%	41.1%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Direct Care Childbirth Report-Physical Comfort
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)

Physical Comfort



Detail

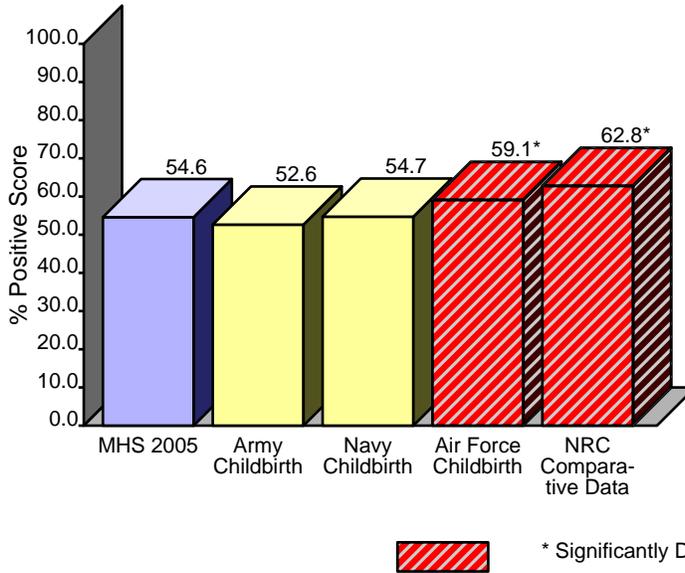
MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
	<i>% Positive Score</i>				
61.3%↑	HCAHPS: Did everything to help your pain 65.6%	64.1%	66.2%	67.9%	69.5%↓
64.0%	HCAHPS: Help going to bathroom as soon as wanted 64.8%	64.9%	62.3%	69.8%	58.6%↑
58.0%↑	HCAHPS: Room kept clean during stay 63.0%	64.4%	60.4%	65.3%	64.7%↓
	OB: Dr discussed birth pain options 66.3%	65.6%	67.5%	65.2%	68.0%↓
48.0%	HCAHPS: Pain well controlled during stay 49.6%	47.8%	50.8%	50.9%	55.3%↓
60.9%	HCAHPS: Quiet around room at night 62.7%	59.8%	62.9%	69.3%↓	49.0%↑
	OB: Received right amount of labor pain medicine 63.0%	61.2%	65.4%	61.8%	68.4%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Direct Care Childbirth Report-Emotional Support
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)**

Emotional Support



Detail

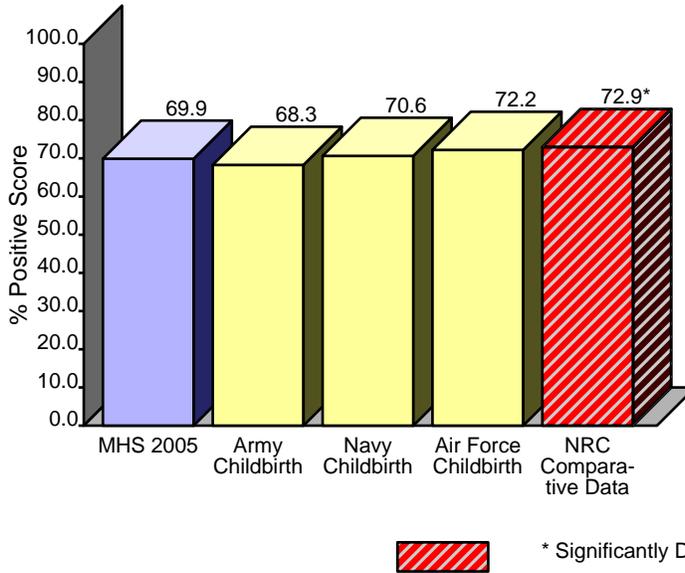
MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
	<i>% Positive Score</i>				
	OB: Nurse discussed anxieties/fears	54.5%	56.0%	59.3%	62.3%↓
	OB: Ease of finding someone to talk to	46.7%	51.3%	53.1%	57.1%↓
	OB: Dr discussed anxieties/fears	57.2%	61.0%	64.9%	66.4%↓
	OB: Confidence/trust in Nurses	50.4%	50.7%	56.1%↓	57.8%↓
	OB: Confidence/trust in Drs	56.2%	57.0%	63.9%↓	71.6%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Direct Care Childbirth Report-Involvement of Family and Friends
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)

Involvement of Family and Friends



Detail

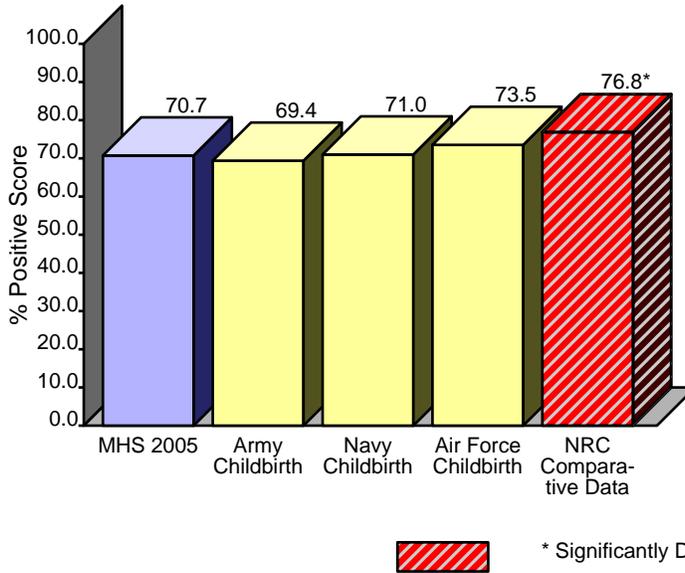
MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
	<i>% Positive Score</i>				
	OB: Family given right amount of info re: condition	64.3%	67.3%	71.5%↓	72.1%↓
	OB: Family had opportunity to talk w/Dr	62.6%	65.8%	67.3%	69.8%↓
	OB: Family given information to help recovery	52.6%	54.5%	55.8%	55.0%
	OB: Allowed family to be w/you when wanted	91.2%	93.0%	92.2%	92.5%

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Direct Care Childbirth Report-Continuity and Transition
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)

Continuity and Transition



Detail

MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data	
	<i>% Positive Score</i>					
	OB: Explained purpose of home meds	75.6%	75.9%	73.0%	81.2%↓	77.5%↓
	OB: Explained danger signals to watch for	68.2%	66.5%	68.2%	72.7%↓	67.0%
	OB: Received enough baby care info	63.9%	61.9%	64.0%	69.1%↓	65.7%↓
73.0%	HCAHPS: Talked about help you would need	72.0%	69.0%↑	73.8%	75.2%	76.0%↓
	OB: Received enough info re: feeding baby	61.6%	61.1%	59.6%	67.7%↓	64.6%↓
	OB: Explained when to resume normal activities	61.2%	59.8%	65.3%↓	55.2%↑	60.4%
94.1%	HCAHPS: Received info re: symptoms to look for	93.8%	93.4%	93.7%	95.3%	83.2%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Direct Care Childbirth Report-Experience with Safe Medical Practice Military Health System Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)

		<i>Detail</i>				
MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data	
<i>% Positive Score</i>						
87.0%	IP Nurses paid attention to needs  88.4%	87.3%	88.2%	91.7%↓	91.8%↓	
80.4%	Frequency of IP Nurses checking on patient needs  81.8%	80.2%	82.6%	84.2%	86.6%↓	
	IP: Provider understood condition completely  61.9%	58.9%	61.6%	69.7%↓		
	IP: Comfortable asking questions during stay  65.5%	63.5%	66.2%	69.1%		
53.0%↑	HCAHPS: Got help as soon as wanted  55.6%	52.1%↑	58.2%	58.2%	53.1%↑	
75.6%↑	HCAHPS: Told what medicine was for  78.7%	80.3%	77.3%	78.2%	70.7%↑	
	OB: Family had to be sure needs were met  45.2%	45.7%	43.0%	48.6%	51.1%↓	
	OB: Nurses checked ID before meds/procedure  57.3%	60.8%↓	55.3%	53.0%	64.6%↓	

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Direct Care Childbirth Report-Dietary Staff and Services
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)

Detail

MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
	<i>% Positive Score</i>				
91.5%	Courtesy/helpfulness of IP food staff  90.9%	91.4%	89.5%	93.0%	91.1%
78.8%	Temperature of IP food  78.5%	81.7%↓	76.2%	75.8%	78.4%
85.9%	Accuracy of IP food items ordered  86.9%	88.9%	85.9%	83.9%	86.8%
73.4%	Taste of IP food  72.9%	77.0%↓	70.6%	67.8%↑	

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Direct Care Childbirth Report-Radiology Staff and Services
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)

Detail

MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
<i>% Positive Score</i>					
94.4%	Courtesy/helpfulness of IP Radiology 	93.2%	93.7%	95.1%	96.0%↓
94.3%↓	IP Radiology explained procedures 	92.4%	92.3%	94.6%	94.4%↓
94.8%	Dignity/respect by IP Radiology 	94.2%	94.3%	96.7%	96.4%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Direct Care Childbirth Report-Laboratory Staff and Services
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)

Detail

MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
	<i>% Positive Score</i>				
91.9%	Dignity/respect by IP Lab 	90.9%	92.0%	94.2%	95.1%↓
91.6%	Courtesy/helpfulness of IP Lab 	90.6%	91.6%	93.3%	95.1%↓
88.2%	IP Lab explained procedures 	86.8%	87.3%	89.3%	91.4%↓
91.9%	Skill/experience/competency of IP Lab 	92.3%	91.0%	93.9%	94.4%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Childbirth Report-Facilities and Housekeeping
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)**

Detail

MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
	<i>% Positive Score</i>				
93.5%	Cleanliness of IP facility 	93.1%	92.6%	94.4%	
90.6%↓	Courtesy/helpfulness of IP Housekeeping 	89.2%	88.1%	89.1%	92.9%↓
90.5%	Understanding inside/outside IP signs 	89.1%↑	93.1%↓	92.0%	93.9%↓
58.2%	Availability of IP parking 	53.4%↑	62.9%	69.1%↓	

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Direct Care Childbirth Report-Delivery
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)

Detail

MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
OB: How did you want to deliver your baby					
8.4%	I wanted a C-Section 7.4%	7.0%	7.5%	8.2%	
81.9%	I wanted a vaginal delivery 82.1%	82.0%	82.4%	81.3%	
9.7%	I did not care how I delivered the baby 10.5%	10.9%	10.1%	10.5%	
OB: Told Dr./Midwife how wanted to deliver baby					
6.9%↑	I did not care how I delivered my baby 8.4%	9.4%	7.3%	8.2%	
74.1%	Yes, I told my doctor 73.9%	72.2%	77.0%↓	71.0%	
11.0%	No, I did not tell my doctor 10.3%	9.9%	9.2%	13.6%↓	
8.0%	I cannot remember 7.4%	8.5%	6.4%	7.2%	
OB: Vaginal delivery/C-Section					
75.1%	Vaginal 76.8%	77.6%	77.0%	74.2%	72.8%↑
24.9%	C-Section 23.2%	22.4%	23.0%	25.8%	27.2%↓
OB: When you were told about C-section delivery					
17.7%	First trimester (first three months of pregnancy) 17.1%	16.7%	16.5%	19.1%	
7.8%	Second trimester (second three months of pregnancy) 5.6%	5.6%	6.3%	4.3%	
18.4%	Third trimester (third three months of pregnancy) before go 19.7%	18.4%	19.0%	24.1%	
56.0%	When I went to the hospital to deliver my baby 57.5%	59.3%	58.1%	52.5%	
OB: Primary reason for delivering C-Section					
25.5%	I delivered by C-Section in the past 24.8%	23.7%	26.0%	24.8%	
70.2%	There was a medical condition that made a C-Section the best 71.2%	72.4%	68.7%	73.8%	
0.1%	My doctor (or midwife) may not have been available without 0.1%	0.0%	0.4%	0.0%	
4.2%	I did not have a serious medical condition but requested to 3.9%	3.9%	5.0%	1.4%	
OB: How would you want to deliver					
9.2%↓	C-Section 7.5%	7.3%	7.0%	8.9%	
82.7%	Vaginal 83.0%	83.3%	83.7%	80.9%	
8.1%↑	No Preference 9.5%	9.4%	9.2%	10.2%	

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Direct Care Childbirth Report-Importance of Choosing an OB Provider Military Health System Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)

Detail

MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
OB: Most important when choosing OB provider					
37.4%	Ability to be seen consistently by the same provider 38.0%	41.6%↓	36.5%	32.7%↑	
25.4%↑	Reputation of the quality of care 28.0%	25.9%	28.9%	31.6%	
3.1%	Friendliness of the staff 3.3%	3.0%	2.9%	5.0%↓	
1.0%	Location/convenience 0.7%	0.6%	0.7%	0.9%	
0.7%↑	Cost 1.3%	1.2%	1.5%	1.3%	
1.0%↑	Previous positive experience 5.9%	5.6%	5.6%	7.2%	
6.4%↓	Ease of getting an appointment 1.7%	1.9%	2.0%	0.9%	
1.0%↓	Prenatal education programs 0.4%	0.4%	0.2%	0.6%	
0.2%↑	Private room 1.1%	1.3%	0.9%	0.9%	
1.2%↑	Ability to stay with the baby during the entire stay 8.1%	7.3%	8.9%	8.3%	
7.3%↓	Ability to choose the provider of care 4.1%	3.6%	4.3%	4.6%	
6.1%↓	Choice of birthing method (for example: water delivery) 1.9%	1.9%	1.9%	2.2%	
2.0%↓	Having a prenatal ultrasound 1.4%	1.6%	1.5%	0.9%	
2.2%	Recommendation by family and friends 1.6%	1.6%	1.5%	1.7%	
OB: Least important when choosing OB provider					
3.6%	Ability to be seen consistently by the same provider 3.8%	3.4%	4.0%	4.5%	
0.9%	Reputation of the quality of care 0.9%	0.6%	1.2%	1.1%	
0.8%↑	Friendliness of the staff 1.2%	1.0%	1.0%	2.2%	
15.9%↓	Location/convenience 9.1%	7.4%	10.7%	9.6%	
7.1%↑	Cost 21.1%	22.0%	20.1%	21.0%	
18.1%↓	Previous positive experience 1.7%	2.0%	1.6%	0.9%	
1.3%↑	Ease of getting an appointment 3.1%	3.4%	2.9%	2.9%	
1.9%↑	Prenatal education programs 12.1%	12.1%	13.1%	9.9%	
9.6%↑	Private room 11.7%	12.7%	10.6%	11.4%	
9.5%↓	Ability to stay with the baby during the entire stay 1.4%	1.1%	1.5%	2.0%	
1.1%↑	Ability to choose the provider of care 1.9%	2.0%	1.7%	2.0%	
1.3%↑	Choice of birthing method (for example: water delivery) 10.8%	11.4%	10.7%	9.4%	
8.9%↓	Having a prenatal ultrasound 1.4%	1.1%	1.3%	2.2%	
1.1%↑	Recommendation by family and friends 18.7%	18.7%	18.0%	20.4%	

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Direct Care Childbirth Report-Importance of Choosing an OB Provider
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)**

Detail

MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
OB: Ability to stay with baby					
1.5%	Extremely Unimportant 1.0%	1.1%	1.1%	0.7%	
0.8%	0.6%	0.6%	0.3%	0.9%	
1.4%	1.0%	0.9%	1.0%	1.3%	
4.3%	4.0%	4.3%	3.4%	4.8%	
5.6%	5.1%	5.2%	4.2%	7.0%	
11.4%	11.6%	11.7%	10.8%	13.4%	
75.1%	Extremely Important 76.7%	76.3%	79.2%	71.9%↑	
OB: Ability to choose provider					
1.5%↓	Extremely Unimportant 1.0%	0.7%	1.3%	0.9%	
1.0%	0.7%	0.6%	0.5%	1.1%	
1.5%	1.6%	1.9%	0.9%	2.3%	
5.9%↑	7.3%	7.6%	6.6%	8.4%	
11.3%	12.1%	12.4%	12.1%	11.1%	
20.3%	18.8%	17.7%	19.1%	21.1%	
58.5%	Extremely Important 58.6%	59.0%	59.5%	55.2%	
OB: Choice of birthing method					
3.7%↓	Extremely Unimportant 2.7%	2.3%	3.2%	2.5%	
2.3%	2.4%	2.1%	2.2%	3.7%	
3.7%	3.3%	3.4%	3.6%	2.7%	
9.5%↑	11.6%	11.2%	11.8%	12.1%	
14.2%	13.0%	12.5%	13.9%	12.3%	
16.8%	17.5%	17.4%	17.6%	17.3%	
49.9%	Extremely Important 49.4%	51.1%	47.6%	49.4%	

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Direct Care Childbirth Report-Importance of Choosing an OB Provider
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)**

Detail

MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
OB: Consistently seen by same provider					
1.9%	Extremely Unimportant 1.3%	1.4%	0.9%	2.3%	
1.3%	1.1%	1.1%	1.0%	1.4%	
2.1%	2.1%	1.7%	2.3%	2.7%	
5.3%	5.9%	4.8%	6.7%	6.9%	
8.0%	9.3%	8.1%	8.9%	13.0%↓	
15.9%	15.8%	16.1%	14.7%	17.4%	
65.6%	Extremely Important 64.5%	66.8%	65.5%	56.3%↑	
OB: Cost					
9.4%↓	Extremely Unimportant 5.3%	5.6%	6.2%	2.9%↑	
3.0%	2.8%	3.0%	2.1%	3.6%	
4.2%↓	3.0%	2.6%	3.2%	3.8%	
12.5%↓	10.4%	9.5%	10.7%	11.8%	
9.9%	9.8%	9.7%	10.4%	8.8%	
13.7%	14.2%	12.6%	14.7%	17.2%	
47.4%↑	Extremely Important 54.5%	57.0%	52.7%	52.1%	
OB: Ease of getting an appointment					
0.9%	Extremely Unimportant 0.5%	0.4%	0.8%	0.2%	
0.7%	0.4%	0.3%	0.5%	0.4%	
0.6%	0.8%	0.8%	0.7%	1.1%	
4.0%	3.9%	3.6%	4.3%	3.8%	
10.3%	10.8%	11.0%	9.8%	12.5%	
24.3%	24.5%	23.3%	25.2%	26.1%	
59.1%	Extremely Important 59.1%	60.7%	58.8%	56.1%	

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Direct Care Childbirth Report-Importance of Choosing an OB Provider
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)**

Detail

MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
OB: Friendliness of staff					
0.9%	Extremely Unimportant 0.6%	0.5%	0.6%	1.1%	
0.7%↓	0.3%	0.3%	0.6%	0.0%	
0.6%	1.0%	1.1%	0.9%	0.9%	
2.7%↑	3.6%	3.4%	4.2%	3.0%	
9.5%	10.2%	11.1%	9.3%	9.6%	
23.1%	23.5%	23.1%	23.2%	25.0%	
62.5%	Extremely Important 60.8%	60.5%	61.4%	60.4%	
OB: Location/Convenience					
2.1%↓	Extremely Unimportant 1.0%	0.8%	1.4%	0.7%	
1.1%	0.9%	0.6%	1.0%	1.1%	
3.0%	2.4%	2.3%	2.7%	2.1%	
11.9%↓	8.8%	8.5%	9.1%	8.9%	
16.8%	16.3%	16.6%	16.2%	15.7%	
20.0%↑	24.7%	23.1%	25.0%	28.1%	
45.3%	Extremely Important 45.9%	48.2%	44.6%	43.3%	
OB: Reputation of the care					
1.1%↓	Extremely Unimportant 0.6%	0.5%	0.6%	0.7%	
0.8%↓	0.4%	0.4%	0.4%	0.4%	
0.7%	0.9%	0.9%	1.1%	0.7%	
4.0%	3.3%	3.3%	3.4%	3.0%	
6.9%↑	8.4%	9.4%	6.9%	9.4%	
17.7%	19.3%	19.4%	18.6%	20.5%	
68.7%	Extremely Important 67.2%	66.2%	69.0%	65.3%	

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Direct Care Childbirth Report-Importance of Choosing an OB Provider
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)**

Detail

MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
OB: Preference for military health care					
10.8%↓	Extremely Unimportant 8.8%	8.8%	8.6%	9.0%	
4.5%	3.6%	3.6%	3.2%	4.5%	
5.2%	5.7%	5.5%	6.6%	4.1%	
21.5%	20.0%	20.7%	19.0%	20.3%	
14.0%	14.8%	15.2%	14.6%	14.2%	
15.0%↑	16.7%	14.9%	17.4%	19.7%	
29.0%	Extremely Important 30.5%	31.3%	30.7%	28.2%	
OB: Prenatal education programs					
3.8%↓	Extremely Unimportant 2.4%	2.4%	2.6%	2.0%	
4.2%↓	3.2%	3.5%	3.1%	2.7%	
5.3%	5.5%	5.2%	5.4%	6.1%	
16.0%	16.0%	17.0%	14.4%	17.1%	
17.1%	17.6%	16.7%	18.4%	18.4%	
17.1%	18.7%	16.6%	19.8%	21.2%	
36.6%	Extremely Important 36.7%	38.6%	36.3%	32.6%	
OB: Prenatal ultrasound					
1.3%↓	Extremely Unimportant 0.7%	0.6%	0.7%	0.9%	
0.4%	0.2%	0.4%	0.1%	0.2%	
0.6%	0.3%	0.1%	0.5%	0.5%	
2.0%	1.6%	1.1%	1.8%	2.5%	
3.8%	4.3%	4.1%	4.4%	4.8%	
9.9%↑	12.3%	11.7%	12.0%	14.4%	
82.1%	Extremely Important 80.5%	82.0%	80.6%	76.7%↑	

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Direct Care Childbirth Report-Importance of Choosing an OB Provider
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)**

Detail

MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
OB: Private Room					
1.6%↓	Extremely Unimportant 0.9%	1.1%	0.8%	0.7%	
1.3%	0.9%	1.0%	0.6%	1.3%	
1.5%	1.6%	1.5%	1.7%	1.8%	
6.6%↓	5.4%	6.5%	4.9%	3.9%	
9.5%↑	11.4%	12.1%	10.0%	12.7%	
17.6%	19.3%	18.6%	19.5%	20.5%	
62.0%	Extremely Important 60.5%	59.3%	62.5%	59.1%	
OB: Previous positive experience					
1.7%↓	Extremely Unimportant 0.9%	0.5%	1.5%	0.7%	
0.6%	0.5%	0.4%	0.6%	0.4%	
1.2%	1.3%	1.3%	1.3%	1.1%	
6.0%	5.0%	4.6%	5.3%	5.4%	
9.7%	10.3%	10.5%	10.2%	9.8%	
20.9%	21.9%	21.1%	20.8%	26.3%↓	
59.8%	Extremely Important 60.2%	61.6%	60.3%	56.4%	
OB: Recommendation by family/friends					
4.2%↓	Extremely Unimportant 2.7%	2.6%	3.2%	1.6%	
3.6%	3.2%	4.0%	2.7%	2.5%	
6.1%	6.0%	5.9%	5.9%	6.3%	
20.1%↓	18.1%	19.0%	17.3%	17.5%	
20.7%	22.3%	22.3%	22.2%	22.3%	
17.1%↑	20.1%	18.2%	20.8%	23.4%	
28.3%	Extremely Important 27.7%	28.0%	27.9%	26.4%	

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Direct Care Childbirth Report-Eligibility Questions
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)

Detail

MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
HCAHPS: Needed help going to bathroom					
45.9%↓	Yes 43.4%	41.4%	44.8%	45.1%	46.9%↓
54.1%↑	No 56.6%	58.6%	55.2%	54.9%	53.1%↑
HCAHPS: Needed pain meds					
88.2%	Yes 88.3%	86.3%	90.2%	89.1%	71.9%↑
11.8%	No 11.7%	13.7%	9.8%	10.9%	28.1%↓
HCAHPS: Given meds not taken before					
56.3%	Yes 55.6%	51.0%↑	59.6%↓	57.9%	58.0%↓
43.7%	No 44.4%	49.0%↓	40.4%↑	42.1%	42.0%↑
HCAHPS: Where you went after leaving hospital					
97.0%	Own home 97.1%	97.5%	97.2%	96.1%	90.4%↑
2.3%	Someone else's home 2.2%	1.9%	2.2%	3.2%	4.9%↓
0.7%	Another health facility 0.6%	0.6%	0.6%	0.7%	4.7%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Direct Care Childbirth Report-Other Questions
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)

Detail

MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
Problem understanding TRICARE benefits					
4.6%	A big problem 4.1%	4.1%	4.7%	2.5%	
25.5%↓	A small problem 22.6%	22.9%	23.6%	19.5%	
69.9%↑	Not a problem 73.3%	72.9%	71.7%	78.0%↓	
Enrolled in TRICARE					
92.5%↓	TRICARE Prime 89.4%	87.3%↑	92.3%↓	87.8%	
1.5%↑	TRICARE Standard 2.3%	2.3%	2.3%	2.3%	
0.0%	TRICARE Extra 0.0%	0.0%	0.0%	0.0%	
0.0%↑	TRICARE for Life 0.2%	0.1%	0.1%	0.4%	
6.0%↑	Not Sure 8.2%	10.2%↓	5.4%↑	9.5%	
IP: Number of IP stays last 6 mos					
	Only this time 89.4%	88.9%	90.1%	89.2%	77.0%↑
	This time and one other time 8.4%	9.0%	7.7%	8.5%	15.0%↓
	This time and more than one other time 2.2%	2.1%	2.2%	2.3%	8.0%↓
IP: Days in bed due to illness/injury					
	None 77.7%	77.4%	78.4%	77.0%	68.4%↑
	One Day 9.6%	9.3%	9.5%	10.4%	7.7%↑
	Two Days 5.9%	5.6%	6.0%	6.2%	6.5%
	Three Days 2.6%	2.8%	2.6%	1.8%	4.1%↓
	Four Days 1.4%	1.6%	1.3%	1.2%	2.7%↓
	Five-to-Seven Days 1.2%	1.6%	0.9%	0.9%	3.9%↓
	Eight-to-Ten Days 0.3%	0.4%	0.2%	0.4%	1.5%↓
	More than Ten Days 1.4%	1.3%	1.2%	2.1%	5.0%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Direct Care Childbirth Report-About the Patients
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)

Detail

MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
OB: First childbirth experience					
	Yes 50.1%	48.2%	51.7%	51.2%	45.4% ↑
	No 49.9%	51.8%	48.3%	48.8%	54.6% ↓
Would use same hospital for OB care					
	Yes 68.0%	64.4% ↑	71.9% ↓	68.4%	
	No 16.1%	18.6% ↓	14.4%	13.7%	
	Not sure 15.9%	17.1%	13.7%	17.9%	
HCAHPS: Overall health					
27.4% ↑	Excellent 32.8%	31.8%	34.5%	31.2%	15.6% ↑
49.8% ↓	Very Good 47.5%	47.6%	46.7%	48.9%	30.9% ↑
20.4% ↓	Good 17.8%	18.8%	16.6%	18.2%	30.1% ↓
2.2%	Fair 1.8%	1.7%	2.1%	1.6%	17.5% ↓
0.2%	Poor 0.1%	0.1%	0.1%	0.2%	5.8% ↓
IP: Marital status					
	Married 94.1%	94.2%	94.2%	93.3%	81.8% ↑
	Living with a partner 1.8%	1.4%	2.0%	1.9%	2.7% ↓
	Divorced 0.5%	0.5%	0.4%	0.9%	3.2% ↓
	Separated 0.7%	1.0%	0.5%	0.5%	1.2% ↓
	Widowed 0.1%	0.2%	0.1%	0.0%	6.7% ↓
	Never married 2.8%	2.6%	2.7%	3.4%	4.6% ↓

Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher **↑** or lower **↓**



**DoD TRISS Direct Care Childbirth Report-About the Patients
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=3281, Response Rate= 26.3%)**

Detail

MHS 2004	MHS 2005	Army Childbirth	Navy Childbirth	Air Force Childbirth	NRC Comparative Data
HCAHPS: Highest grade of school completed					
0.1%	8th grade or less 0.1%	0.0%	0.1%	0.2%	4.2%↓
2.0%	Some high school, but did not graduate 1.8%	2.0%	1.7%	1.6%	7.1%↓
20.7%	High school graduate or GED 19.5%	21.3%	18.3%	17.5%	27.2%↓
43.3%	Some college or 2-year degree 44.9%	45.6%	46.0%	40.5%	34.5%↑
20.0%	4-year college graduate 20.5%	20.0%	20.0%	22.7%	12.9%↑
13.8%	More than 4-year college degree 13.3%	11.1%↑	13.8%	17.5%↓	14.1%
HCAHPS: Spanish/Hispanic/Latino origin					
	No, not Spanish/Hispanic/Latino 85.8%	86.9%	84.4%	86.2%	86.7%
	Yes, Puerto Rican 1.9%	2.1%	1.7%	2.0%	1.9%
	Yes, Mexican, Mexican American, Chicano 6.7%	6.3%	6.9%	7.1%	7.0%
	Yes, Cuban 0.3%	0.1%	0.4%	0.4%	0.3%
	Yes, other Spanish/Hispanic/Latino 5.3%	4.6%	6.5%	4.4%	4.2%↑
HCAHPS: Language mainly spoken in home					
95.2%	English 95.2%	95.4%	94.6%	96.0%	94.0%↑
2.4%	Spanish 2.3%	2.4%	2.5%	1.6%	4.2%↓
2.4%	Some other language 2.5%	2.2%	2.9%	2.3%	1.9%↑
HCAHPS: Race					
	White 80.3%	81.4%	77.2%	84.5%	83.9%↓
	Black or African American 11.3%	11.9%	11.7%	8.9%	8.9%↑
	Asian 7.9%	6.9%	9.4%	7.0%	4.4%↑
	Native Hawaiian or other Pacific Islander 2.6%	2.2%	2.9%	2.8%	1.0%↑
	American Indian or Alaska Native 2.1%	2.0%	2.3%	1.9%	1.8%

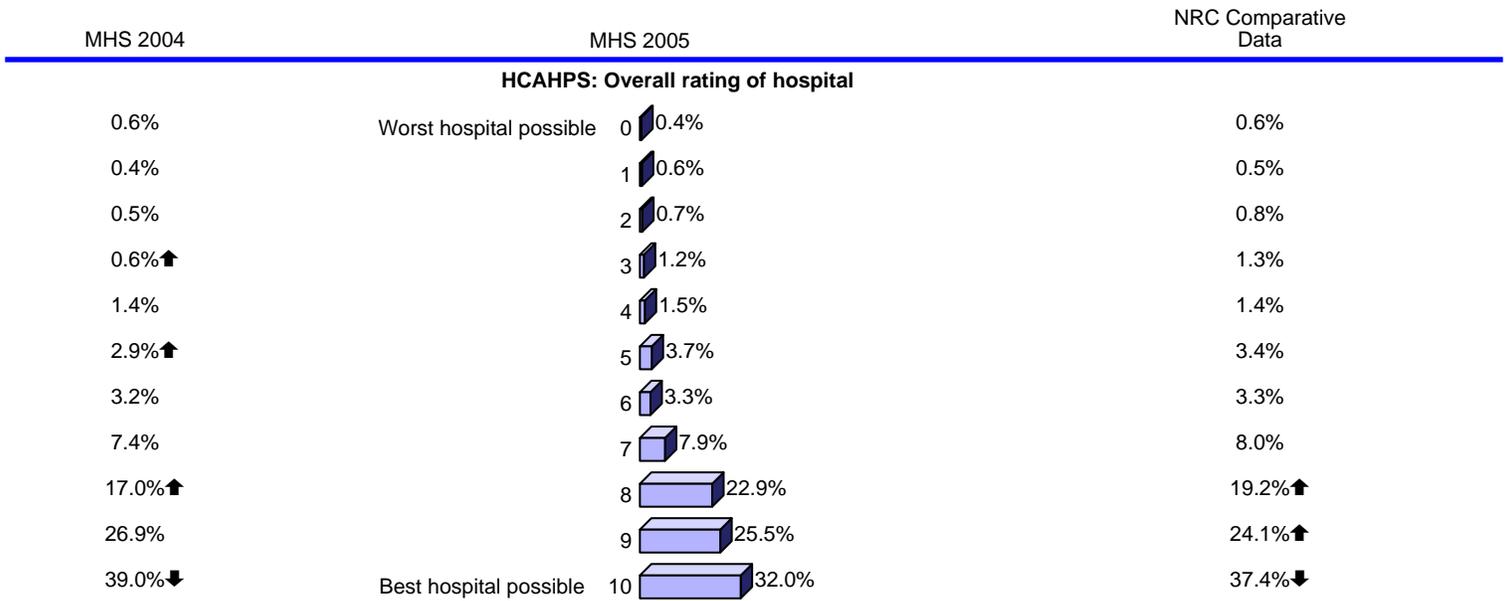
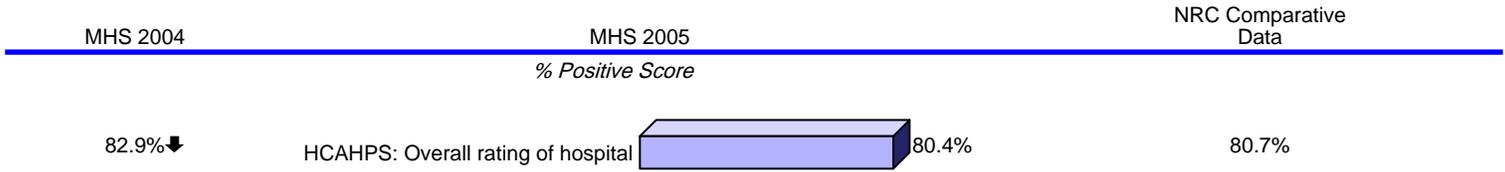
Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓

PURCHASED CARE



**DoD TRISS Purchased Care Overall Report-Overall Rating of Hospital
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)**

Detail

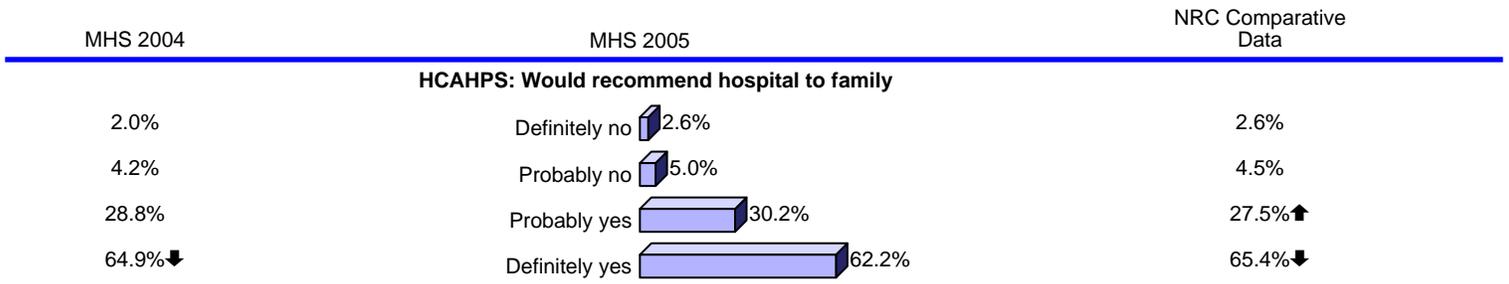
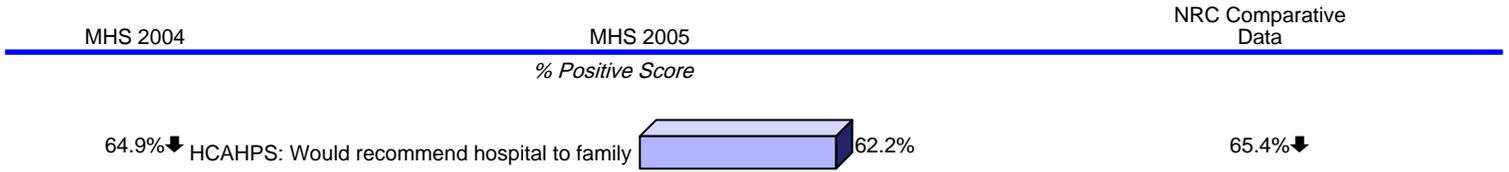


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Purchased Care Overall Report-Would Recommend Hospital
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)**

Detail

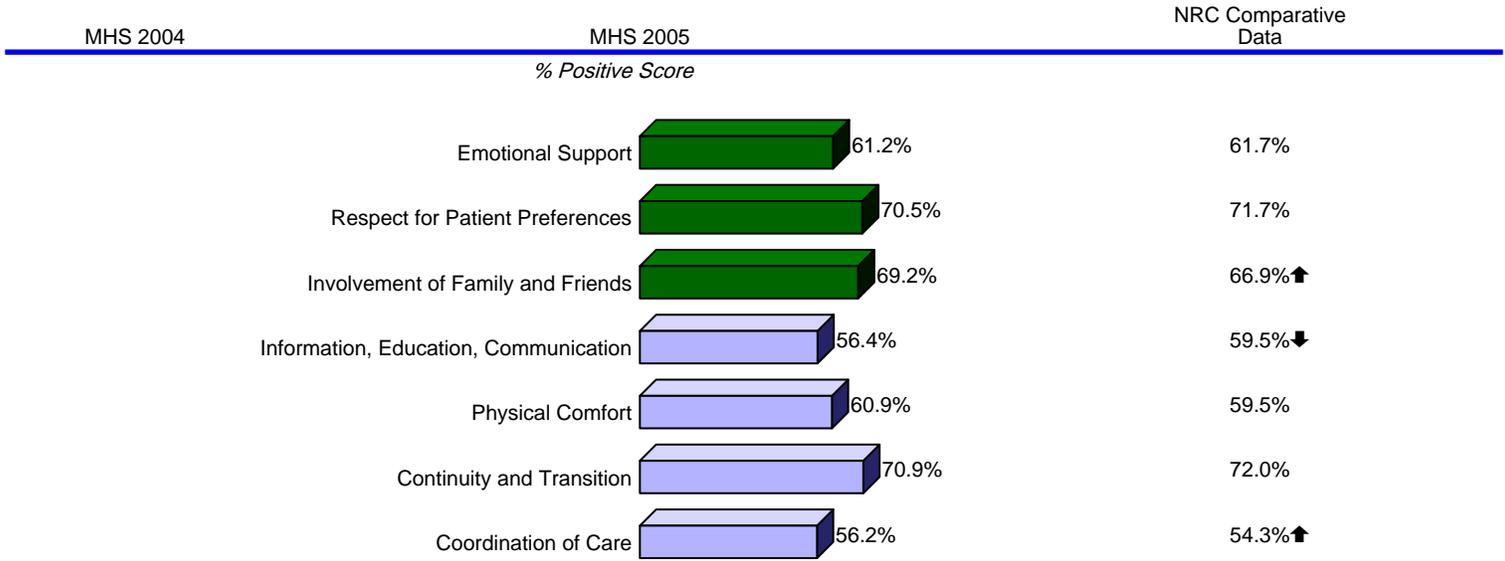


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Purchased Care Overall Report-Dimensions of Care
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)**

Detail

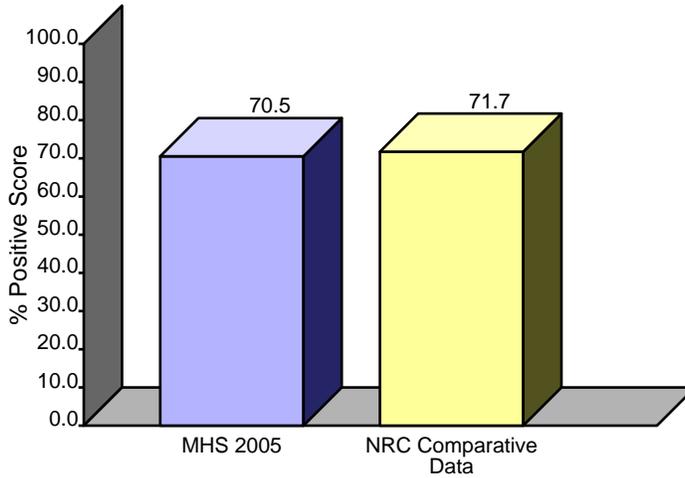


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher **↑** or lower **↓**.



DoD TRISS Purchased Care Overall Report-Respect for Patient Preferences
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)

Respect for Patient Preferences



* Significantly Different from Your Current Score

Detail

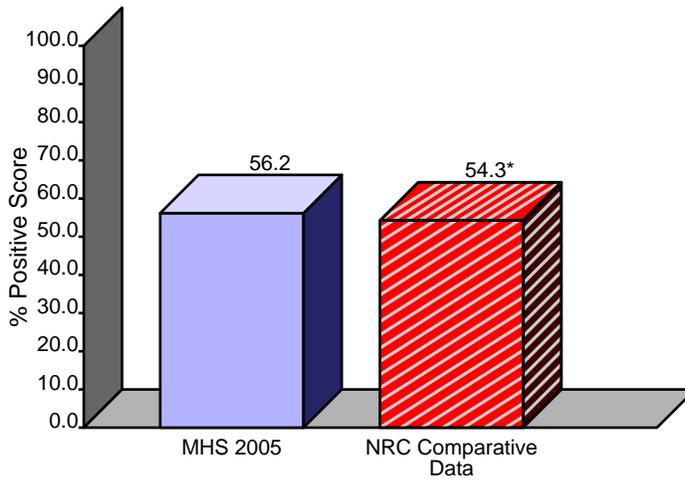
MHS 2004	MHS 2005	NRC Comparative Data
<i>% Positive Score</i>		
73.9%	HCAHPS: Treated w/courtesy/respect by Nurses 74.7%	75.3%
60.0%	HCAHPS: Nurses listened carefully to you 60.3%	62.3%↓
78.9%↑	HCAHPS: Treated w/courtesy/respect by Drs 81.7%	82.0%
67.6%↑	HCAHPS: Drs listened carefully to you 70.8%	72.4%↓
	Enough say about treatment 50.9%	51.6%
	OB: Enough say about delivery pain control 66.0%	66.7%
	Drs talked in front of you 85.5%	83.8%↑

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Purchased Care Overall Report-Coordination of Care
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)**

Coordination of Care



* Significantly Different from Your Current Score

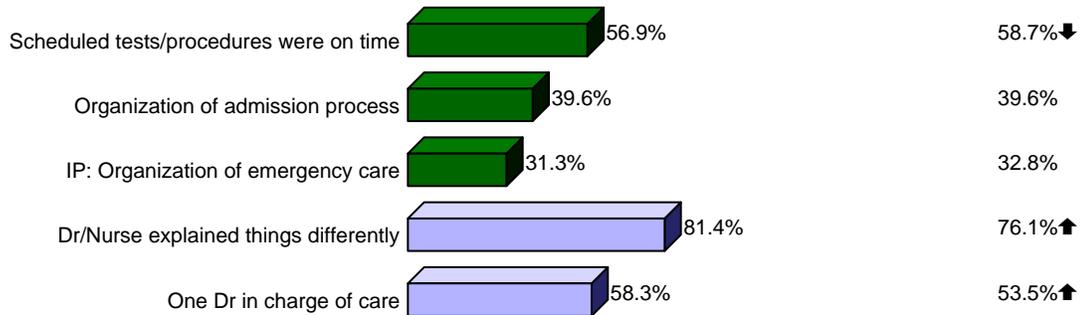
Detail

MHS 2004

MHS 2005

NRC Comparative Data

% Positive Score

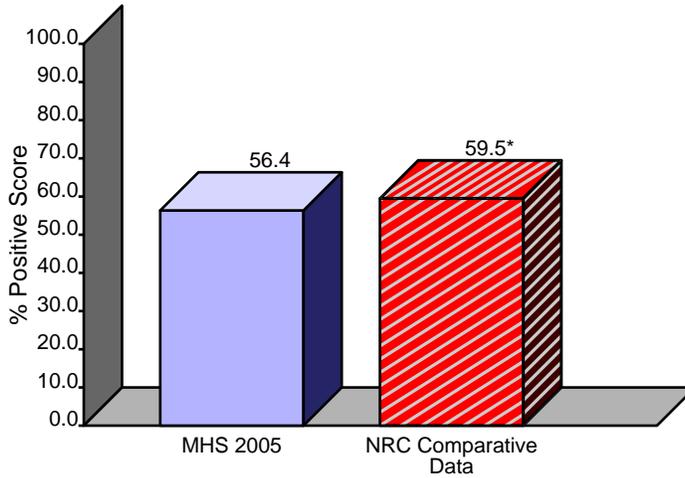


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Purchased Care Overall Report-Information, Education, Communication
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)**

Information, Education, Communication



* Significantly Different from Your Current Score

Detail

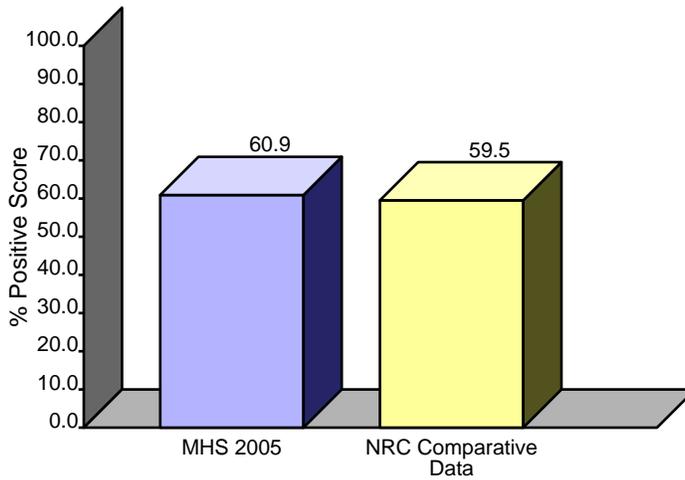
MHS 2004	MHS 2005	NRC Comparative Data
% Positive Score		
61.6%	HCAHPS: Nurses explained things understandably 62.1%	64.3%↓
	Explained reason for wait in going to room 50.4%	47.5%↑
	IP: Enough info re: condition/treatment 39.3%	42.4%↓
65.5%	HCAHPS: Drs explained things understandably 66.8%	70.0%↓
40.7%↑	HCAHPS: Staff described med side effects 44.9%	44.5%
	OB: Accurately explained how you would feel 38.6%	41.1%
	OB: Dr answered delivery questions 77.3%	76.1%

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



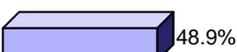
DoD TRISS Purchased Care Overall Report-Physical Comfort
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)

Physical Comfort



* Significantly Different from Your Current Score

Detail

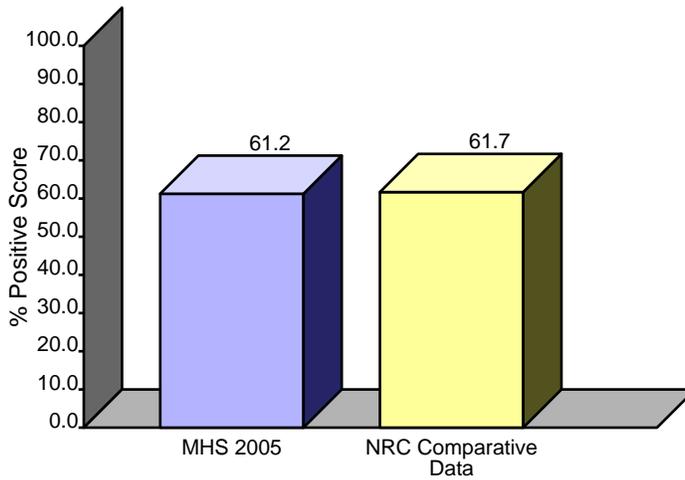
MHS 2004	MHS 2005	NRC Comparative Data
	<i>% Positive Score</i>	
68.2%	HCAHPS: Did everything to help your pain  69.4%	69.5%
68.1%	HCAHPS: Room kept clean during stay  69.6%	64.7% [▲]
55.3% [▲]	HCAHPS: Help going to bathroom as soon as wanted  58.9%	58.6%
53.6%	HCAHPS: Pain well controlled during stay  55.9%	55.3%
	OB: Received right amount of labor pain medicine  67.4%	68.4%
	OB: Dr discussed birth pain options  65.6%	68.0%
46.6% [▲]	HCAHPS: Quiet around room at night  48.9%	49.0%

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher [▲] or lower [▼].



**DoD TRISS Purchased Care Overall Report-Emotional Support
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)**

Emotional Support



* Significantly Different from Your Current Score

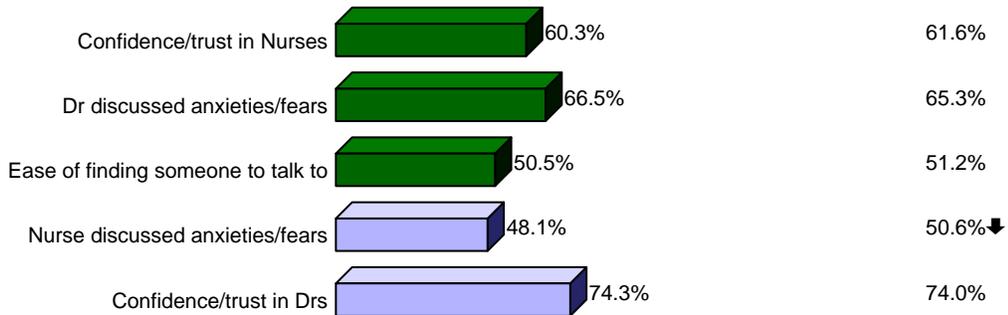
Detail

MHS 2004

MHS 2005

NRC Comparative Data

% Positive Score

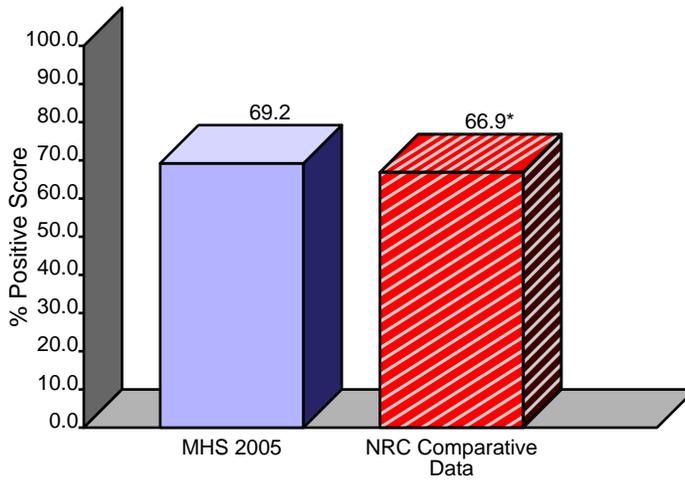


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher↑ or lower↓.



DoD TRISS Purchased Care Overall Report-Involvement of Family and Friends
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)

Involvement of Family and Friends



* Significantly Different from Your Current Score

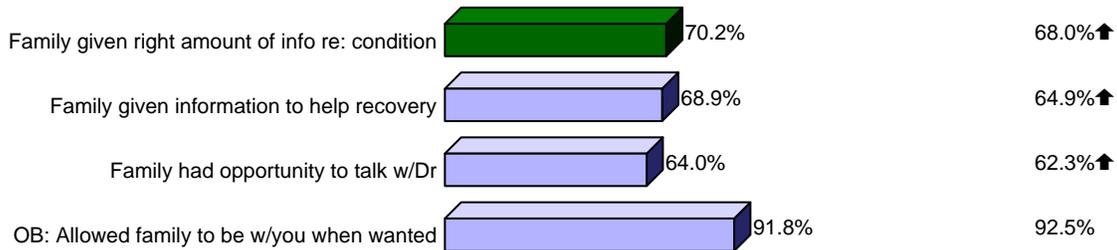
Detail

MHS 2004

MHS 2005

NRC Comparative Data

% Positive Score

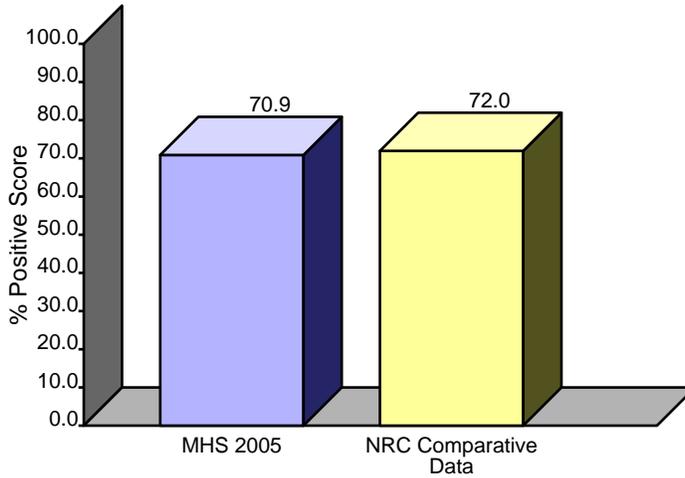


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ▲ or lower ▼



**DoD TRISS Purchased Care Overall Report-Continuity and Transition
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)**

Continuity and Transition



* Significantly Different from Your Current Score

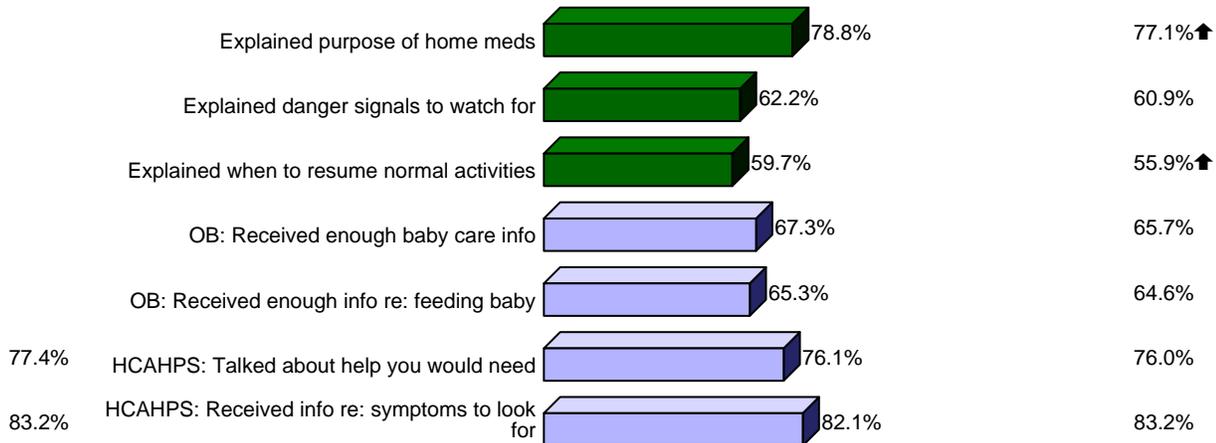
Detail

MHS 2004

MHS 2005

NRC Comparative Data

% Positive Score

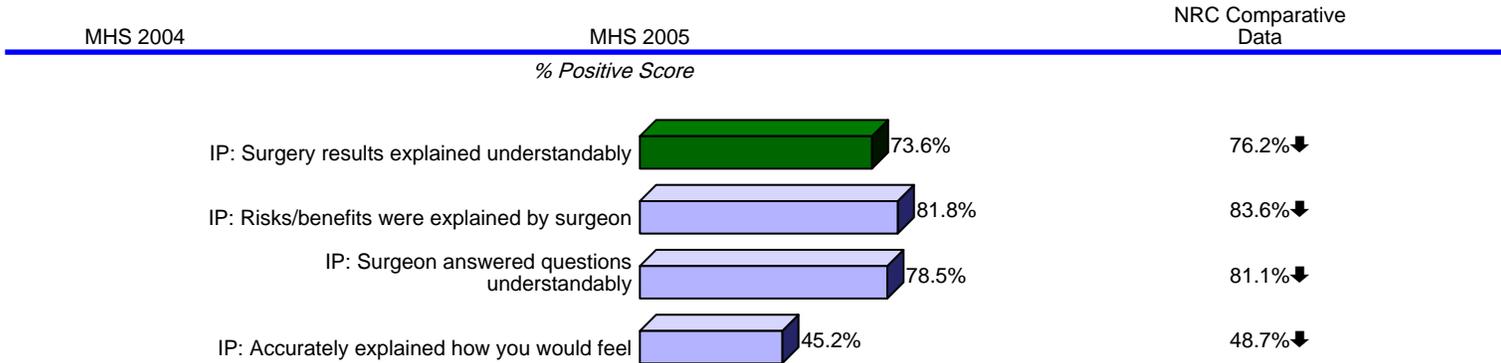


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher [▲] or lower [▼].



**DoD TRISS Purchased Care Overall Report-Surgery Specific
 Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)**

Detail

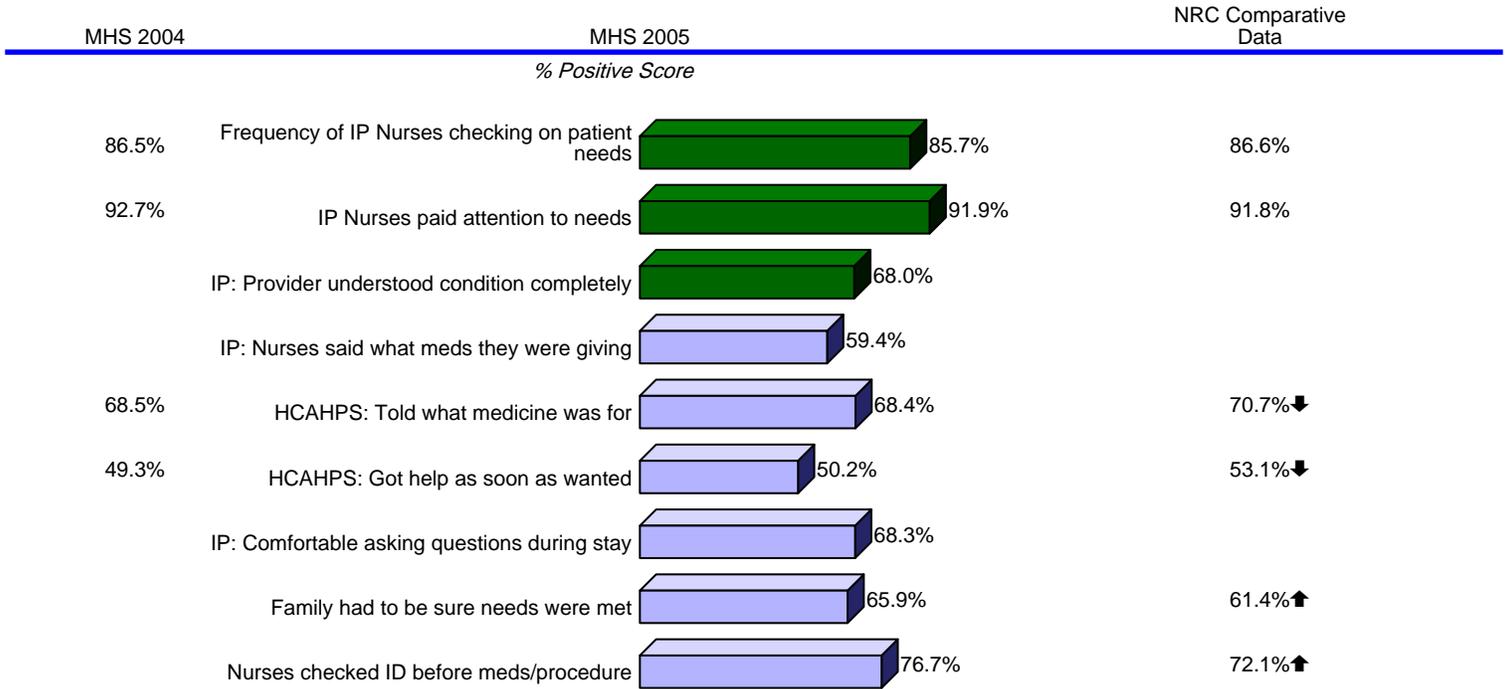


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Purchased Care Overall Report-Experiences with Safe Medical Practice
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)**

Detail

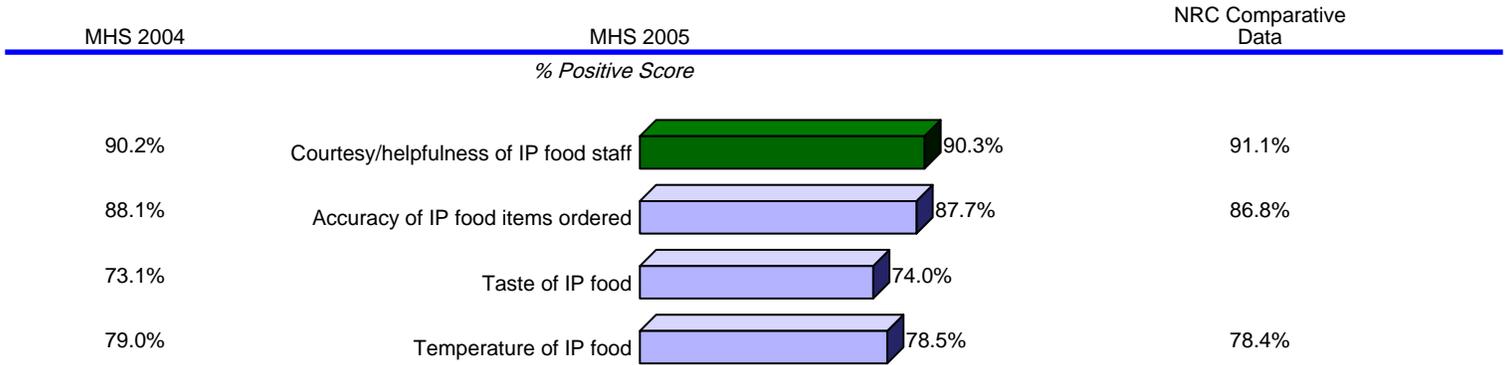


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher↑ or lower↓.



**DoD TRISS Purchased Care Overall Report-Dietary Staff and Services
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)**

Detail

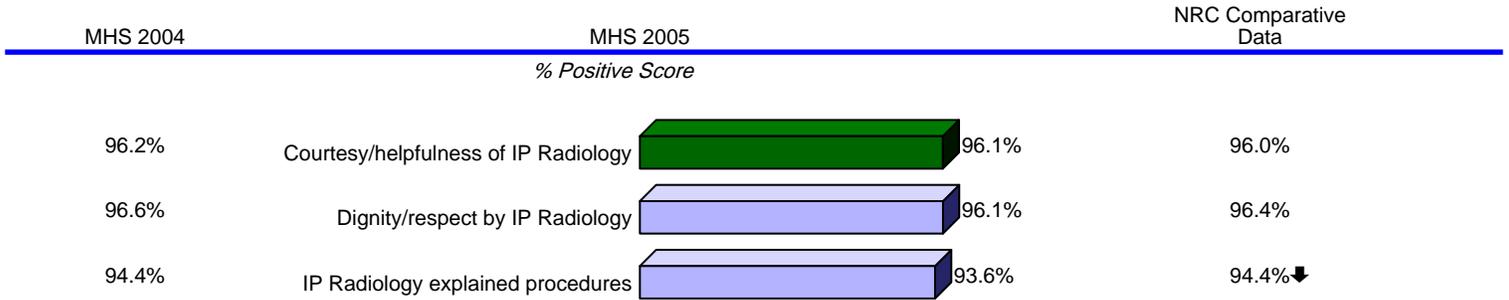


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher or lower .



DoD TRISS Purchased Care Overall Report-Radiology Staff and Services
 Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)

Detail

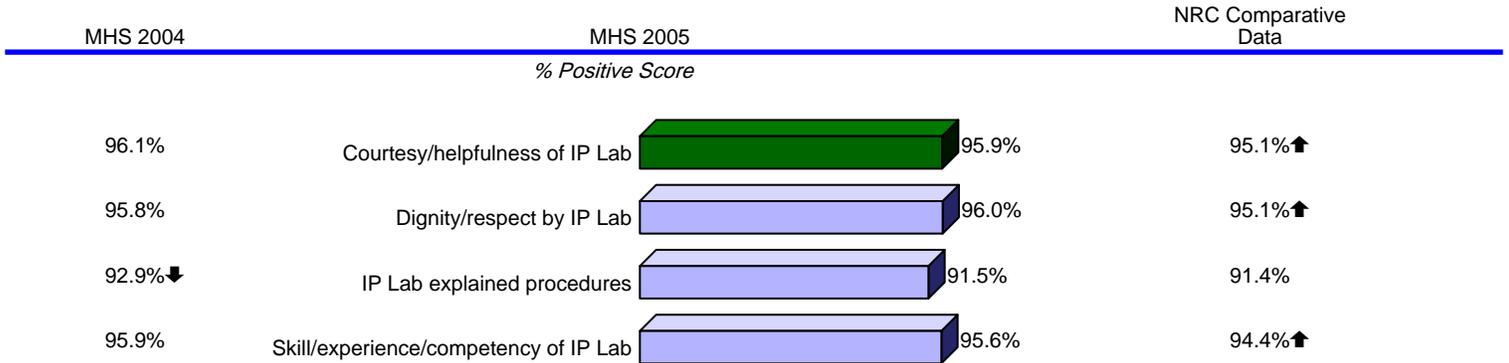


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Purchased Care Overall Report-Laboratory Staff and Services
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)

Detail

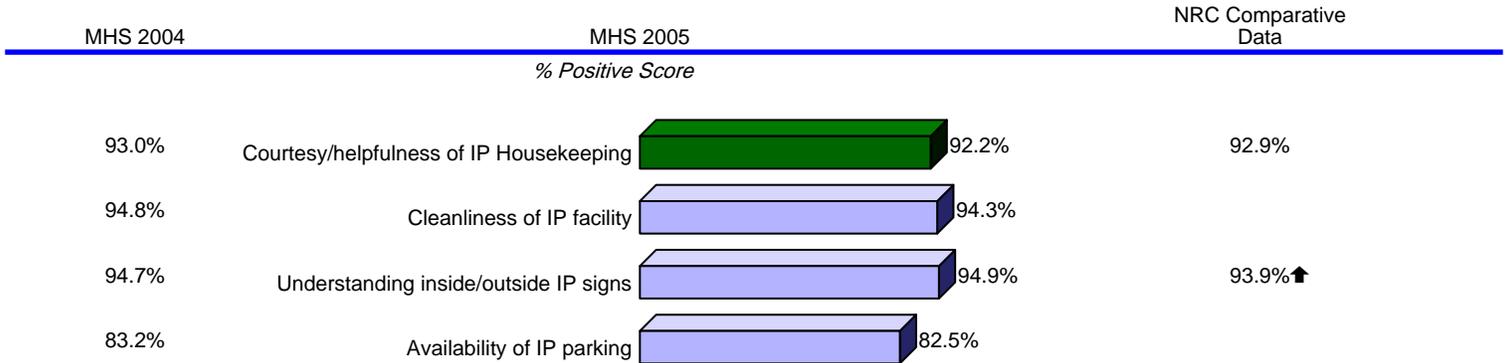


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher or lower .



DoD TRISS Purchased Care Overall Report-Facilities and Housekeeping
 Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)

Detail



Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ▲ or lower ▼



**DoD TRISS Purchased Care Overall Report-Delivery
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)**

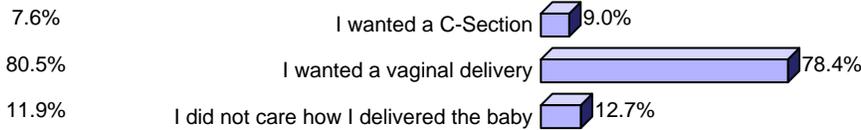
Detail

MHS 2004

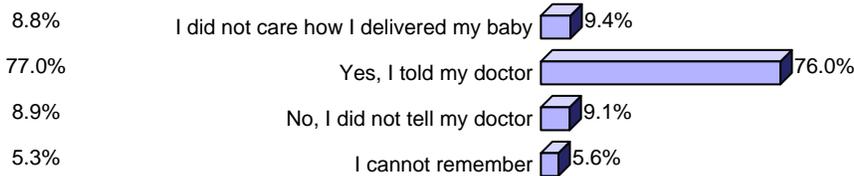
MHS 2005

NRC Comparative Data

OB: How did you want to deliver your baby



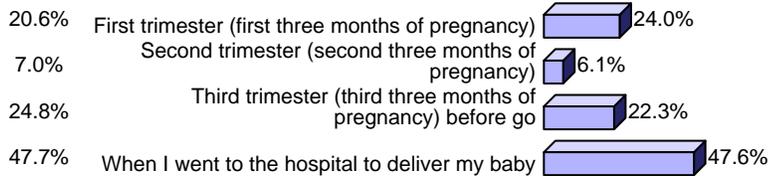
OB: Told Dr./Midwife how wanted to deliver baby



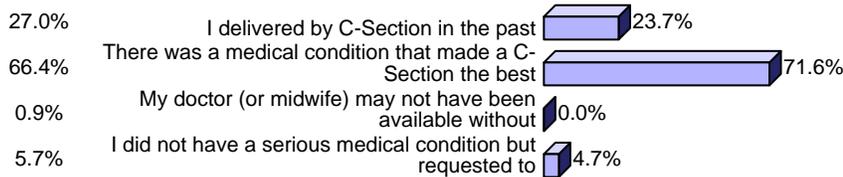
OB: Vaginal delivery/C-Section



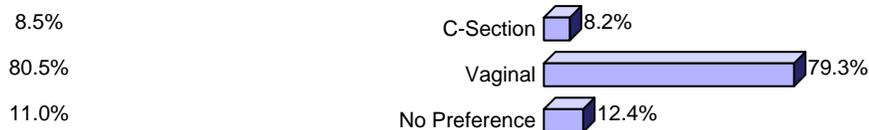
OB: When you were told about C-section delivery



OB: Primary reason for delivering C-Section



OB: How would you want to deliver



Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Purchased Care Overall Report-Importance of Choosing An OB Provider Military Health System Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)

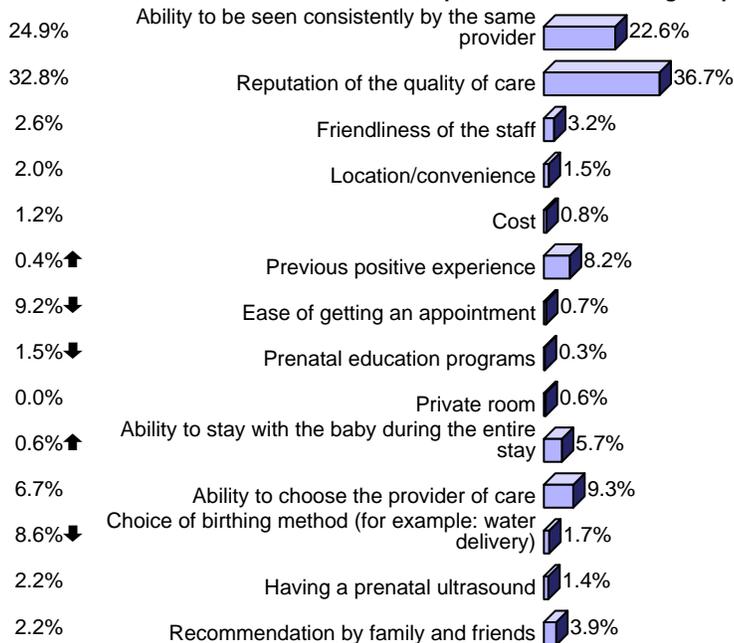
Detail

MHS 2004

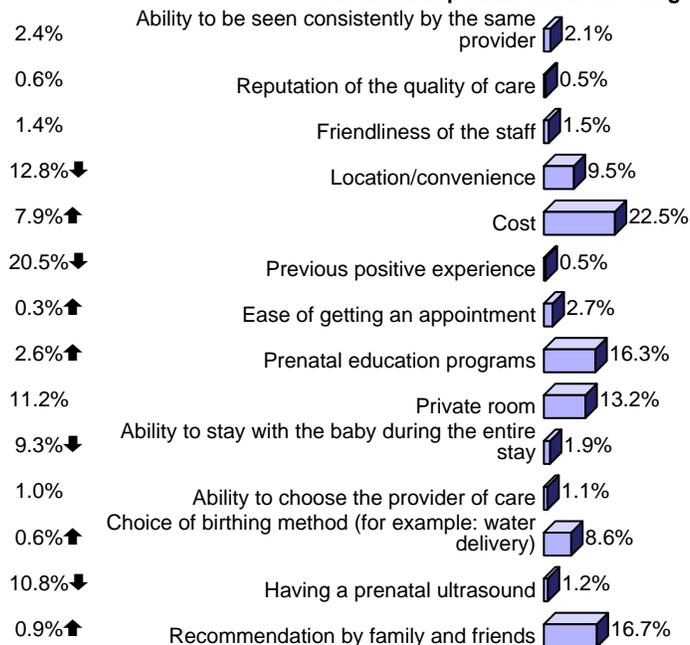
MHS 2005

NRC Comparative Data

OB: Most important when choosing OB provider



OB: Least important when choosing OB provider

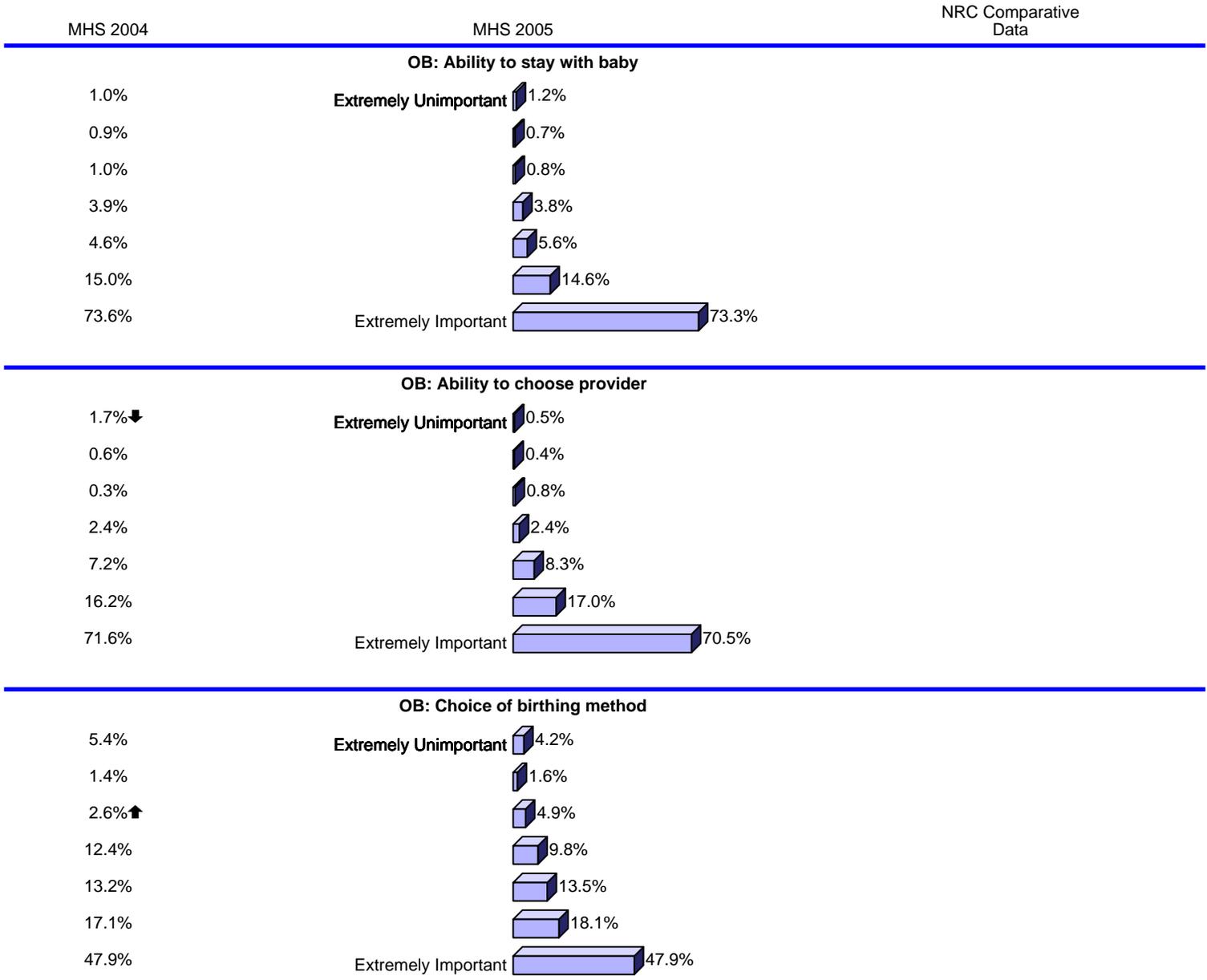


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Purchased Care Overall Report-Importance of Choosing An OB Provider
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)**

Detail



Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Purchased Care Overall Report-Importance of Choosing An OB Provider
 Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)

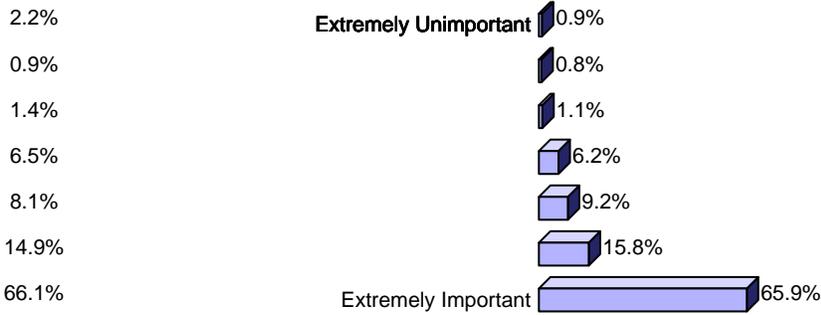
Detail

MHS 2004

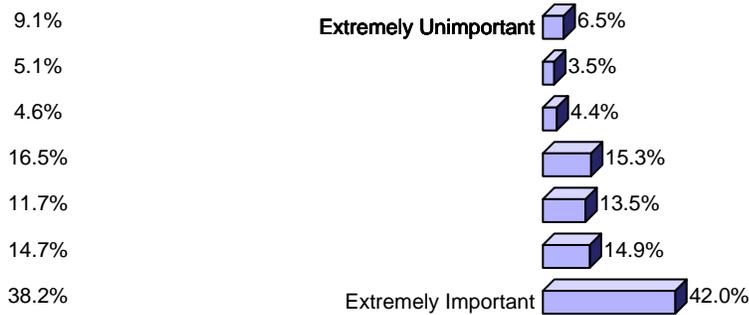
MHS 2005

NRC Comparative Data

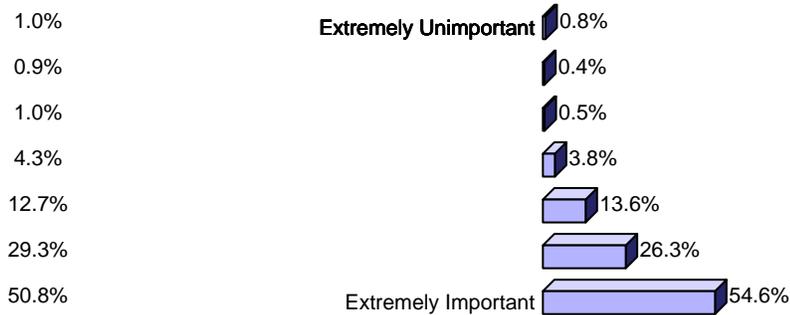
OB: Consistently seen by same provider



OB: Cost



OB: Ease of getting an appointment

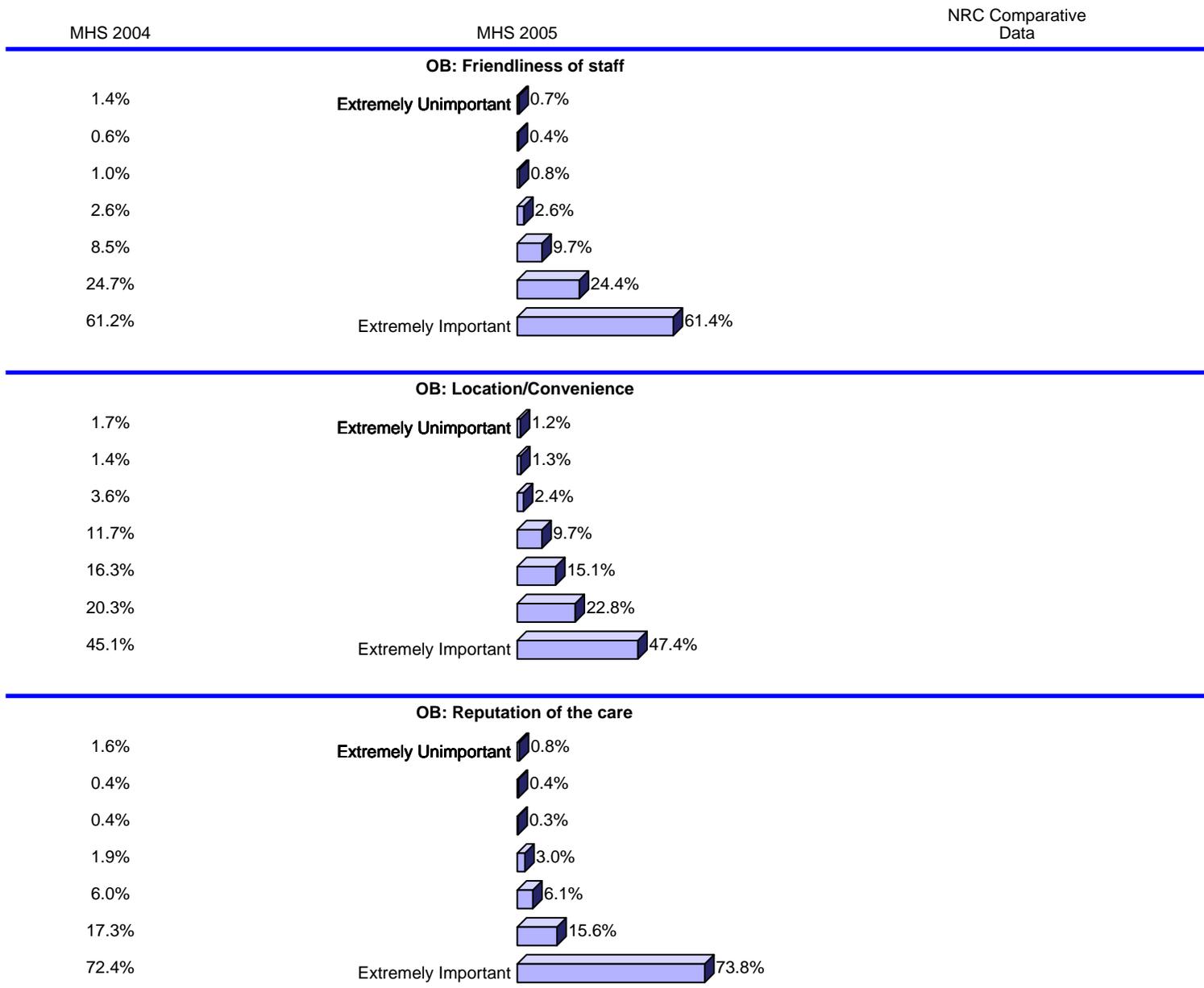


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Purchased Care Overall Report-Importance of Choosing An OB Provider
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)**

Detail

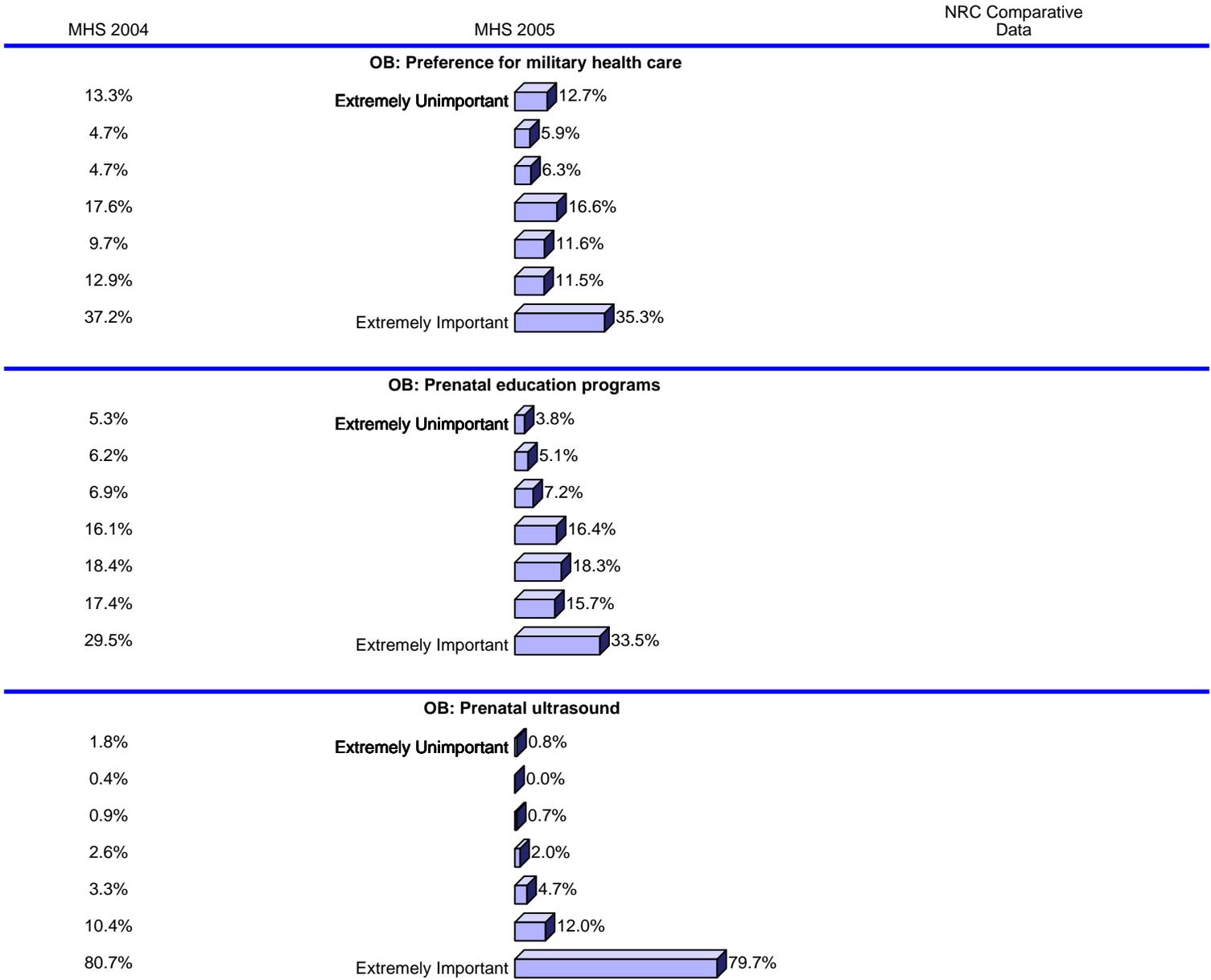


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Purchased Care Overall Report-Importance of Choosing An OB Provider
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)**

Detail

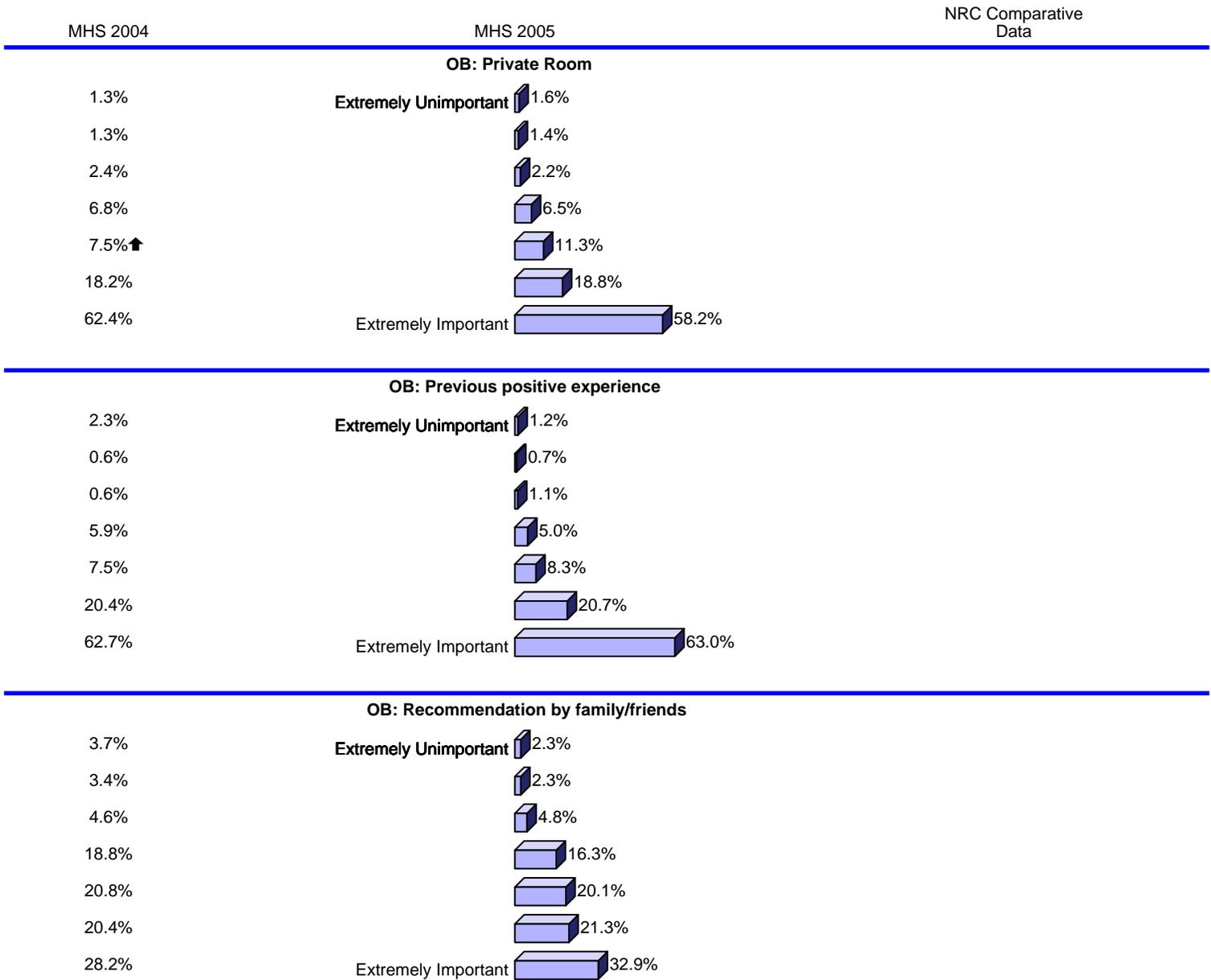


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Purchased Care Overall Report-Importance of Choosing An OB Provider
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)**

Detail



Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher **↑** or lower **↓**.



DoD TRISS Purchased Care Overall Report-Eligibility Questions
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)

Detail

MHS 2004	MHS 2005	NRC Comparative Data
HCAHPS: Needed help going to bathroom		
47.2%	Yes 46.8%	46.9%
52.8%	No 53.2%	53.1%
HCAHPS: Needed pain meds		
69.6%	Yes 68.1%	71.9%↓
30.4%	No 31.9%	28.1%↑
HCAHPS: Given meds not taken before		
54.8%	Yes 55.4%	58.0%↓
45.2%	No 44.6%	42.0%↑
HCAHPS: Where you went after leaving hospital		
91.2%	Own home 91.5%	90.4%↑
4.5%	Someone else's home 4.6%	4.9%
4.3%	Another health facility 3.9%	4.7%↓
IP: Surgery at the hospital		
52.2%↑	Yes 54.7%	56.1%
46.9%↓	No 44.1%	42.8%
0.9%	Not sure 1.2%	1.1%

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Purchased Care Overall Report-Other Questions
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)

Detail

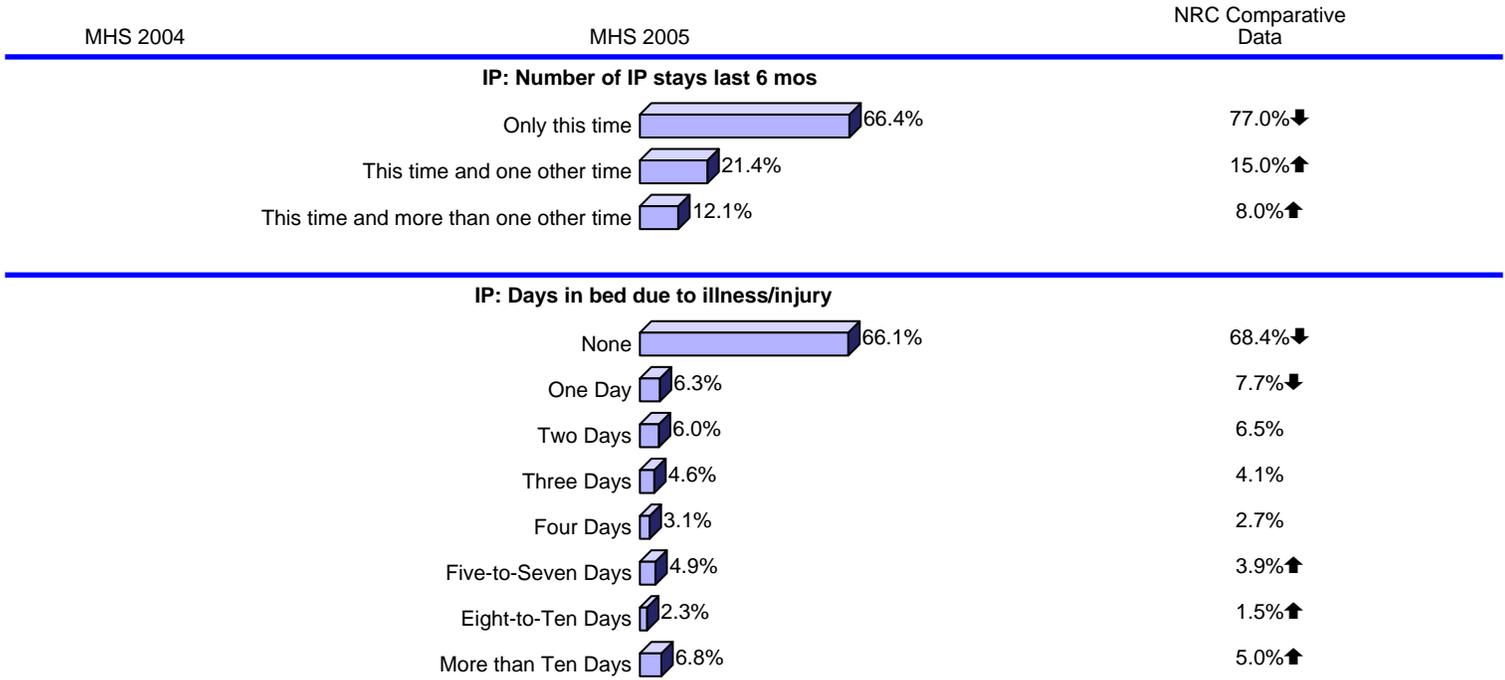
MHS 2004	MHS 2005	NRC Comparative Data
	TRICARE handled claims correctly	
6.2% ↓	No 4.2%	
76.6%	Yes 76.9%	
17.3%	Do not know 18.9%	
	TRICARE handled claims in reasonable time	
5.4% ↓	No 3.6%	
73.4% ↑	Yes 75.6%	
21.2%	Do not know 20.8%	
	Problem understanding TRICARE benefits	
	A big problem 4.1%	
	A small problem 20.6%	
	Not a problem 75.3%	
	TRICARE customer service office helpful	
62.9% ↑	Didn't contact TRICARE 67.9%	
5.7% ↓	No 3.8%	
31.4% ↓	Yes 28.3%	
	Enrolled in TRICARE	
30.5%	TRICARE Prime 28.6%	
9.0%	TRICARE Standard 9.8%	
0.1%	TRICARE Extra 0.1%	
52.6%	TRICARE for Life 53.7%	
7.7%	Not Sure 7.8%	
	IP: Stay emergency/planned in advance	
63.0% ↓	Emergency 59.2%	63.8% ↓
37.0% ↑	Planned in advance 40.8%	36.2% ↑

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Purchased Care Overall Report-Other Questions
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)

Detail



Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Purchased Care Overall Report-About the Patients
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)**

Detail

MHS 2004	MHS 2005	NRC Comparative Data
OB: First childbirth experience		
	Yes 51.3%	45.4%▲
	No 48.7%	54.6%▼
HCAHPS: Overall health		
11.4%	Excellent 11.5%	15.6%▼
31.2%▼	Very Good 27.1%	30.9%▼
32.7%	Good 33.0%	30.1%▲
18.1%▲	Fair 21.6%	17.5%▲
6.5%	Poor 6.7%	5.8%▲
IP: Marital status		
	Married 76.6%	81.8%▼
	Living with a partner 1.0%	2.7%▼
	Divorced 3.8%	3.2%▲
	Separated 1.2%	1.2%
	Widowed 15.5%	6.7%▲
	Never married 1.9%	4.6%▼

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher▲ or lower▼.



**DoD TRISS Purchased Care Overall Report-About the Patients
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=4254, Response Rate= 49.5%)**

Detail

MHS 2004	MHS 2005	NRC Comparative Data
HCAHPS: Highest grade of school completed		
2.6%	8th grade or less 2.1%	4.2%↓
6.0%↓	Some high school, but did not graduate 4.9%	7.1%↓
31.4%	High school graduate or GED 30.4%	27.2%↑
36.9%	Some college or 2-year degree 38.1%	34.5%↑
10.8%	4-year college graduate 12.0%	12.9%
12.2%	More than 4-year college degree 12.6%	14.1%↓
HCAHPS: Spanish/Hispanic/Latino origin		
	No, not Spanish/Hispanic/Latino 94.4%	86.7%↑
	Yes, Puerto Rican 1.2%	1.9%↓
	Yes, Mexican, Mexican American, Chicano 2.0%	7.0%↓
	Yes, Cuban 0.1%	0.3%↓
	Yes, other Spanish/Hispanic/Latino 2.3%	4.2%↓
HCAHPS: Language mainly spoken in home		
98.7%	English 98.3%	94.0%↑
0.9%	Spanish 1.3%	4.2%↓
0.4%	Some other language 0.4%	1.9%↓
HCAHPS: Race		
	White 90.1%	83.9%↑
	Black or African American 7.1%	8.9%↓
	Asian 2.1%	4.4%↓
	Native Hawaiian or other Pacific Islander 0.5%	1.0%↓
	American Indian or Alaska Native 2.0%	1.8%

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher↑ or lower↓.

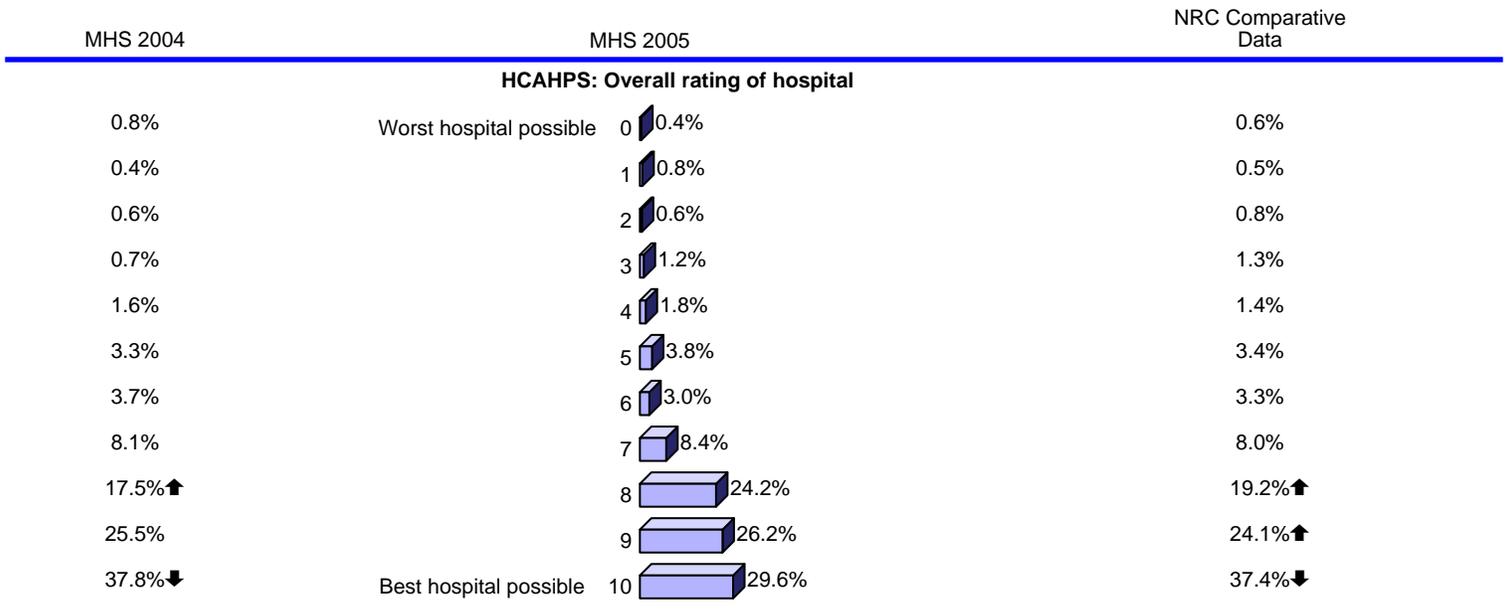
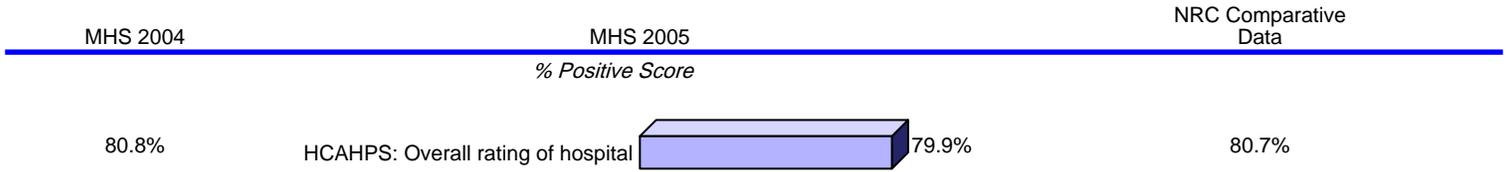
PURCHASED CARE

MEDICAL
REPORT



**DoD TRISS Purchased Care Medical Report-Overall Rating of Hospital
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=2012, Response Rate= 57.4%)**

Detail

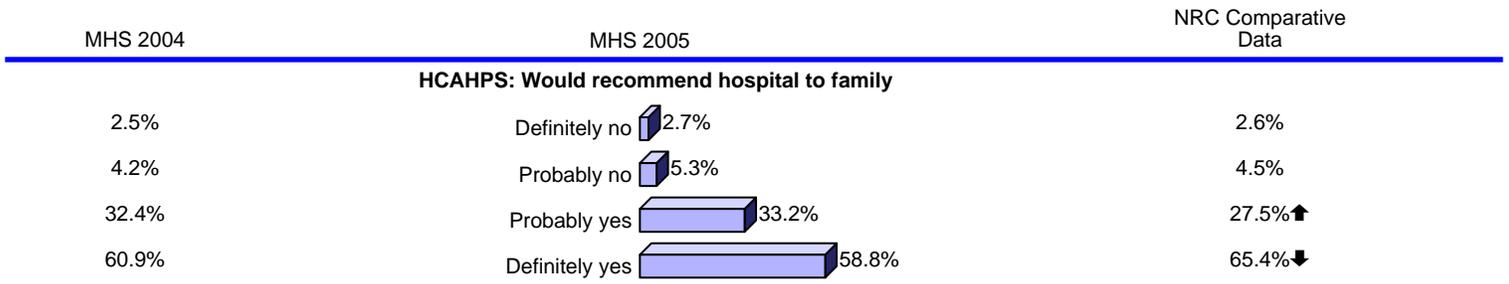
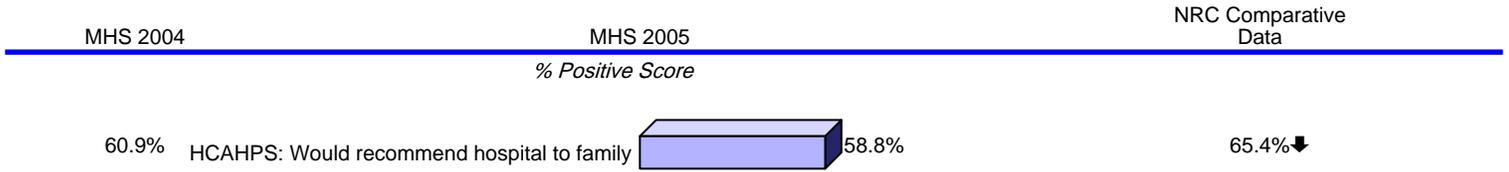


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher [↑] or lower [↓].



**DoD TRISS Purchased Care Medical Report-Would Recommend Hospital
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=2012, Response Rate= 57.4%)**

Detail

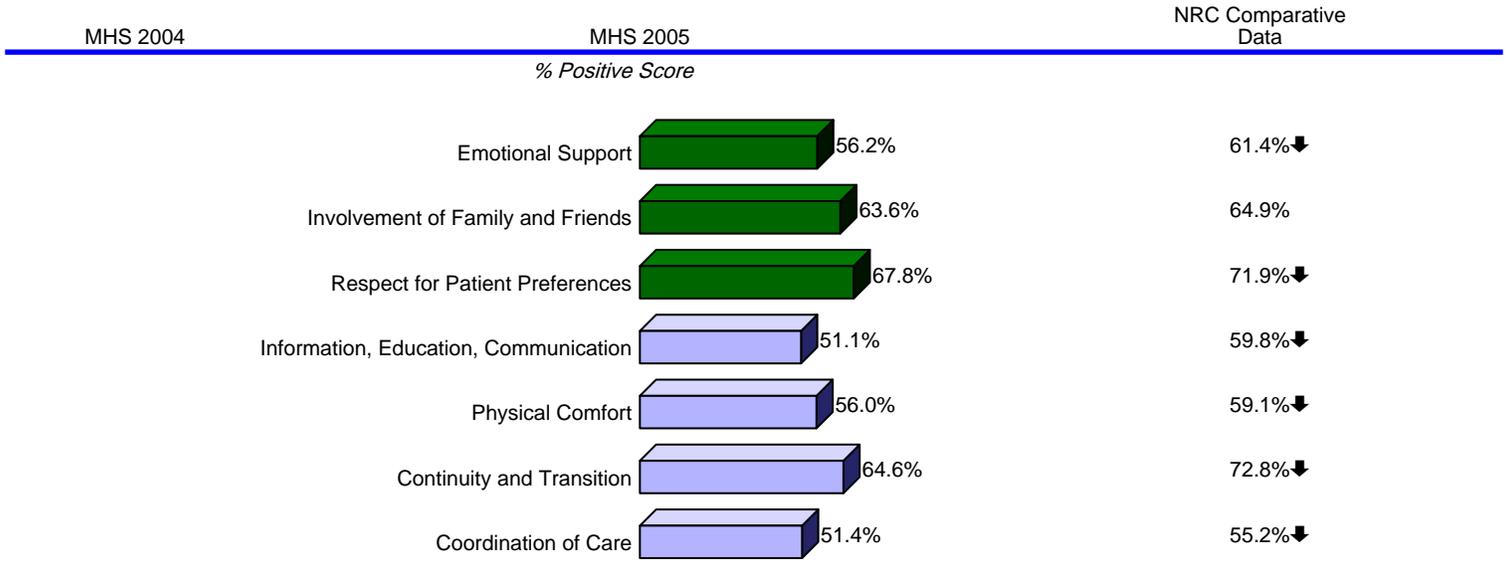


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Purchased Care Medical Report-Dimensions of Care
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=2012, Response Rate= 57.4%)**

Detail

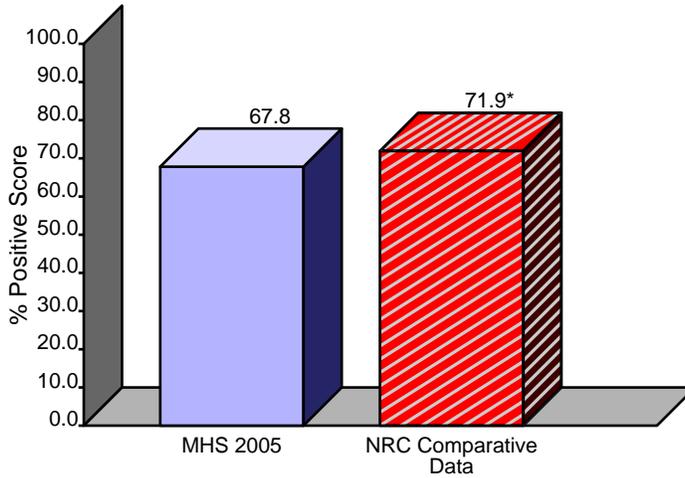


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Purchased Care Medical Report-Respect for Patient Preferences
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=2012, Response Rate= 57.4%)

Respect for Patient Preferences



* Significantly Different from Your Current Score

Detail

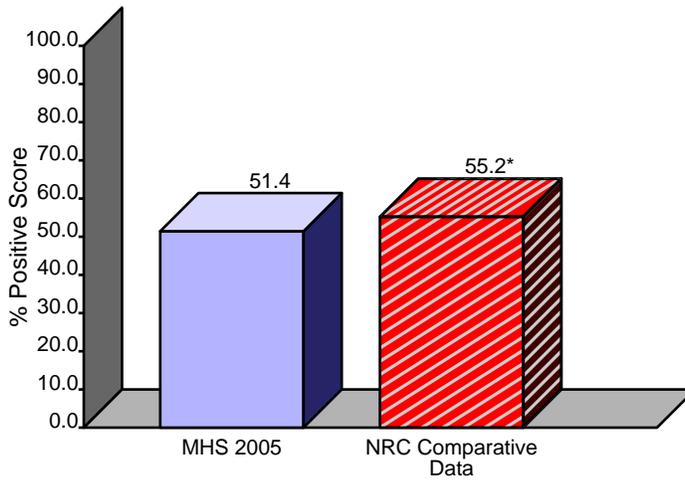
MHS 2004	MHS 2005	NRC Comparative Data
% Positive Score		
74.0%	HCAHPS: Treated w/courtesy/respect by Nurses 74.4%	75.3%
57.7%	HCAHPS: Nurses listened carefully to you 59.0%	62.3%↓
77.5%	HCAHPS: Treated w/courtesy/respect by Drs 79.3%	82.0%↓
62.9%↑	HCAHPS: Drs listened carefully to you 67.0%	72.4%↓
	IP: Enough say about treatment 43.7%	50.2%↓
	IP: Drs talked in front of you 83.1%	84.3%

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Purchased Care Medical Report-Coordination of Care
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=2012, Response Rate= 57.4%)**

Coordination of Care



* Significantly Different from Your Current Score

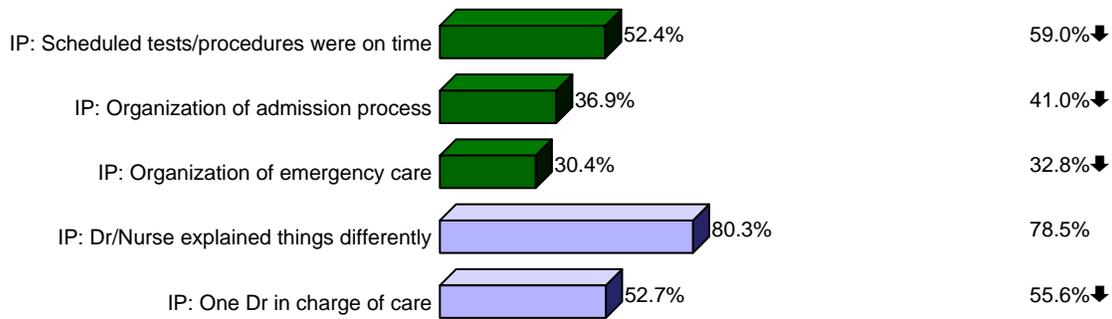
Detail

MHS 2004

MHS 2005

NRC Comparative Data

% Positive Score

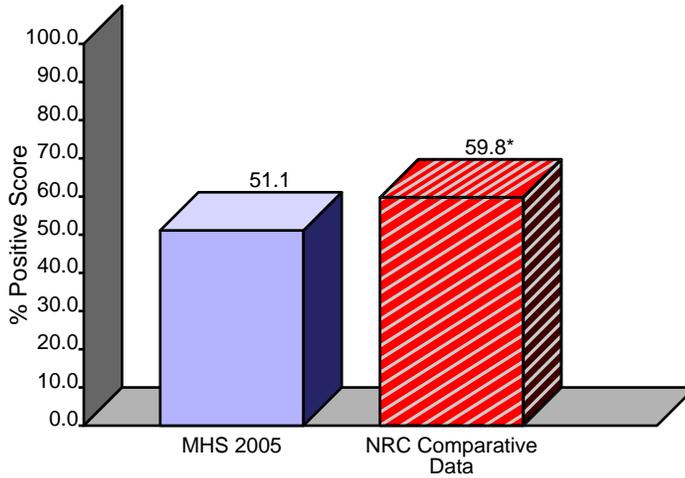


Arrow represents statistically significant differences, at the 95 % confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Purchased Care Medical Report-Information, Education, Communication
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=2012, Response Rate= 57.4%)**

Information, Education, Communication



* Significantly Different from Your Current Score

Detail

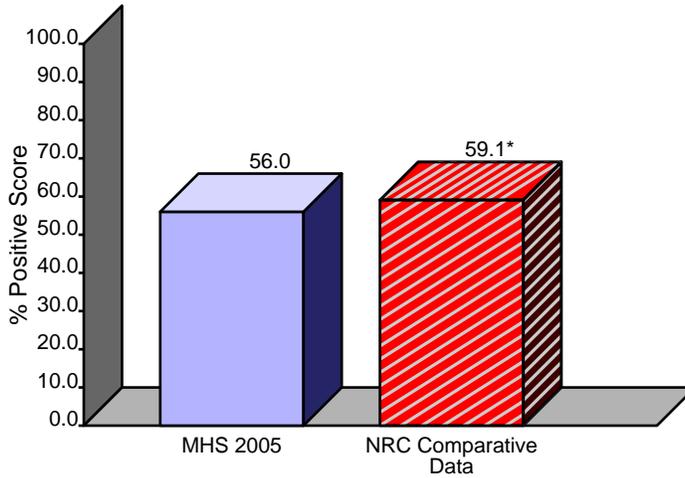
MHS 2004	MHS 2005	NRC Comparative Data
% Positive Score		
57.3%	HCAHPS: Nurses explained things understandably 58.0%	64.3%↓
	IP: Explained reason for wait in going to room 48.9%	47.3%
58.9%	HCAHPS: Drs explained things understandably 61.4%	70.0%↓
	IP: Enough info re: condition/treatment 37.5%	42.4%↓
37.0%	HCAHPS: Staff described med side effects 40.2%	44.5%↓

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Purchased Care Medical Report-Physical Comfort
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=2012, Response Rate= 57.4%)

Physical Comfort



* Significantly Different from Your Current Score

Detail

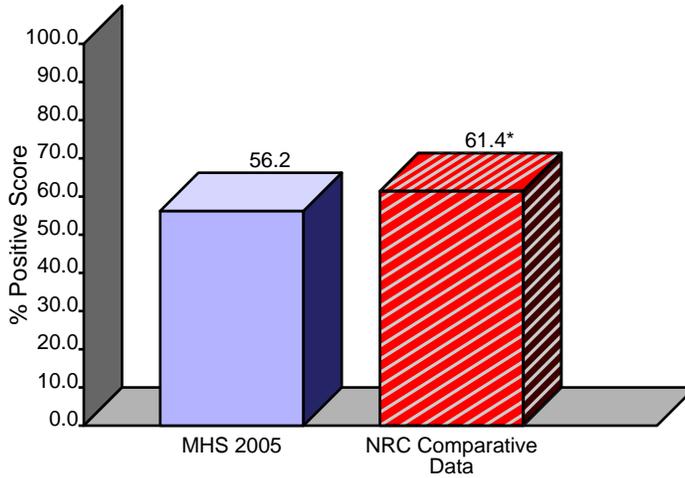
MHS 2004	MHS 2005	NRC Comparative Data
	<i>% Positive Score</i>	
62.2%	HCAHPS: Did everything to help your pain 65.3%	69.5%↓
65.1%	HCAHPS: Room kept clean during stay 68.0%	64.7%↑
48.2%	HCAHPS: Help going to bathroom as soon as wanted 52.8%	58.6%↓
45.2%↑	HCAHPS: Pain well controlled during stay 50.4%	55.3%↓
40.0%↑	HCAHPS: Quiet around room at night 43.4%	49.0%↓

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Purchased Care Medical Report-Emotional Support
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=2012, Response Rate= 57.4%)**

Emotional Support



* Significantly Different from Your Current Score

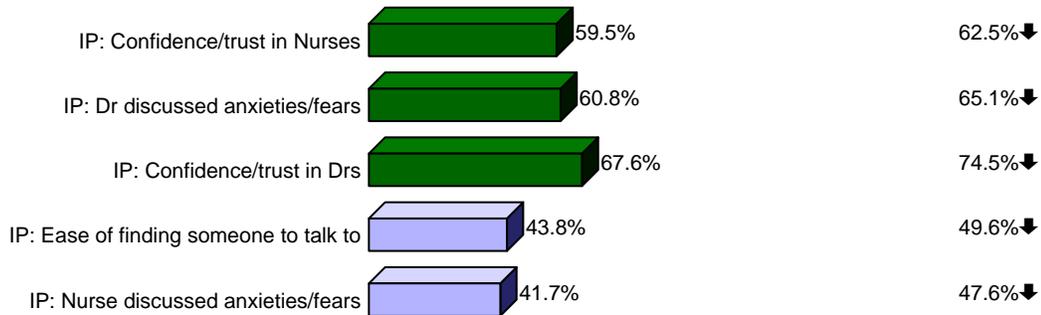
Detail

MHS 2004

MHS 2005

NRC Comparative Data

% Positive Score

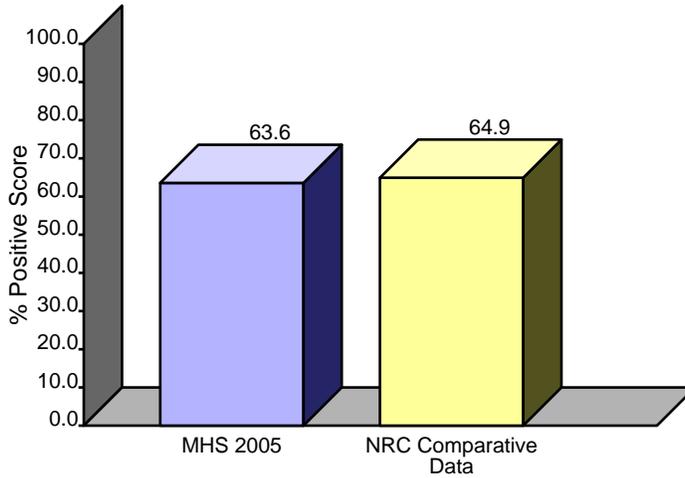


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Purchased Care Medical Report-Involvement of Family and Friends
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=2012, Response Rate= 57.4%)**

Involvement of Family and Friends



* Significantly Different from Your Current Score

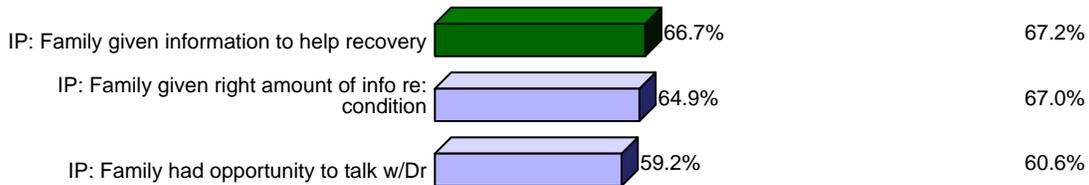
Detail

MHS 2004

MHS 2005

NRC Comparative Data

% Positive Score

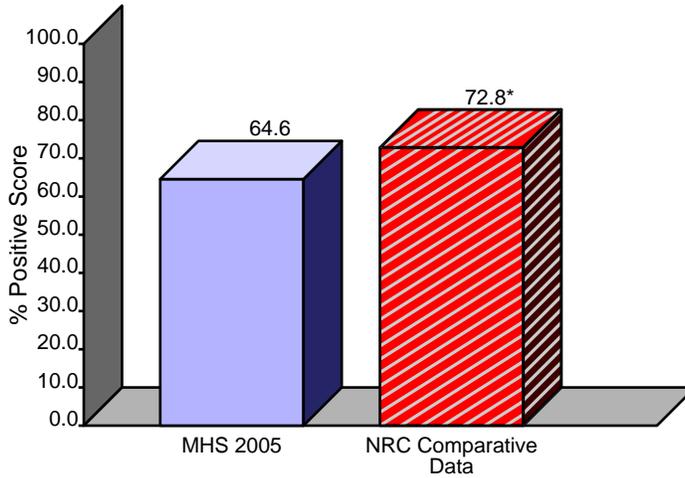


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Purchased Care Medical Report-Continuity and Transition
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=2012, Response Rate= 57.4%)**

Continuity and Transition



* Significantly Different from Your Current Score

Detail

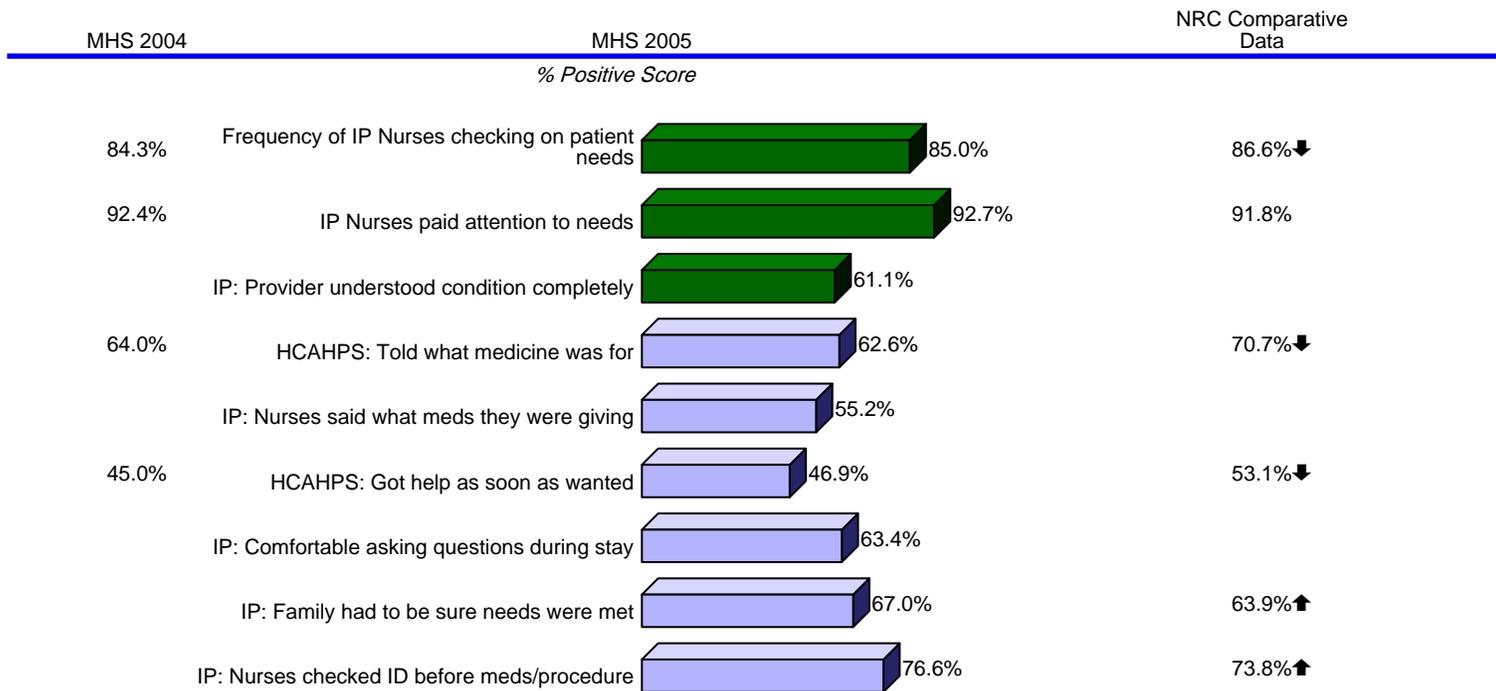
MHS 2004	MHS 2005	NRC Comparative Data
	<i>% Positive Score</i>	
	IP: Explained purpose of home meds 74.9%	77.1%
	IP: Explained danger signals to watch for 54.5%	59.7%↓
	IP: Explained when to resume normal activities 52.2%	54.9%↓
74.4%	HCAHPS: Talked about help you would need 71.8%	76.0%↓
75.0%	HCAHPS: Received info re: symptoms to look for 73.4%	83.2%↓

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Purchased Care Medical Report-Experience with Safe Medical Practice
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=2012, Response Rate= 57.4%)**

Detail

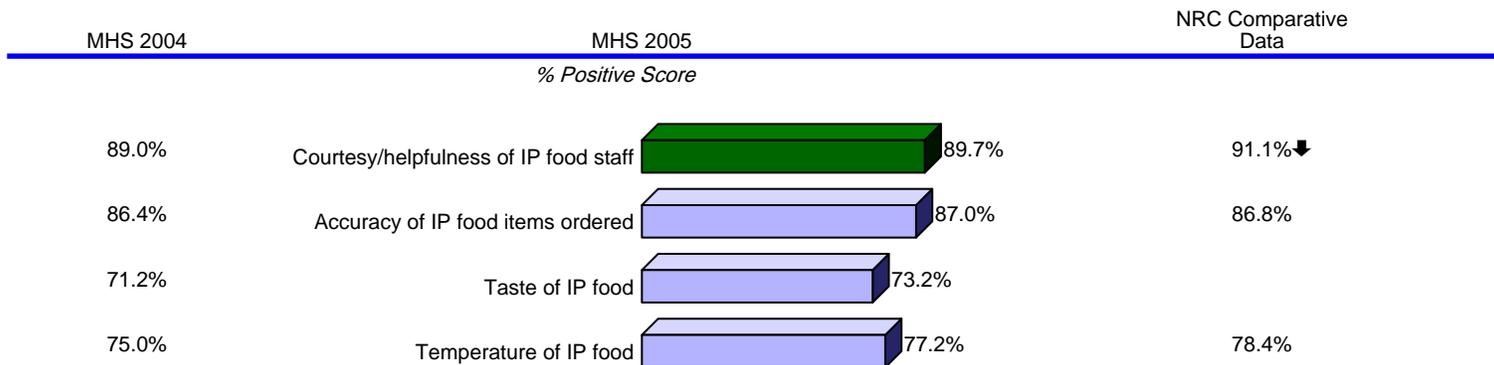


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Purchased Care Medical Report-Dietary Staff and Services
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=2012, Response Rate= 57.4%)

Detail

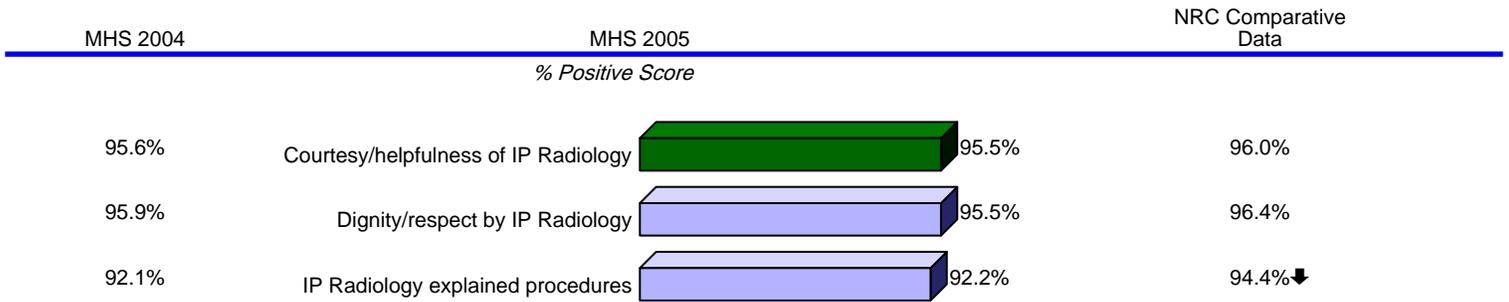


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Purchased Care Medical Report-Radiology Staff and Services
 Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=2012, Response Rate= 57.4%)

Detail

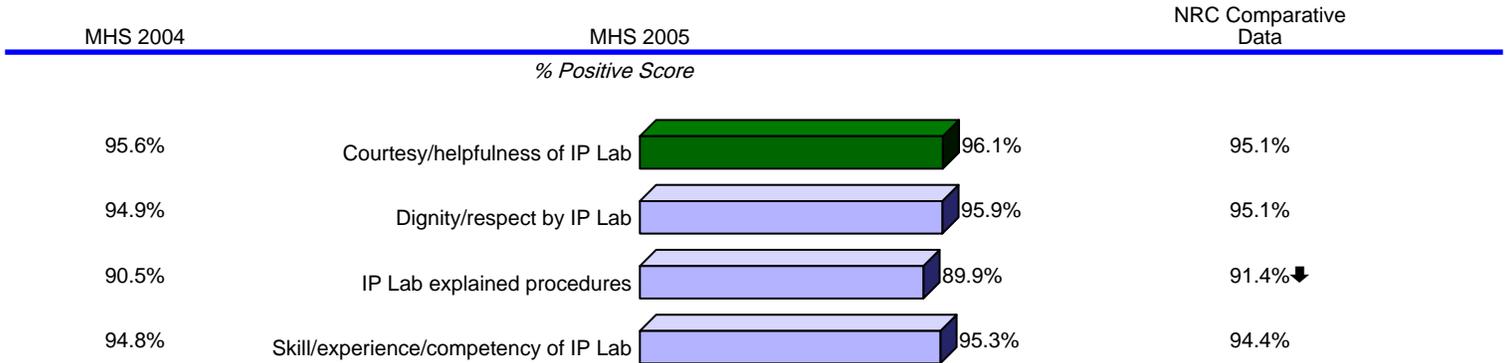


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Purchased Care Medical Report-Laboratory Staff and Services
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=2012, Response Rate= 57.4%)

Detail

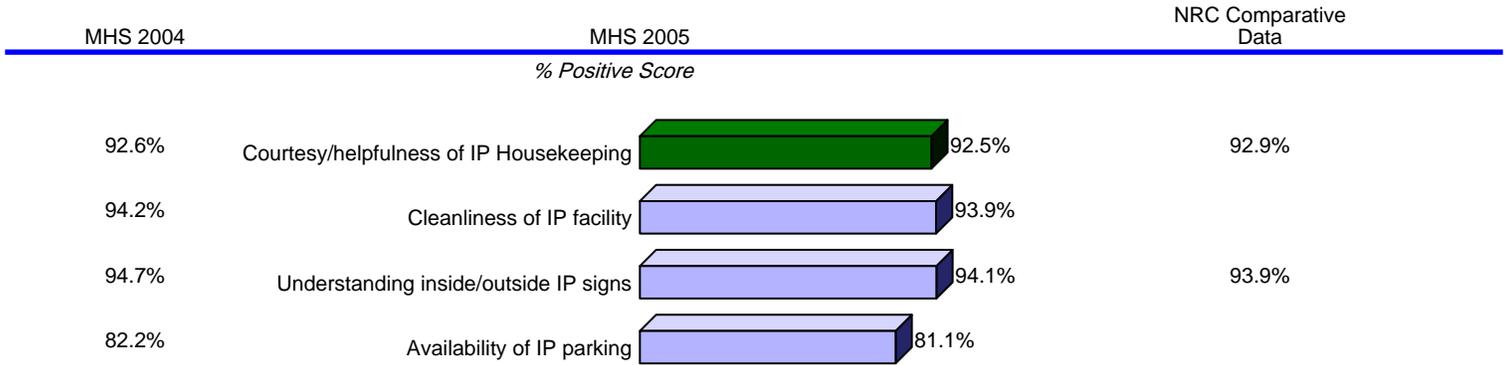


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Purchased Care Medical Report-Facilities and Housekeeping
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=2012, Response Rate= 57.4%)**

Detail



Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher or lower .



DoD TRISS Purchased Care Medical Report-Eligibility Questions
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=2012, Response Rate= 57.4%)

Detail

MHS 2004	MHS 2005	NRC Comparative Data
HCAHPS: Needed help going to bathroom		
42.6%	Yes 42.3%	46.9%↓
57.4%	No 57.7%	53.1%↑
HCAHPS: Needed pain meds		
54.6%	Yes 54.3%	71.9%↓
45.4%	No 45.7%	28.1%↑
HCAHPS: Given meds not taken before		
53.2%	Yes 53.8%	58.0%↓
46.8%	No 46.2%	42.0%↑
HCAHPS: Where you went after leaving hospital		
88.2%	Own home 88.4%	90.4%↓
4.0%	Someone else's home 4.8%	4.9%
7.8%	Another health facility 6.7%	4.7%↑

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Purchased Care Medical Report-Other Questions
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=2012, Response Rate= 57.4%)

Detail

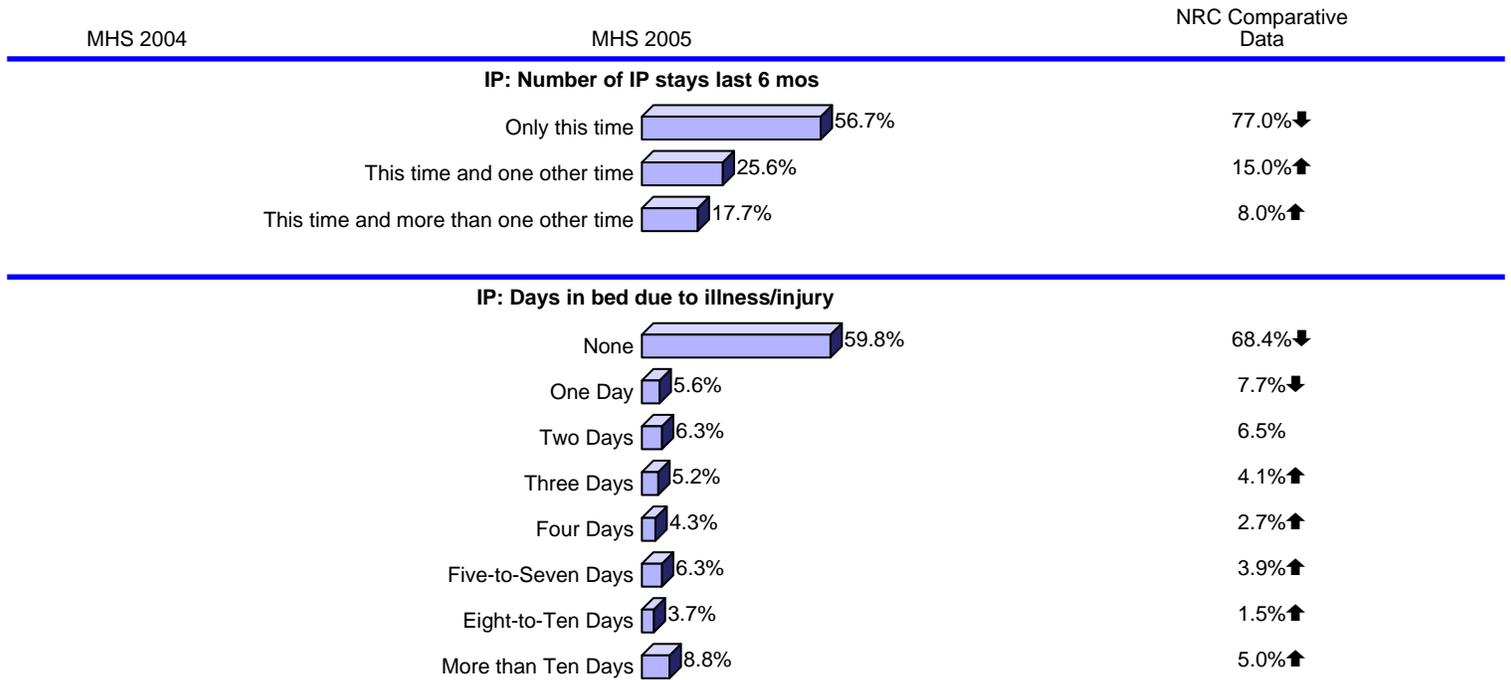
MHS 2004	MHS 2005	NRC Comparative Data
	TRICARE handled claims correctly	
3.0%	No 2.1%	
79.5%	Yes 77.3%	
17.5%↑	Do not know 20.6%	
	TRICARE handled claims in reasonable time	
3.3%↓	No 1.6%	
75.8%	Yes 75.8%	
20.9%	Do not know 22.6%	
	Problem understanding TRICARE benefits	
	A big problem 3.2%	
	A small problem 19.6%	
	Not a problem 77.3%	
	TRICARE customer service office helpful	
70.1%↑	Didn't contact TRICARE 75.3%	
3.8%↓	No 2.3%	
26.1%↓	Yes 22.4%	
	Enrolled in TRICARE	
13.4%	TRICARE Prime 15.2%	
7.8%	TRICARE Standard 8.2%	
0.2%	TRICARE Extra 0.1%	
69.4%	TRICARE for Life 67.4%	
9.2%	Not Sure 9.0%	
	IP: Stay emergency/planned in advance	
84.8%↓	Emergency 82.0%	63.8%↑
15.2%↑	Planned in advance 18.0%	36.2%↓

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Purchased Care Medical Report-Other Questions
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=2012, Response Rate= 57.4%)

Detail



Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Purchased Care Medical Report-About the Patients
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=2012, Response Rate= 57.4%)**

Detail

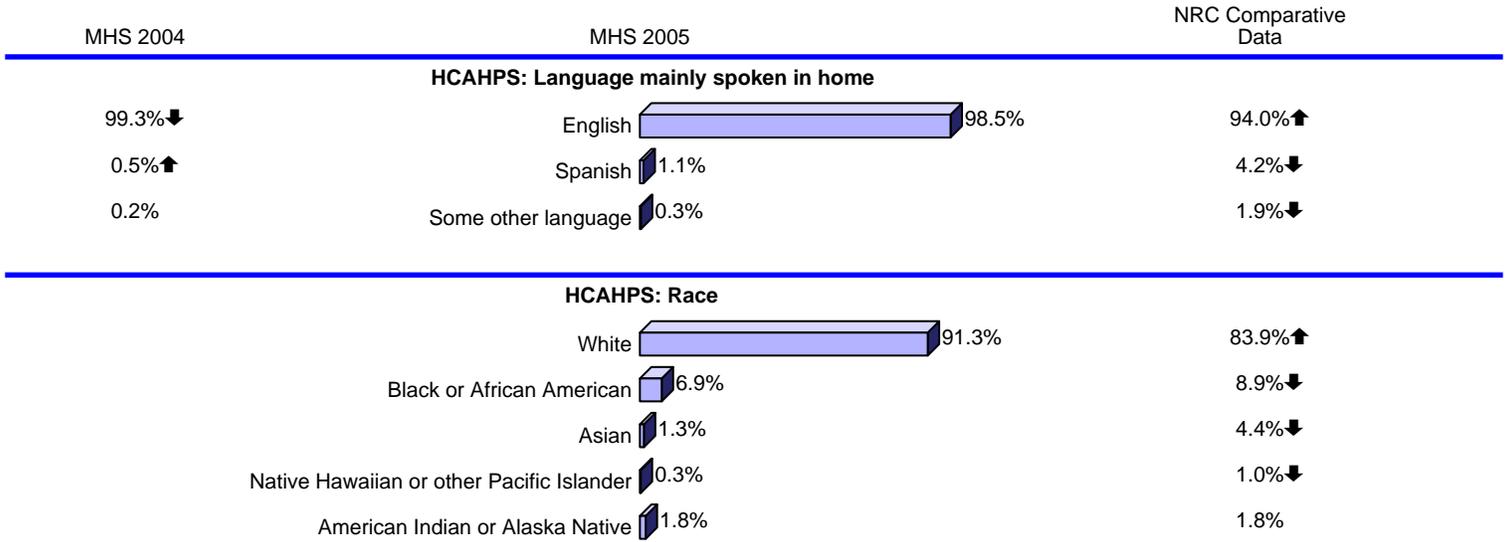
MHS 2004	MHS 2005	NRC Comparative Data
HCAHPS: Overall health		
4.3%	Excellent 5.4%	15.6%↓
21.3%↓	Very Good 18.1%	30.9%↓
36.8%	Good 35.2%	30.1%↑
26.6%↑	Fair 30.1%	17.5%↑
11.1%	Poor 11.3%	5.8%↑
IP: Marital status		
	Married 69.2%	81.8%↓
	Living with a partner 0.8%	2.7%↓
	Divorced 4.6%	3.2%↑
	Separated 1.2%	1.2%
	Widowed 22.2%	6.7%↑
	Never married 2.0%	4.6%↓
HCAHPS: Highest grade of school completed		
4.0%	8th grade or less 2.9%	4.2%↓
7.4%	Some high school, but did not graduate 6.7%	7.1%
36.4%	High school graduate or GED 34.8%	27.2%↑
32.6%	Some college or 2-year degree 34.6%	34.5%
8.6%	4-year college graduate 9.4%	12.9%↓
11.0%	More than 4-year college degree 11.7%	14.1%↓
HCAHPS: Spanish/Hispanic/Latino origin		
	No, not Spanish/Hispanic/Latino 95.9%	86.7%↑
	Yes, Puerto Rican 1.4%	1.9%
	Yes, Mexican, Mexican American, Chicano 1.1%	7.0%↓
	Yes, Cuban 0.2%	0.3%
	Yes, other Spanish/Hispanic/Latino 1.4%	4.2%↓

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Purchased Care Medical Report-About the Patients
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=2012, Response Rate= 57.4%)**

Detail



Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.

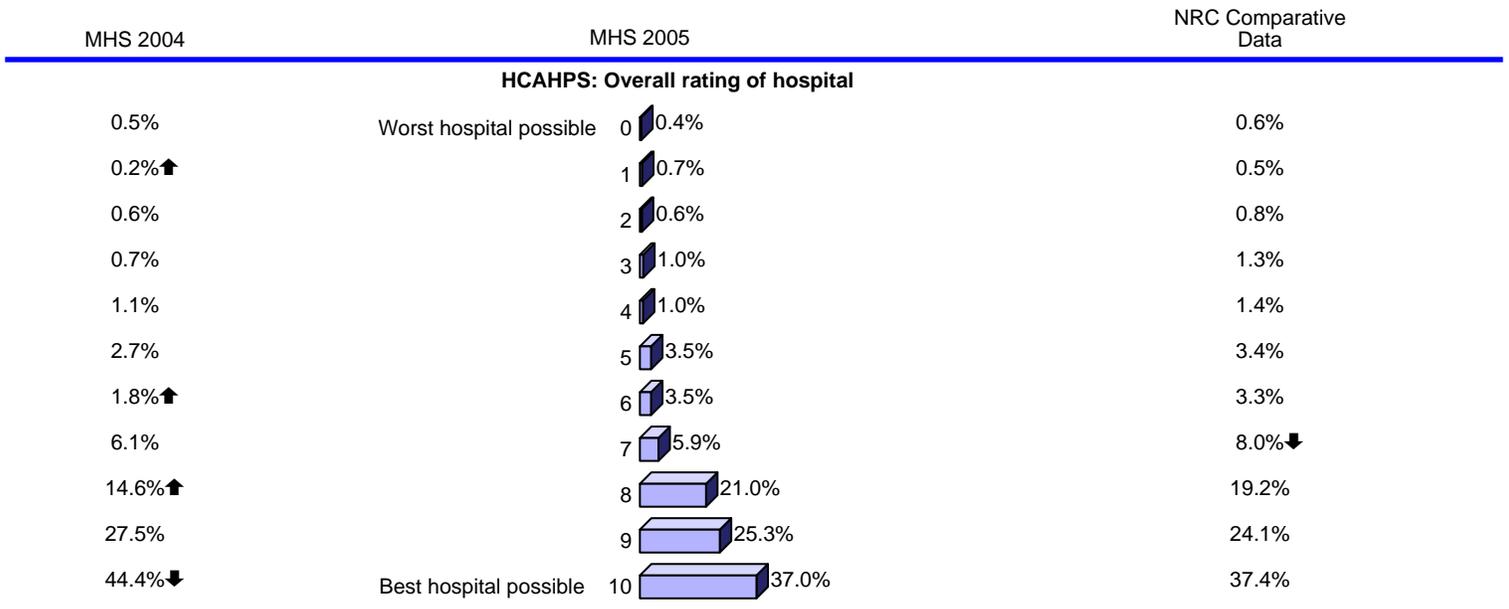
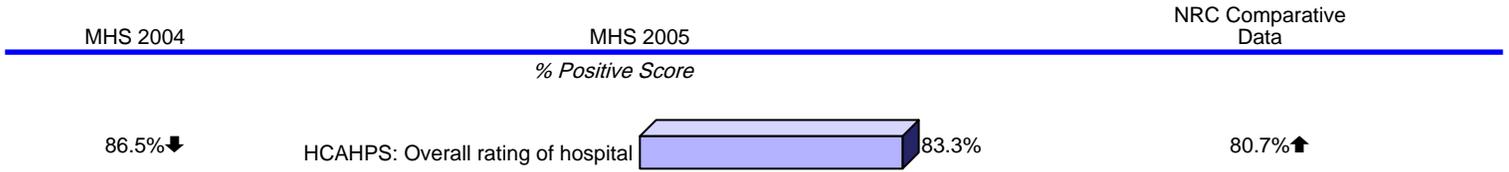
PURCHASED CARE

SURGICAL
REPORT



**DoD TRISS Purchased Care Surgical Report-Overall Rating of Hospital
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)**

Detail

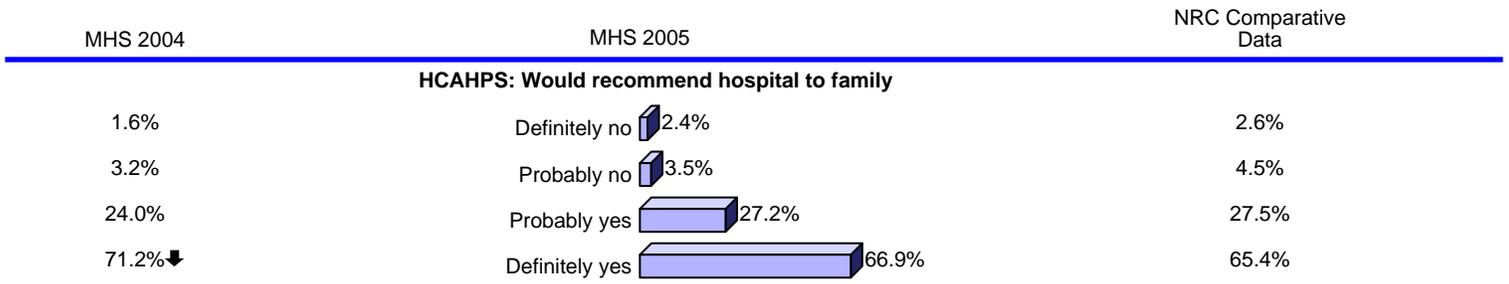
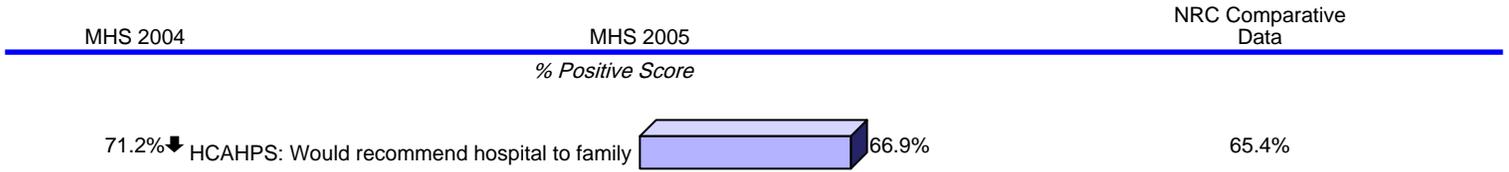


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Purchased Care Surgical Report-Would Recommend Hospital
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)**

Detail

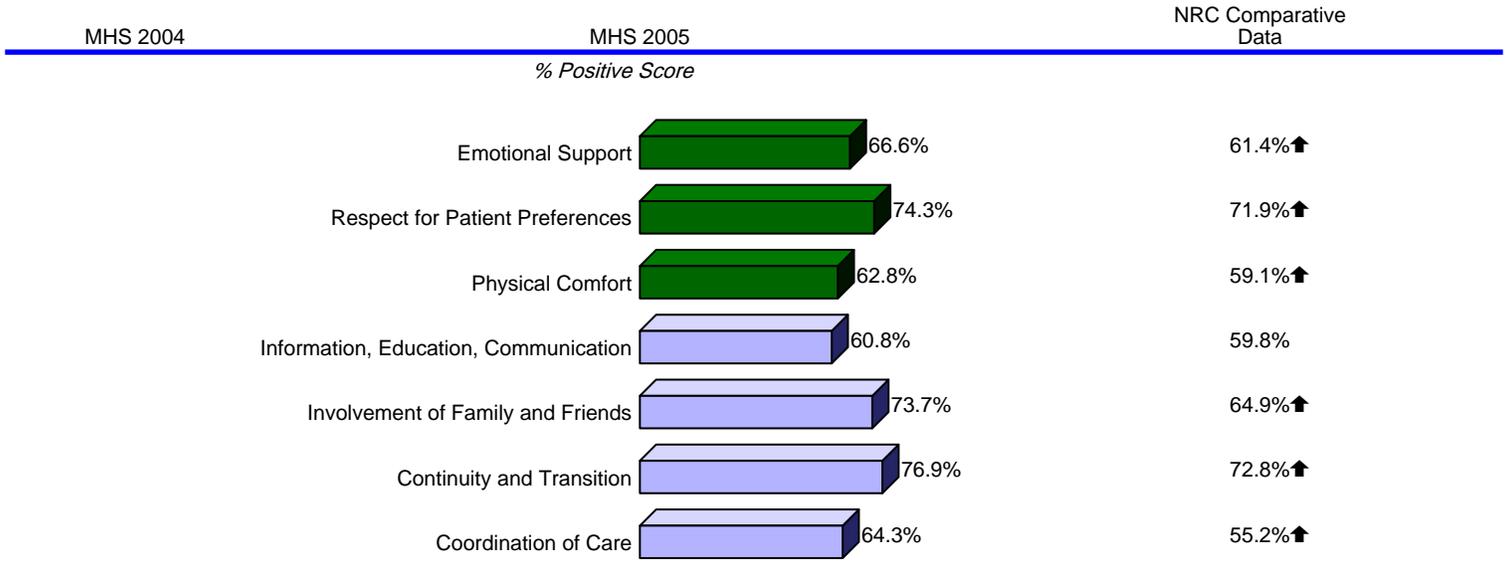


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Purchased Care Surgical Report-Dimensions of Care
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)**

Detail

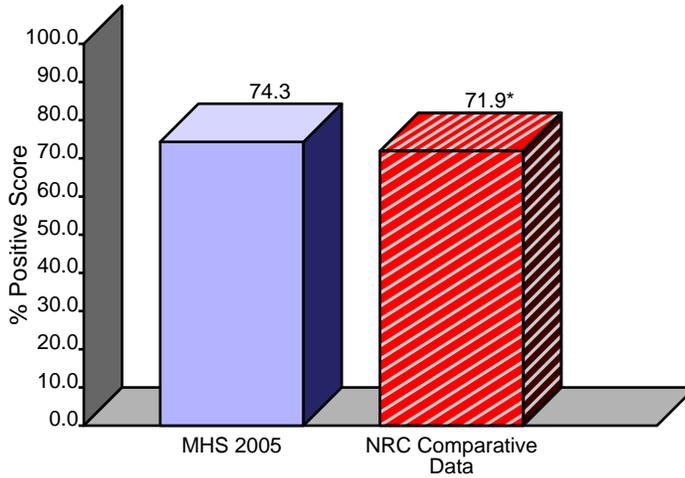


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ▲ or lower ▼



DoD TRISS Purchased Care Surgical Report-Respect for Patient Preferences
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)

Respect for Patient Preferences



* Significantly Different from Your Current Score

Detail

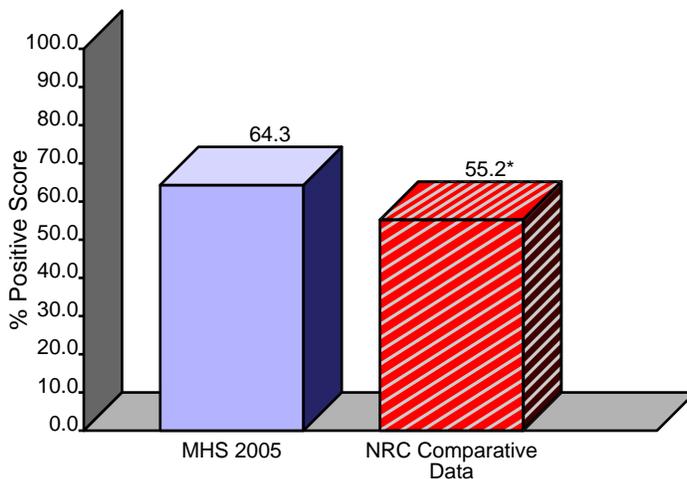
MHS 2004	MHS 2005	NRC Comparative Data
<i>% Positive Score</i>		
77.6%	HCAHPS: Treated w/courtesy/respect by Nurses 75.7%	75.3%
64.5%	HCAHPS: Nurses listened carefully to you 62.7%	62.3%
73.1%	HCAHPS: Drs listened carefully to you 75.3%	72.4%▲
83.7%	HCAHPS: Treated w/courtesy/respect by Drs 86.0%	82.0%▲
	IP: Enough say about treatment 57.3%	50.2%▲
	IP: Drs talked in front of you 88.8%	84.3%▲

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ▲ or lower ▼



**DoD TRISS Purchased Care Surgical Report-Coordination of Care
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)**

Coordination of Care



* Significantly Different from Your Current Score

Detail

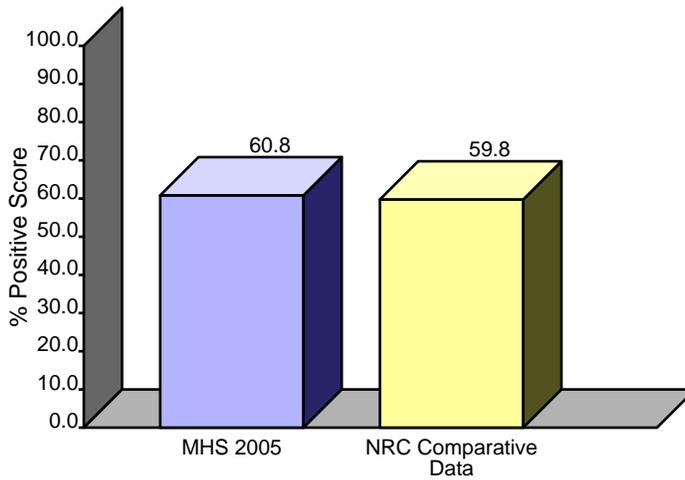
MHS 2004	MHS 2005	NRC Comparative Data
	<i>% Positive Score</i>	
	IP: Organization of emergency care 34.5%	32.8%
	IP: Organization of admission process 47.8%	41.0%▲
	IP: Scheduled tests/procedures were on time 62.0%	59.0%▲
	IP: Dr/Nurse explained things differently 88.5%	78.5%▲
	IP: One Dr in charge of care 67.1%	55.6%▲

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ▲ or lower ▼.



**DoD TRISS Purchased Care Surgical Report-Information, Education, Communication
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)**

Information, Education, Communication



* Significantly Different from Your Current Score

Detail

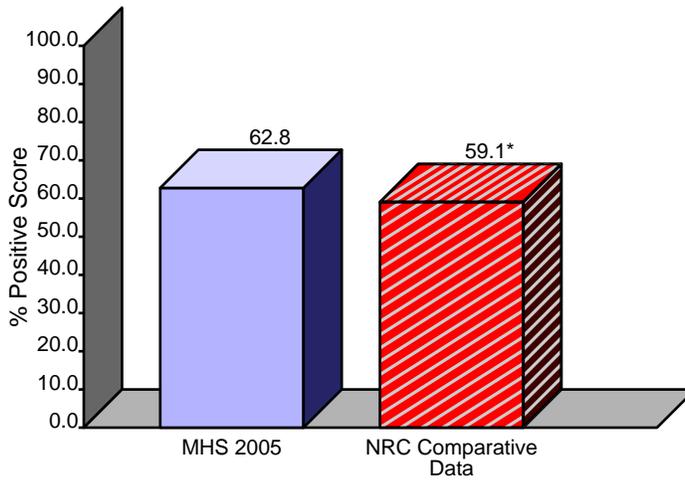
MHS 2004	MHS 2005	NRC Comparative Data
	<i>% Positive Score</i>	
63.4%	HCAHPS: Nurses explained things understandably 63.9%	64.3%
43.1%	HCAHPS: Staff described med side effects 45.9%	44.5%
	IP: Explained reason for wait in going to room 55.7%	47.3%▲
71.7%	HCAHPS: Drs explained things understandably 71.2%	70.0%
	IP: Enough info re: condition/treatment 45.8%	42.4%

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ▲ or lower ▼



DoD TRISS Purchased Care Surgical Report-Physical Comfort
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)

Physical Comfort



* Significantly Different from Your Current Score

Detail

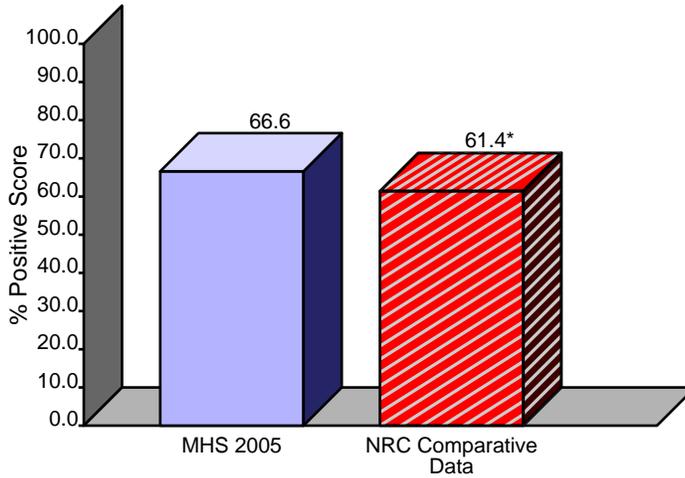
MHS 2004	MHS 2005	NRC Comparative Data
	<i>% Positive Score</i>	
74.0%	HCAHPS: Did everything to help your pain 72.9%	69.5%▲
58.4%	HCAHPS: Help going to bathroom as soon as wanted 60.3%	58.6%
72.0%	HCAHPS: Room kept clean during stay 71.1%	64.7%▲
60.6%	HCAHPS: Pain well controlled during stay 61.6%	55.3%▲
45.8%	HCAHPS: Quiet around room at night 49.2%	49.0%

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ▲ or lower ▼



**DoD TRISS Purchased Care Surgical Report-Emotional Support
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)**

Emotional Support



* Significantly Different from Your Current Score

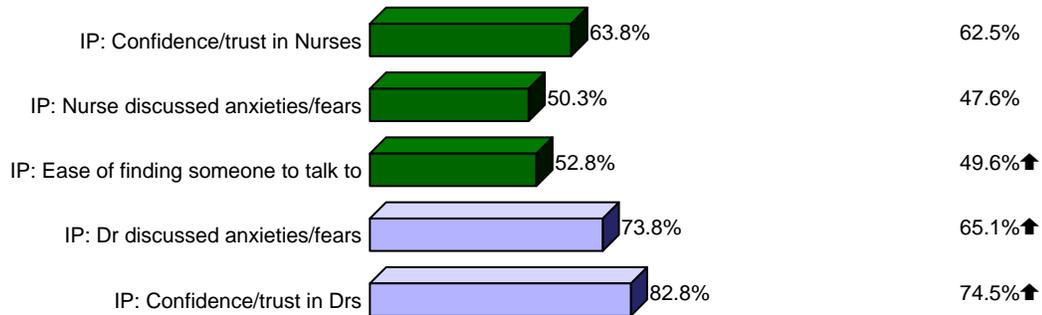
Detail

MHS 2004

MHS 2005

NRC Comparative Data

% Positive Score

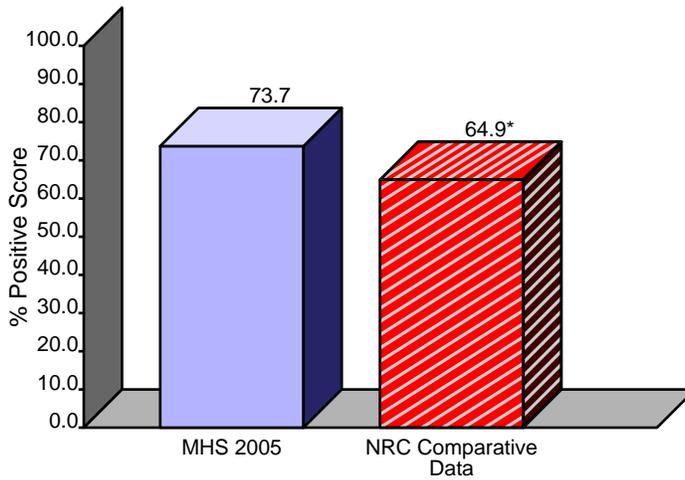


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ▲ or lower ▼



**DoD TRISS Purchased Care Surgical Report-Involvement of Family and Friends
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)**

Involvement of Family and Friends



* Significantly Different from Your Current Score

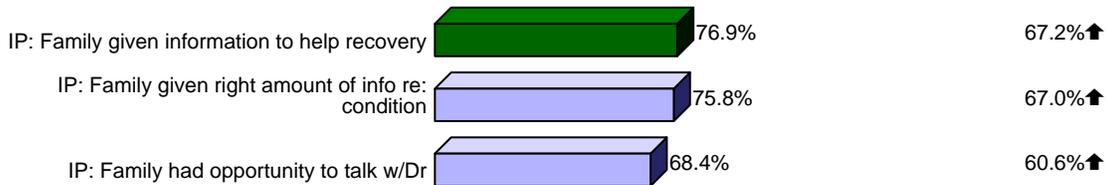
Detail

MHS 2004

MHS 2005

NRC Comparative Data

% Positive Score

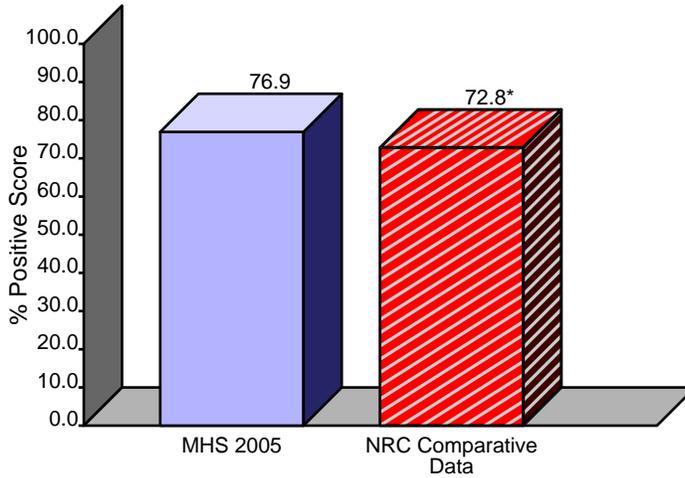


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher **↑** or lower **↓**.



**DoD TRISS Purchased Care Surgical Report-Continuity and Transition
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)**

Continuity and Transition



* Significantly Different from Your Current Score

Detail

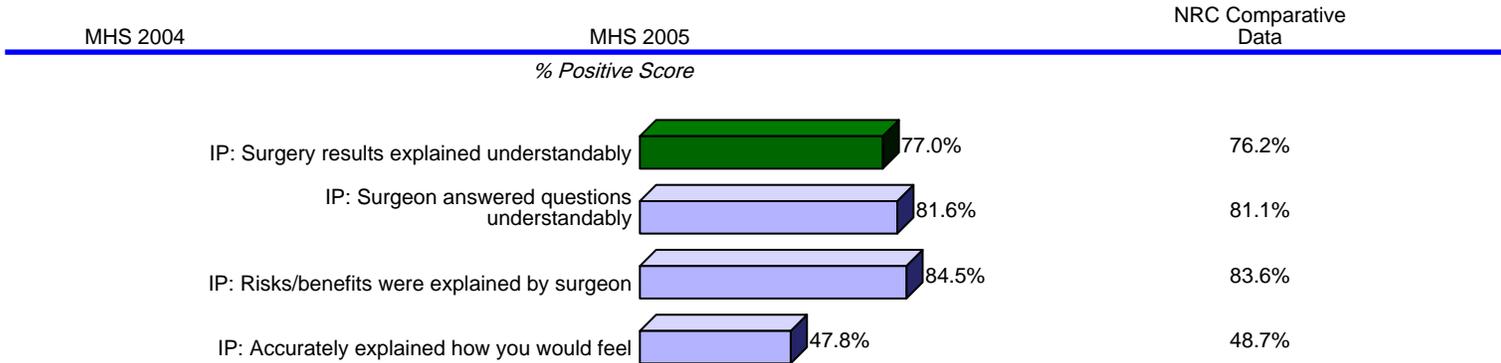
MHS 2004	MHS 2005	NRC Comparative Data
	<i>% Positive Score</i>	
	IP: Explained purpose of home meds 82.5%	77.1%▲
	IP: Explained danger signals to watch for 69.5%	59.7%▲
	IP: Explained when to resume normal activities 67.3%	54.9%▲
82.7%	HCAHPS: Talked about help you would need 79.9%	76.0%▲
85.9%	HCAHPS: Received info re: symptoms to look for 87.1%	83.2%▲

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ▲ or lower ▼



DoD TRISS Purchased Care Surgical Report-Surgery Specific
 Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)

Detail

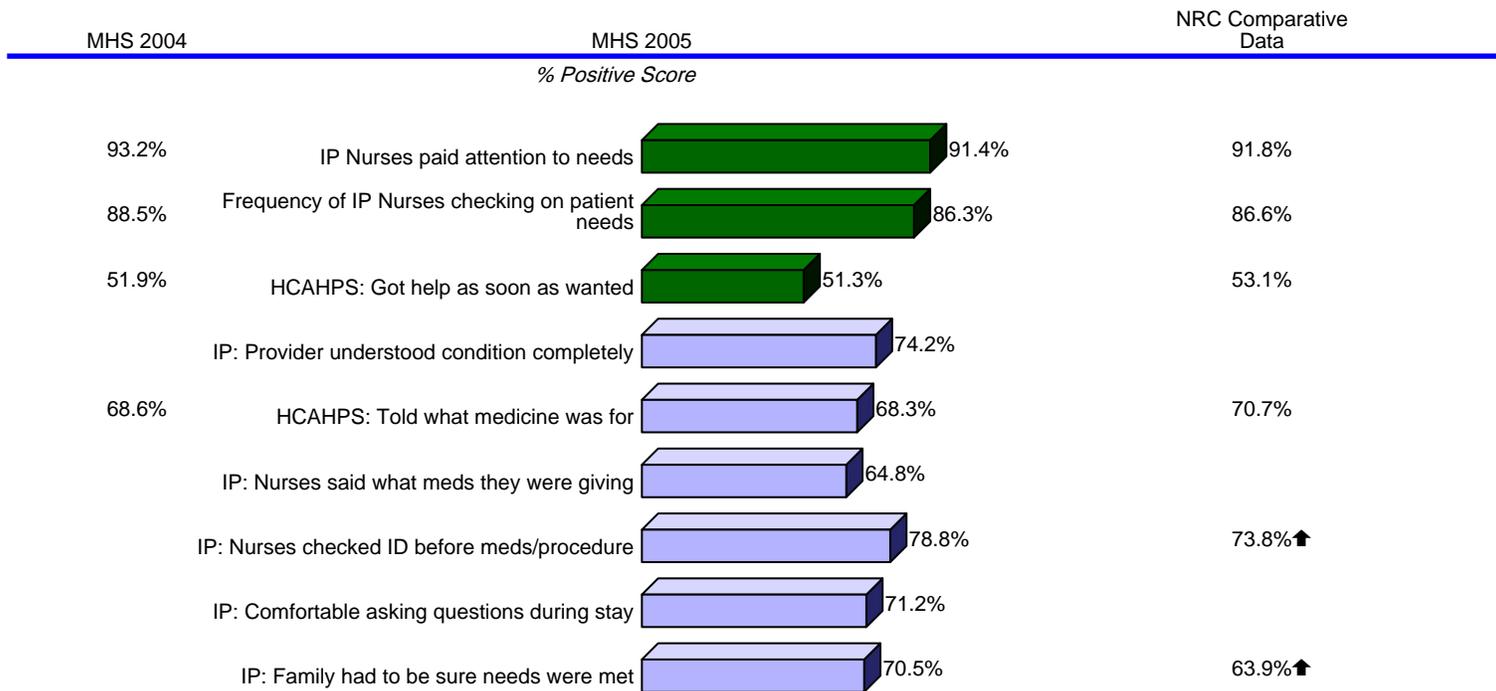


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher or lower .



**DoD TRISS Purchased Care Surgical Report-Experience with Safe Medical Practice
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)**

Detail

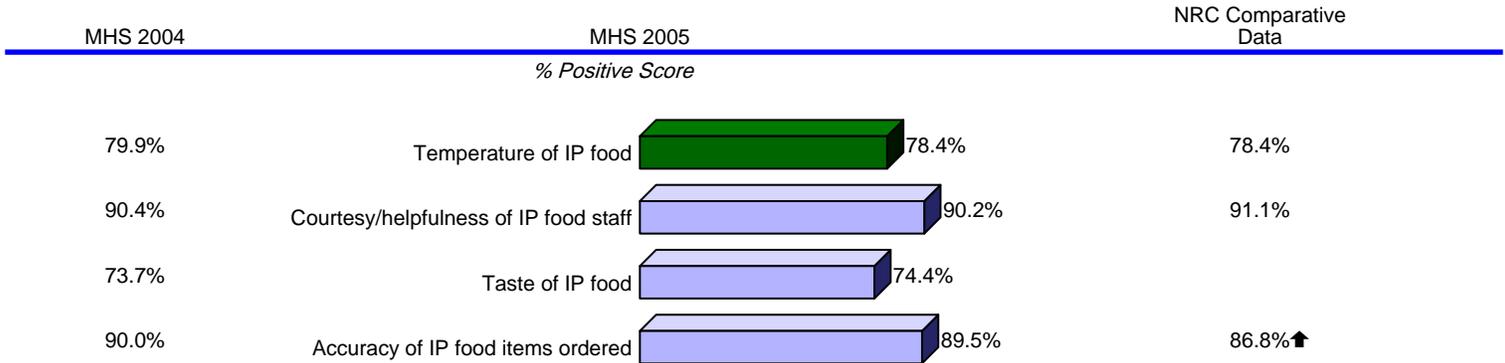


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ▲ or lower ▼.



**DoD TRISS Purchased Care Surgical Report-Dietary Staff and Services
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)**

Detail



Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher▲ or lower▼.



**DoD TRISS Purchased Care Surgical Report-Radiology Staff and Services
 Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)**

Detail

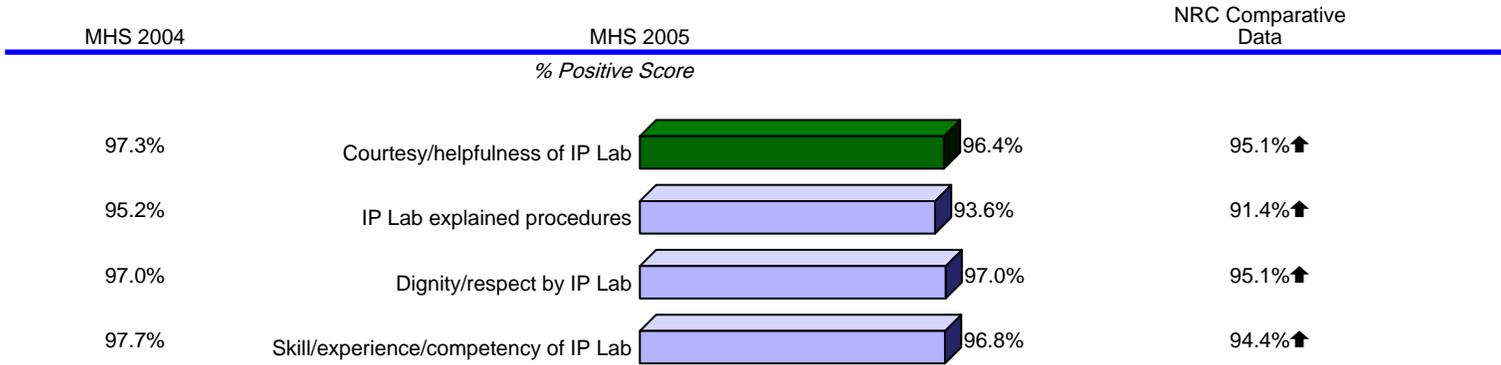
MHS 2004	MHS 2005	NRC Comparative Data
<i>% Positive Score</i>		
97.1%	Courtesy/helpfulness of IP Radiology 97.2%	96.0%▲
96.4%	IP Radiology explained procedures 95.1%	94.4%
97.4%	Dignity/respect by IP Radiology 97.0%	96.4%

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher▲ or lower▼.



DoD TRISS Purchased Care Surgical Report-Laboratory Staff and Services
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)

Detail

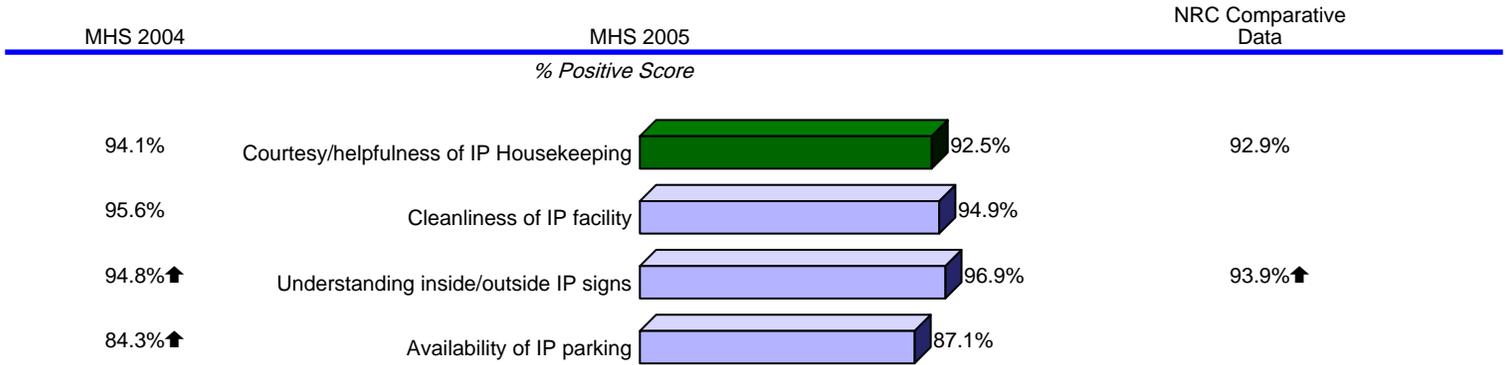


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ▲ or lower ▼.



**DoD TRISS Purchased Care Surgical Report-Facilities and Housekeeping
 Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)**

Detail



Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Purchased Care Surgical Report-Eligibility Questions
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)

Detail

MHS 2004	MHS 2005	NRC Comparative Data
HCAHPS: Needed help going to bathroom		
50.0%	Yes 50.0%	46.9%
50.0%	No 50.0%	53.1%
HCAHPS: Needed pain meds		
76.9%	Yes 74.0%	71.9%
23.1%	No 26.0%	28.1%
HCAHPS: Given meds not taken before		
54.3%	Yes 51.9%	58.0%
45.7%	No 48.1%	42.0%
HCAHPS: Where you went after leaving hospital		
94.0%	Own home 94.5%	90.4%
4.3%	Someone else's home 3.9%	4.9%
1.7%	Another health facility 1.7%	4.7%
IP: Surgery at the hospital		
92.6%	Yes 93.2%	56.1%
6.5%	No 5.5%	42.8%
1.0%	Not sure 1.3%	1.1%

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher or lower .



DoD TRISS Purchased Care Surgical Report-Other Questions
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)

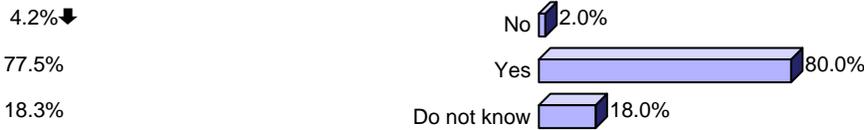
Detail

MHS 2004

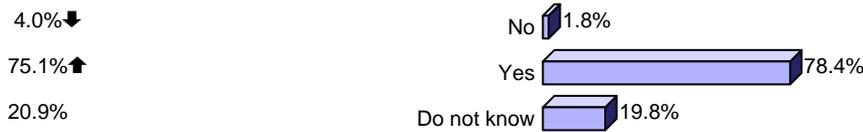
MHS 2005

NRC Comparative Data

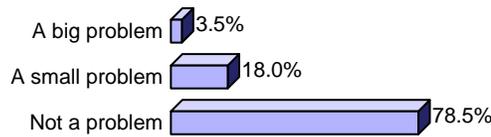
TRICARE handled claims correctly



TRICARE handled claims in reasonable time



Problem understanding TRICARE benefits



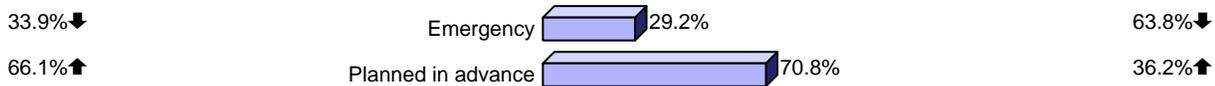
TRICARE customer service office helpful



Enrolled in TRICARE



IP: Stay emergency/planned in advance

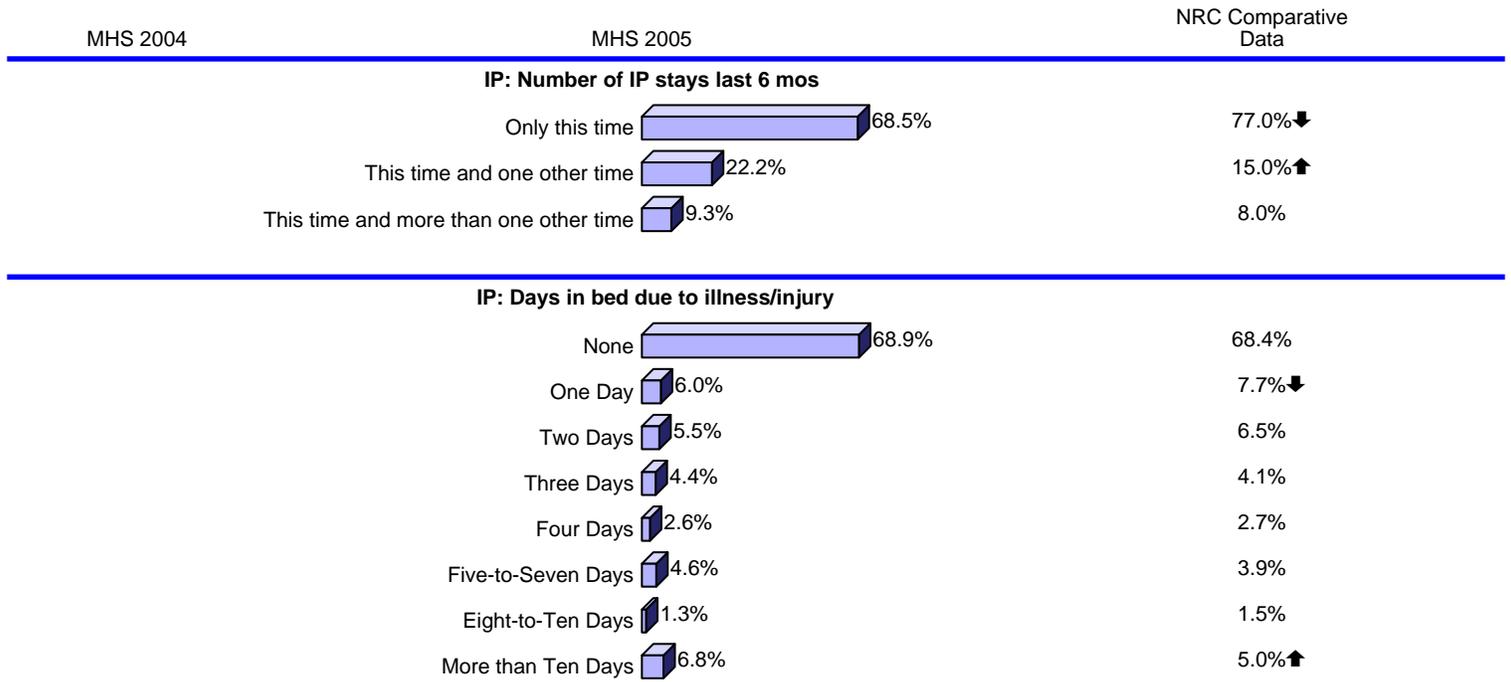


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Purchased Care Surgical Report-Other Questions
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)

Detail



Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher↑ or lower↓.



**DoD TRISS Purchased Care Surgical Report-About the Patients
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)**

Detail

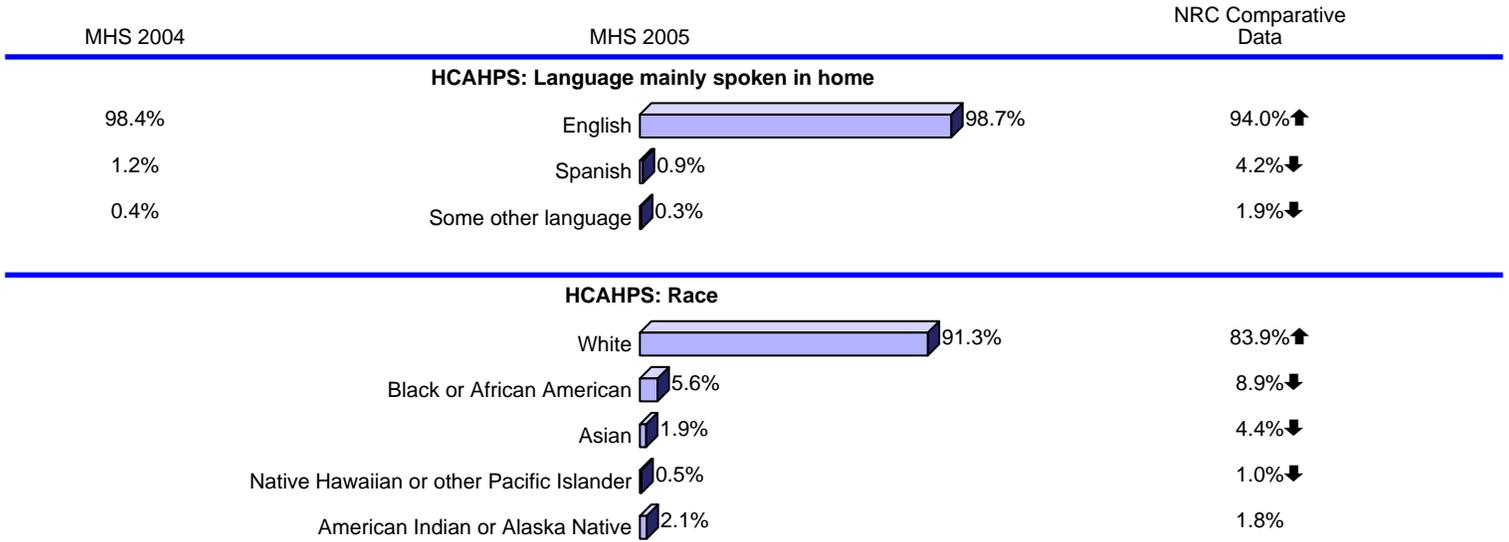
MHS 2004	MHS 2005	NRC Comparative Data
HCAHPS: Overall health		
11.0%↓	Excellent 8.2%	15.6%↓
32.8%	Very Good 29.5%	30.9%
36.0%	Good 37.4%	30.1%↑
16.1%↑	Fair 20.8%	17.5%↑
4.1%	Poor 4.1%	5.8%↓
IP: Marital status		
	Married 77.8%	81.8%↓
	Living with a partner 1.0%	2.7%↓
	Divorced 4.4%	3.2%↑
	Separated 1.2%	1.2%
	Widowed 14.5%	6.7%↑
	Never married 1.0%	4.6%↓
HCAHPS: Highest grade of school completed		
2.2%	8th grade or less 2.1%	4.2%↓
6.0%↓	Some high school, but did not graduate 4.1%	7.1%↓
30.9%	High school graduate or GED 31.0%	27.2%↑
37.6%	Some college or 2-year degree 38.4%	34.5%↑
9.7%	4-year college graduate 10.9%	12.9%↓
13.7%	More than 4-year college degree 13.5%	14.1%
HCAHPS: Spanish/Hispanic/Latino origin		
	No, not Spanish/Hispanic/Latino 95.8%	86.7%↑
	Yes, Puerto Rican 1.0%	1.9%↓
	Yes, Mexican, Mexican American, Chicano 1.1%	7.0%↓
	Yes, Cuban 0.0%	0.3%↓
	Yes, other Spanish/Hispanic/Latino 2.1%	4.2%↓

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher↑ or lower↓.



**DoD TRISS Purchased Care Surgical Report-About the Patients
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=1486, Response Rate= 66.8%)**

Detail



Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.

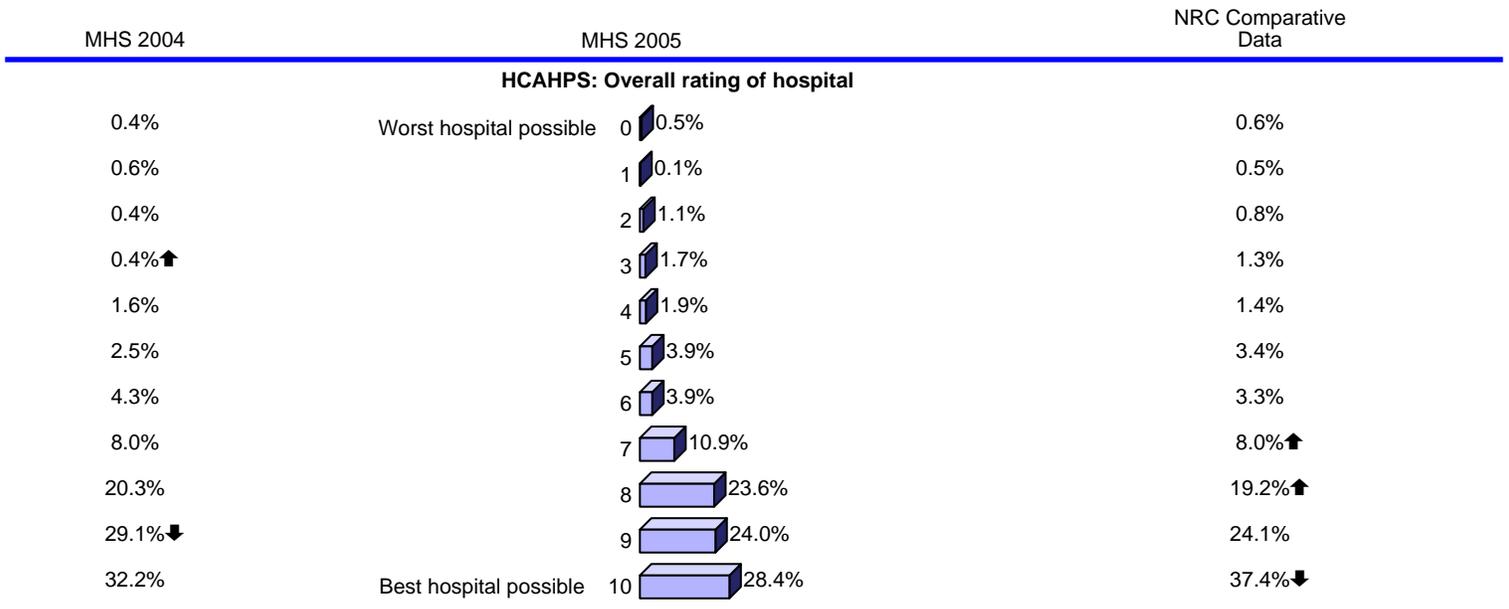
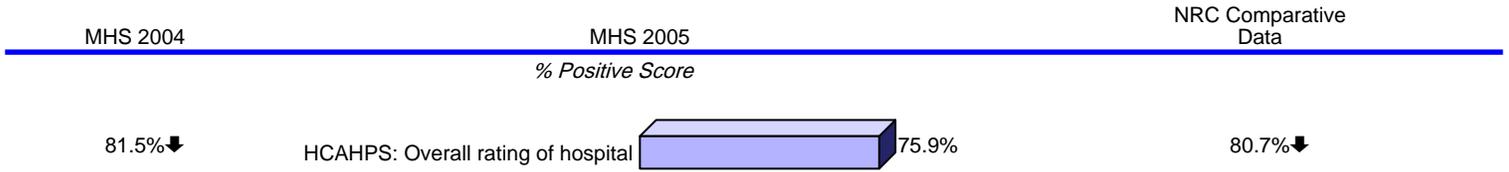
PURCHASED CARE

CHILDBIRTH
REPORT



**DoD TRISS Purchased Care Childbirth Report-Overall Rating of Hospital
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)**

Detail

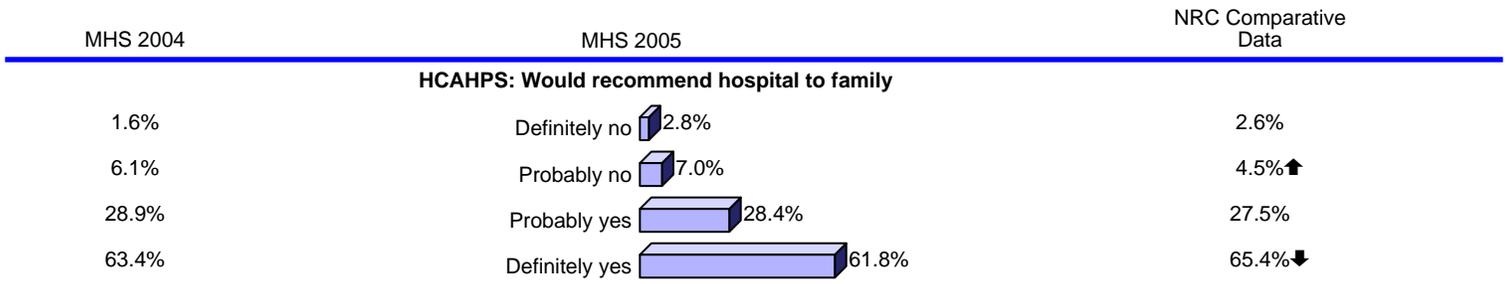
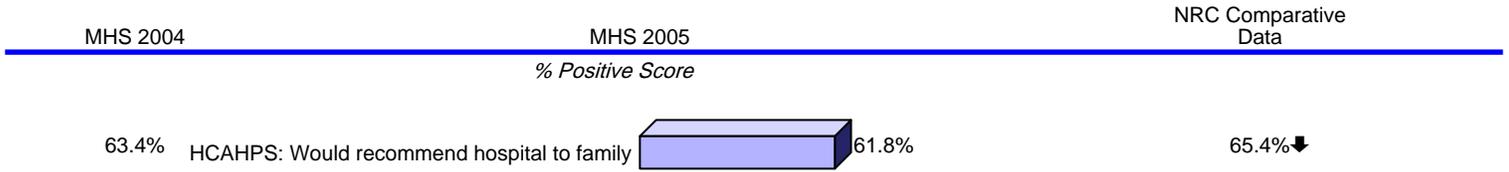


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher↑ or lower↓.



**DoD TRISS Purchased Care Childbirth Report-Would Recommend Hospital
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)**

Detail

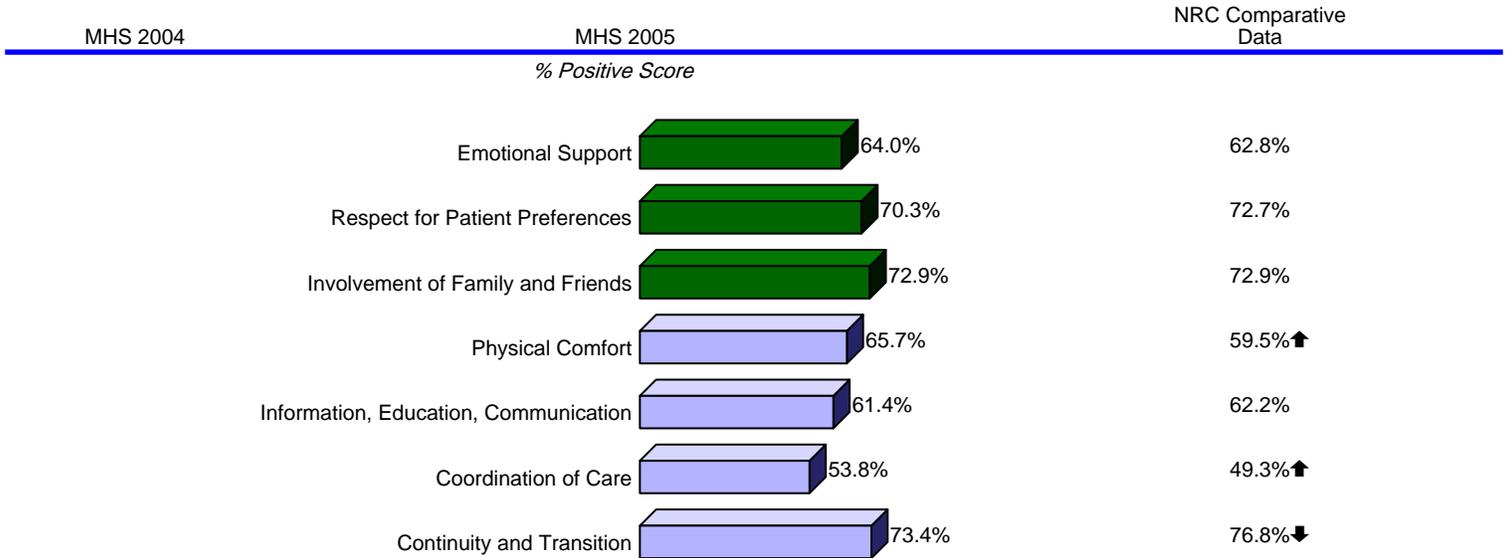


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Purchased Care Childbirth Report-Dimensions of Care
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)**

Detail

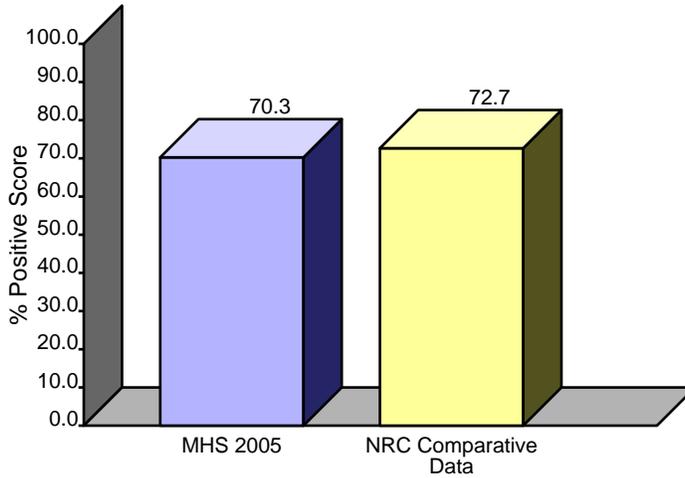


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher [▲] or lower [▼].



DoD TRISS Purchased Care Childbirth Report-Respect for Patient Preferences
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)

Respect for Patient Preferences



* Significantly Different from Your Current Score

Detail

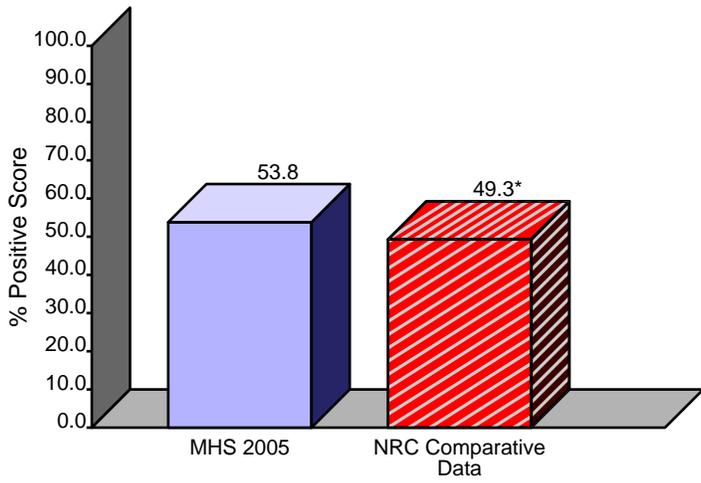
MHS 2004	MHS 2005	NRC Comparative Data
% Positive Score		
67.3%↑	HCAHPS: Treated w/courtesy/respect by Nurses 73.2%	75.3%
57.3%	HCAHPS: Nurses listened carefully to you 59.0%	62.3%
	OB: Enough say about treatment 56.8%	57.9%
74.0%↑	HCAHPS: Treated w/courtesy/respect by Drs 79.7%	82.0%
	OB: Enough say about delivery pain control 66.0%	66.7%
69.0%	HCAHPS: Drs listened carefully to you 71.7%	72.4%
	OB: Drs talked in front of you 85.3%	81.8%↑

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



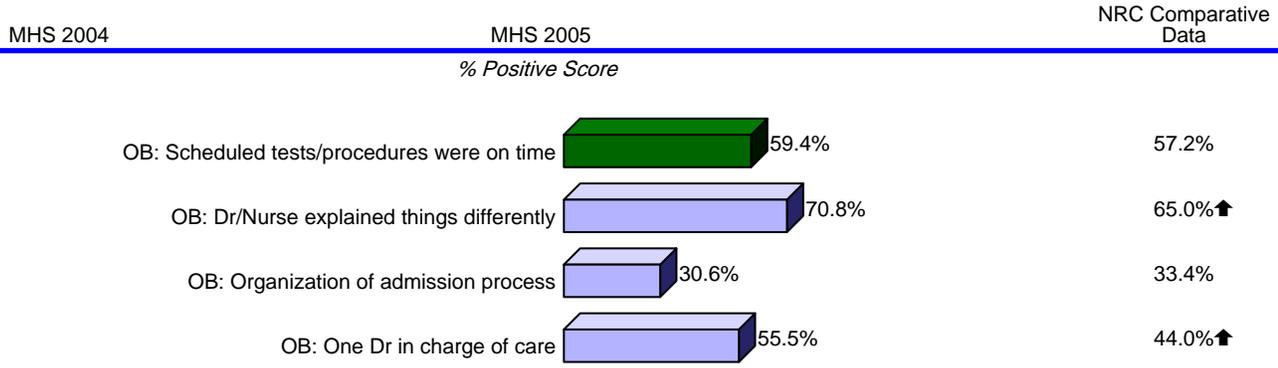
**DoD TRISS Purchased Care Childbirth Report-Coordination of Care
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)**

Coordination of Care



* Significantly Different from Your Current Score

Detail

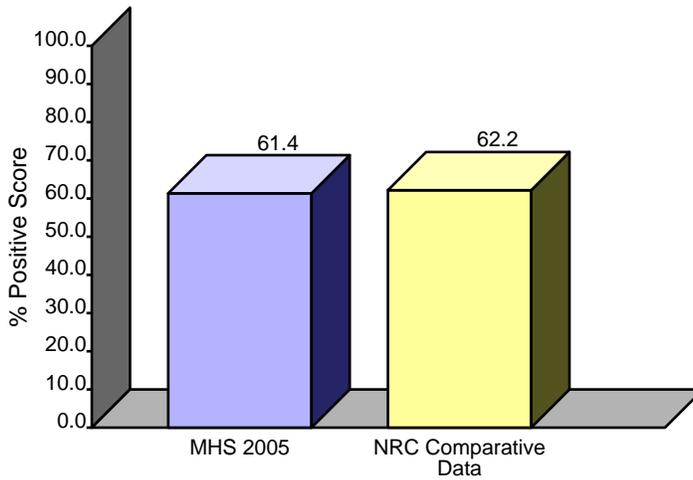


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ▲ or lower ▼



DoD TRISS Purchased Care Childbirth Report-Information, Education, Communication
 Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)

Information, Education, Communication



* Significantly Different from Your Current Score

Detail

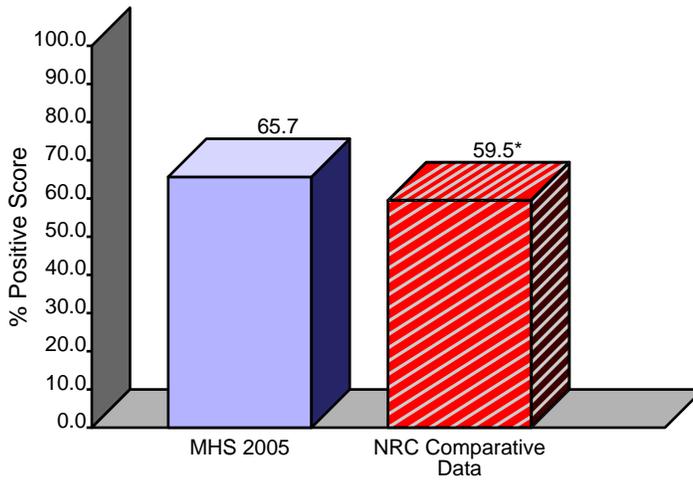
MHS 2004	MHS 2005	NRC Comparative Data
	<i>% Positive Score</i>	
68.4%	HCAHPS: Nurses explained things understandably 69.4%	64.3% [▲]
	OB: Explained reason for wait in going to room 45.8%	48.4%
	OB: Accurately explained how you would feel 38.6%	41.1%
	OB: Dr answered delivery questions 77.3%	76.1%
44.4% [▲]	HCAHPS: Staff described med side effects 53.1%	44.5% [▲]
69.7%	HCAHPS: Drs explained things understandably 72.2%	70.0%

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher [▲] or lower [▼].



DoD TRISS Purchased Care Childbirth Report-Physical Comfort
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)

Physical Comfort



* Significantly Different from Your Current Score

Detail

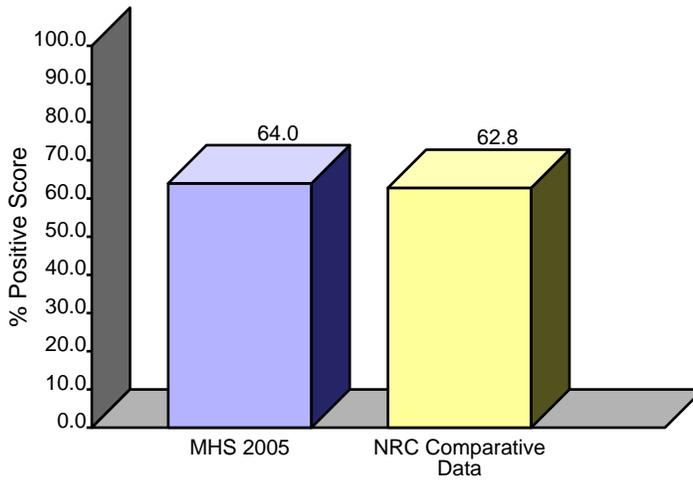
MHS 2004	MHS 2005	NRC Comparative Data
% Positive Score		
67.9%	HCAHPS: Did everything to help your pain 70.1%	69.5%
68.3%	HCAHPS: Room kept clean during stay 71.0%	64.7%▲
63.3%	HCAHPS: Help going to bathroom as soon as wanted 68.5%	58.6%▲
54.9%	HCAHPS: Pain well controlled during stay 55.3%	55.3%
	OB: Received right amount of labor pain medicine 67.4%	68.4%
62.9%	HCAHPS: Quiet around room at night 62.7%	49.0%▲
	OB: Dr discussed birth pain options 65.6%	68.0%

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ▲ or lower ▼



DoD TRISS Purchased Care Childbirth Report-Emotional Support
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)

Emotional Support



* Significantly Different from Your Current Score

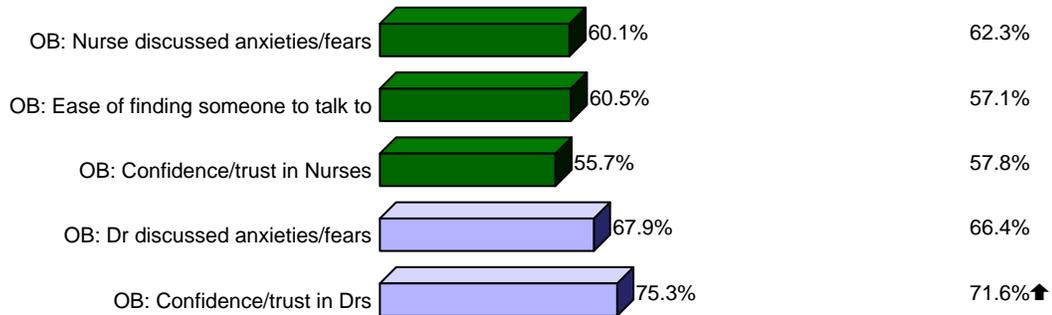
Detail

MHS 2004

MHS 2005

NRC Comparative Data

% Positive Score

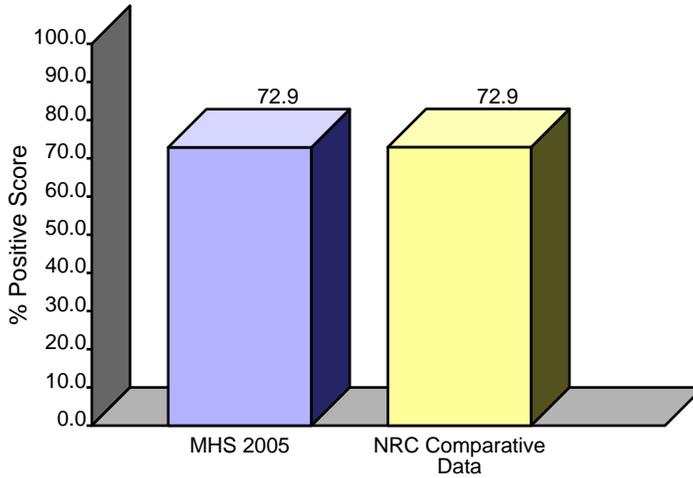


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ▲ or lower ▼



DoD TRISS Purchased Care Childbirth Report-Involvement of Family and Friends
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)

Involvement of Family and Friends



* Significantly Different from Your Current Score

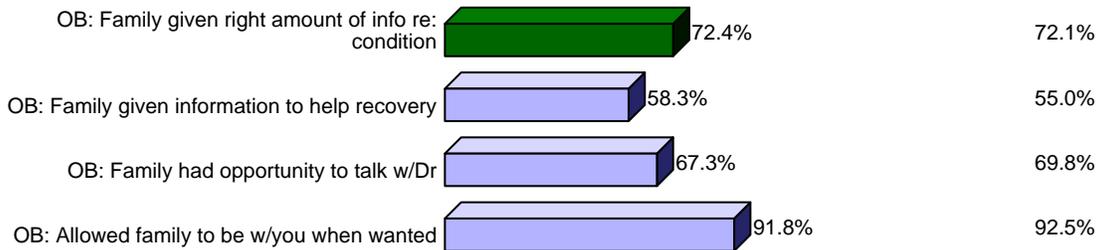
Detail

MHS 2004

MHS 2005

NRC Comparative Data

% Positive Score

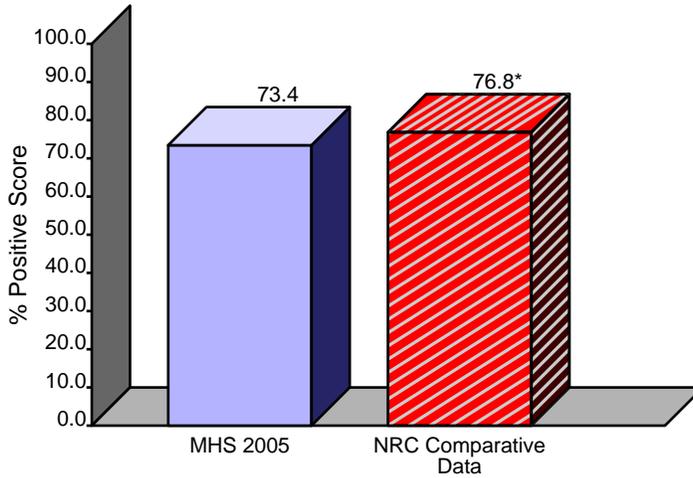


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Purchased Care Childbirth Report-Continuity and Transition
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)**

Continuity and Transition



* Significantly Different from Your Current Score

Detail

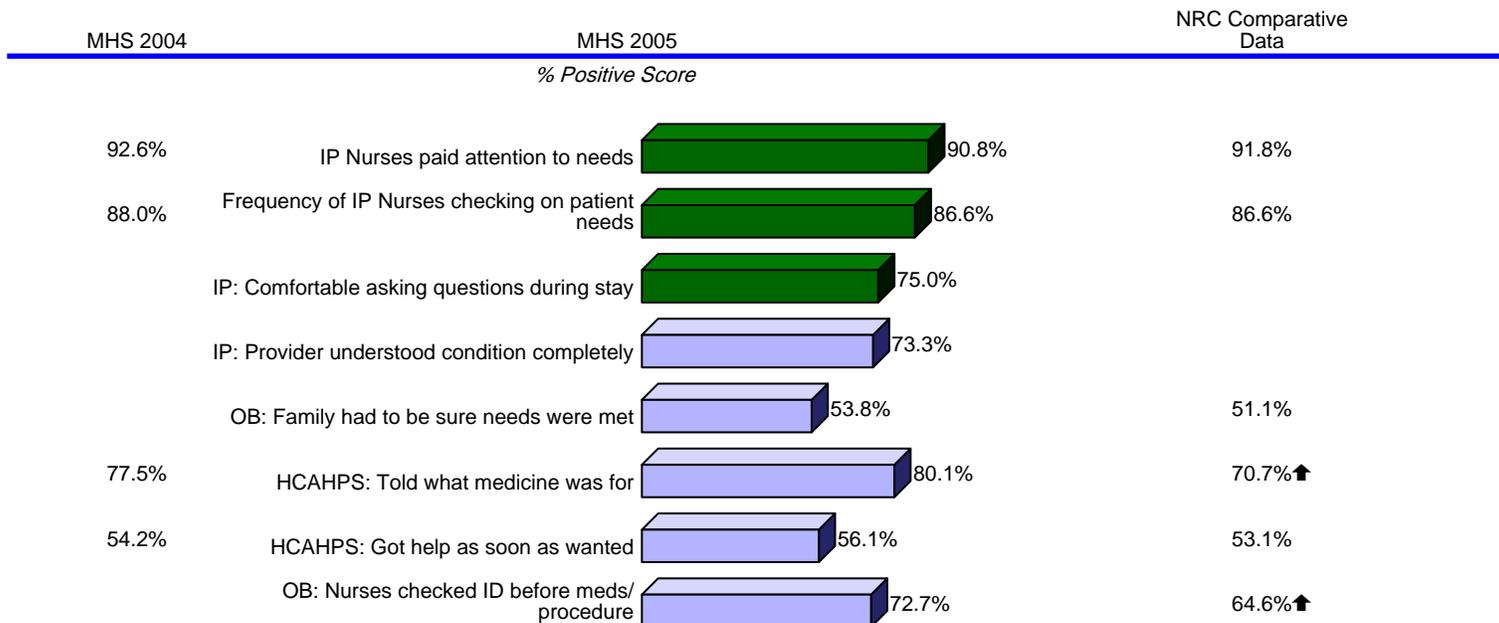
MHS 2004	MHS 2005	NRC Comparative Data
	<i>% Positive Score</i>	
	OB: Explained purpose of home meds 80.7%	77.5%
	OB: Explained danger signals to watch for 67.5%	67.0%
	OB: Received enough baby care info 67.3%	65.7%
	OB: Explained when to resume normal activities 63.8%	60.4%
	OB: Received enough info re: feeding baby 65.3%	64.6%
95.2%	HCAHPS: Received info re: symptoms to look for 93.0%	83.2%▲
74.7%	HCAHPS: Talked about help you would need 78.8%	76.0%

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ▲ or lower ▼



DoD TRISS Purchased Care Childbirth Report-Experience with Safe Medical Practice
 Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)

Detail

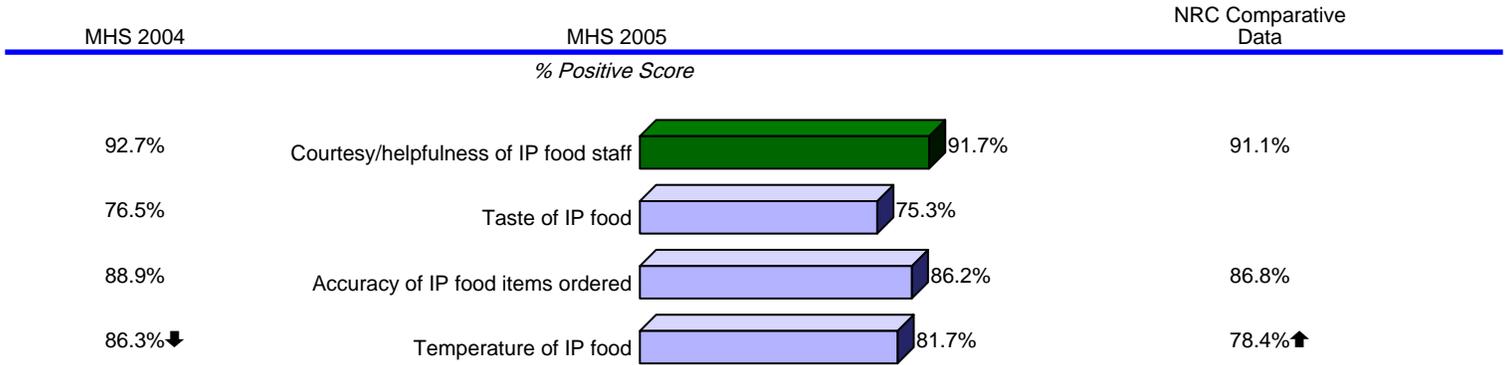


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ▲ or lower ▼



DoD TRISS Purchased Care Childbirth Report-Dietary Staff and Services
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)

Detail

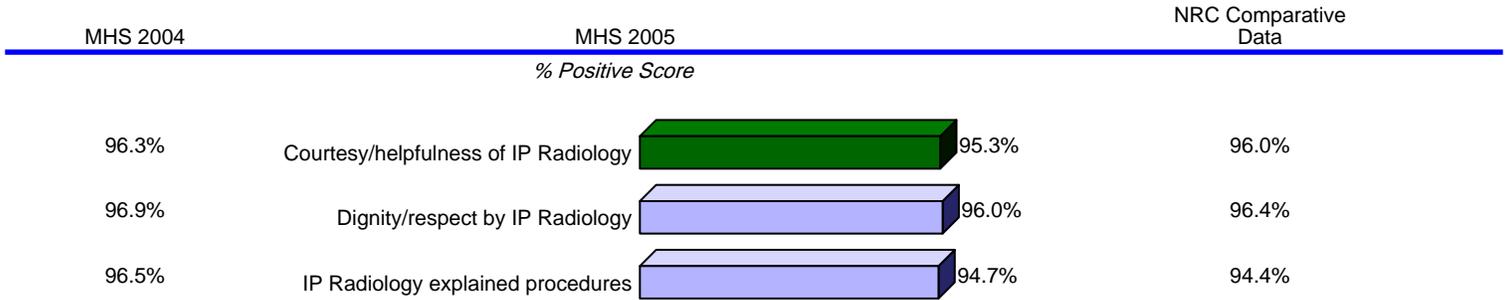


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Purchased Care Childbirth Report-Radiology Staff and Services
 Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)

Detail

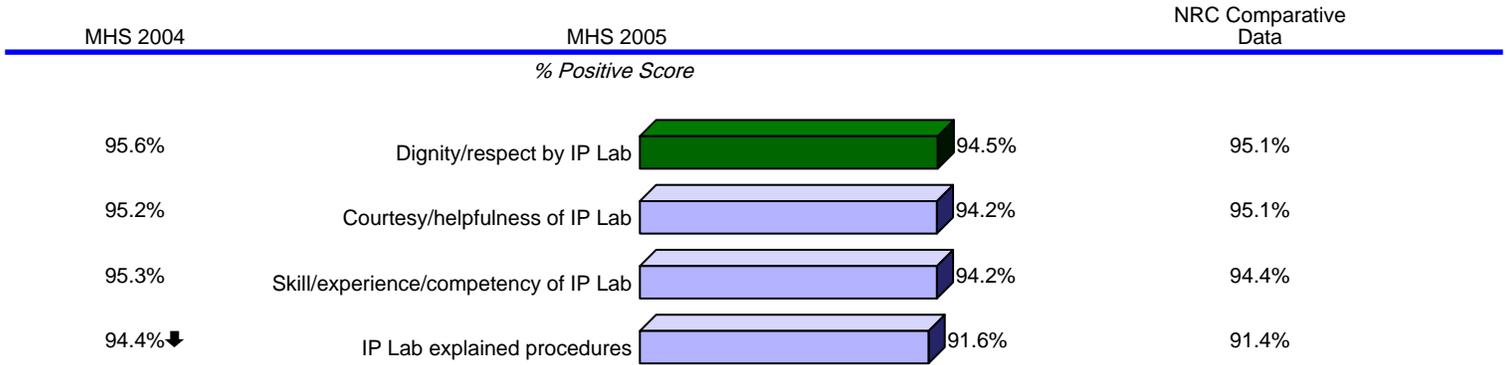


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher or lower .



DoD TRISS Purchased Care Childbirth Report-Laboratory Staff and Services
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)

Detail

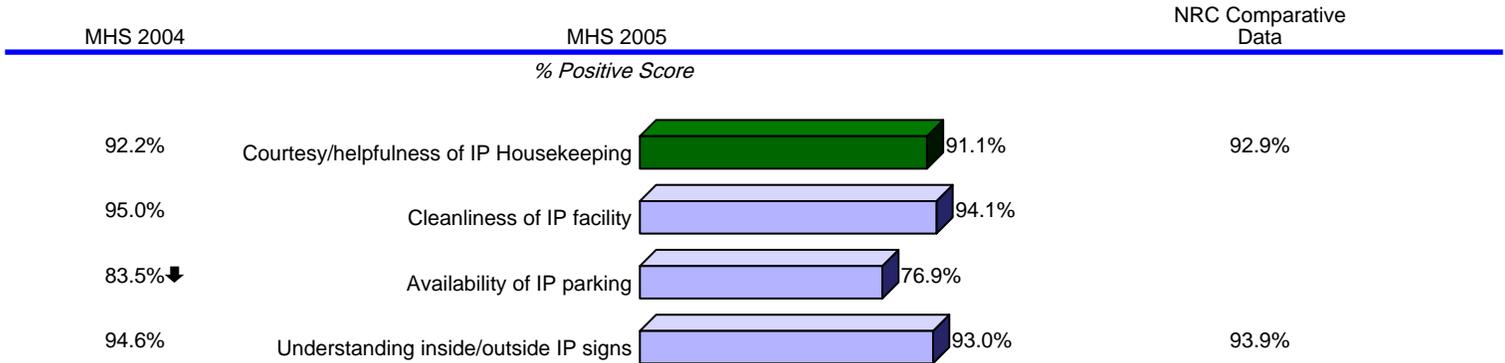


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Purchased Care Childbirth Report-Facilities and Housekeeping
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)**

Detail



Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



**DoD TRISS Purchased Care Childbirth Report-Delivery
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)**

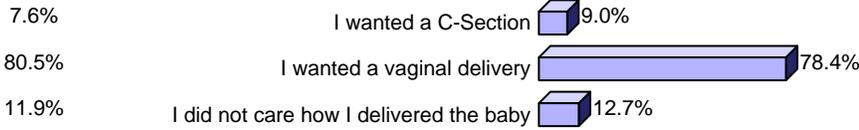
Detail

MHS 2004

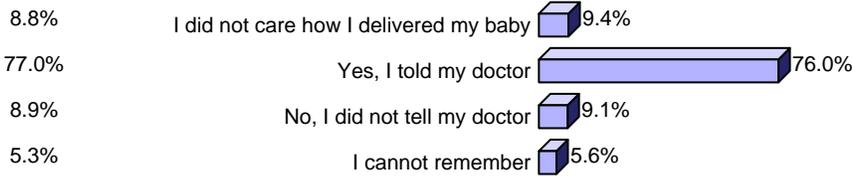
MHS 2005

NRC Comparative Data

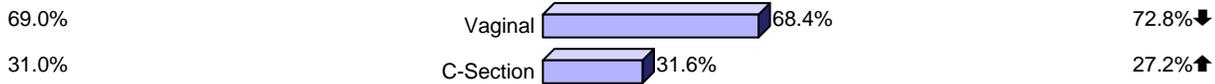
OB: How did you want to deliver your baby



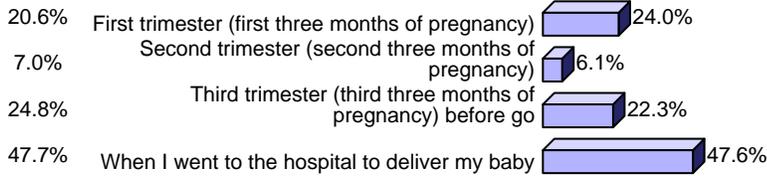
OB: Told Dr./Midwife how wanted to deliver baby



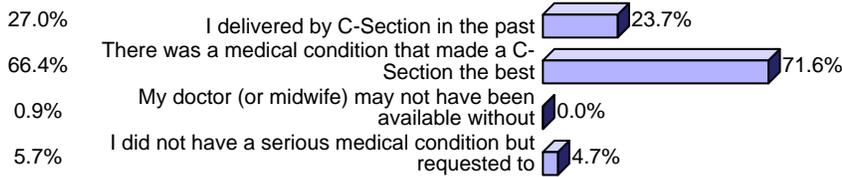
OB: Vaginal delivery/C-Section



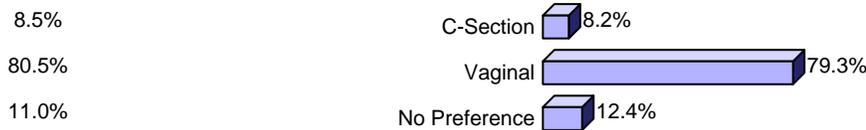
OB: When you were told about C-section delivery



OB: Primary reason for delivering C-Section



OB: How would you want to deliver



Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Purchased Care Childbirth Report-Importance of Choosing an OB Provider
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)

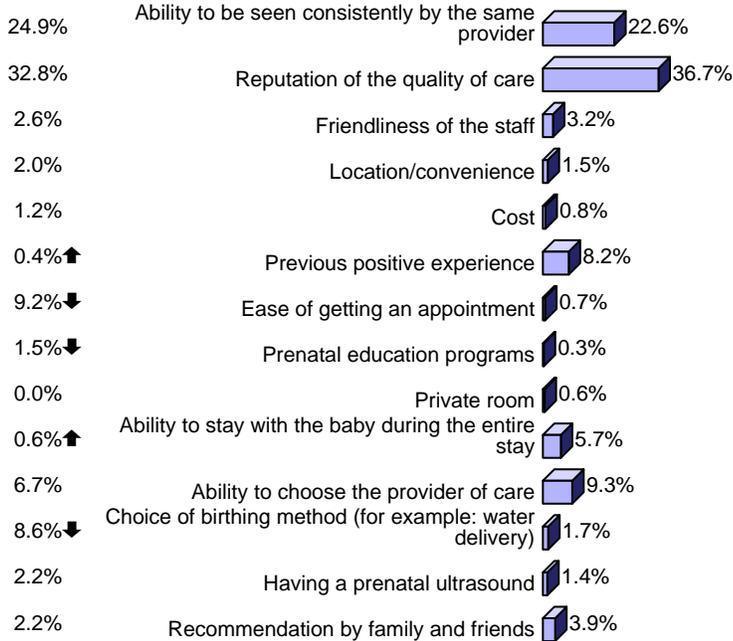
Detail

MHS 2004

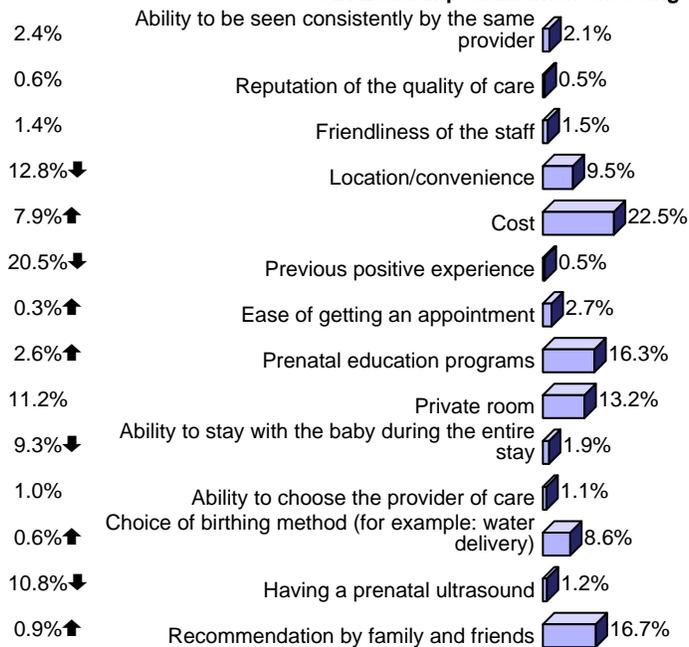
MHS 2005

NRC Comparative Data

OB: Most important when choosing OB provider



OB: Least important when choosing OB provider



Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Purchased Care Childbirth Report-Importance of Choosing an OB Provider
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)

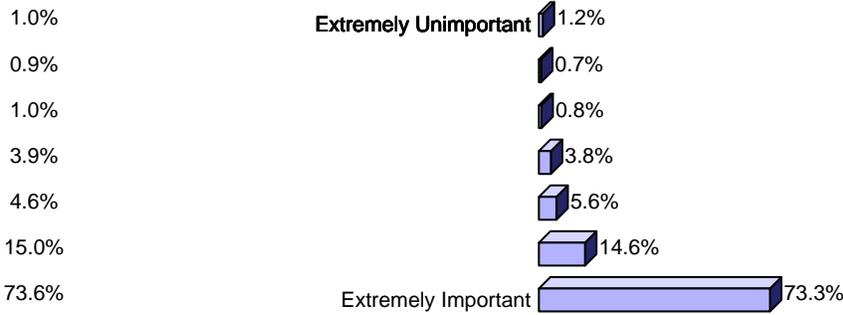
Detail

MHS 2004

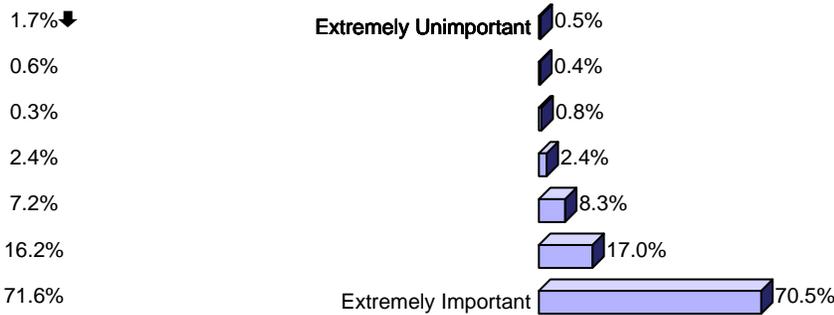
MHS 2005

NRC Comparative Data

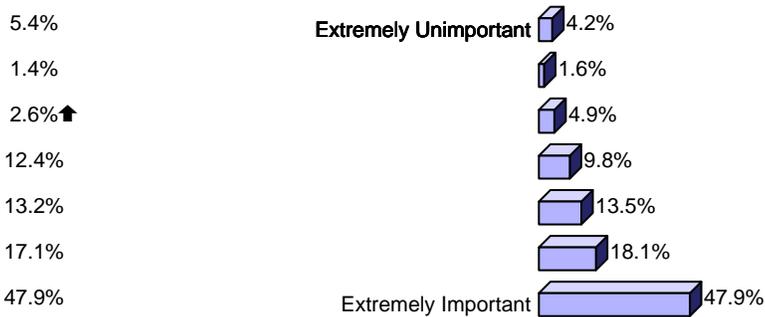
OB: Ability to stay with baby



OB: Ability to choose provider



OB: Choice of birthing method



Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Purchased Care Childbirth Report-Importance of Choosing an OB Provider
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)

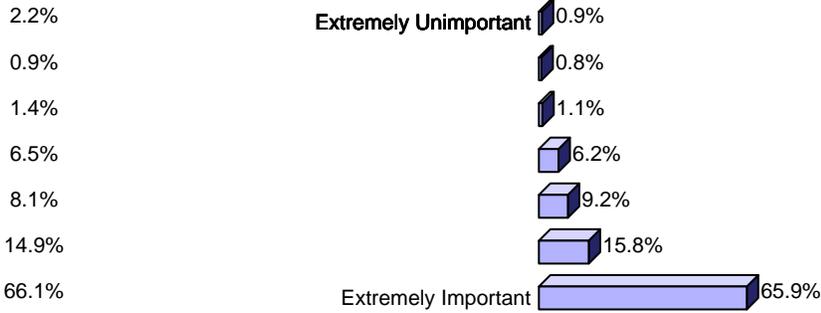
Detail

MHS 2004

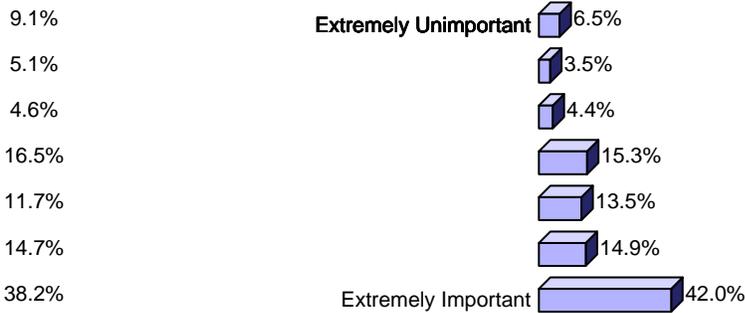
MHS 2005

NRC Comparative Data

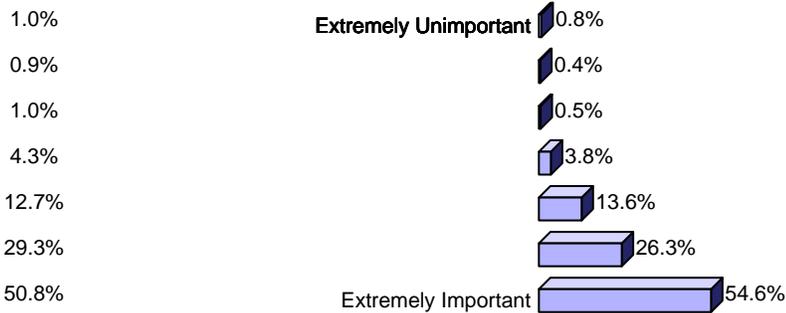
OB: Consistently seen by same provider



OB: Cost



OB: Ease of getting an appointment



Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Purchased Care Childbirth Report-Importance of Choosing an OB Provider
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)

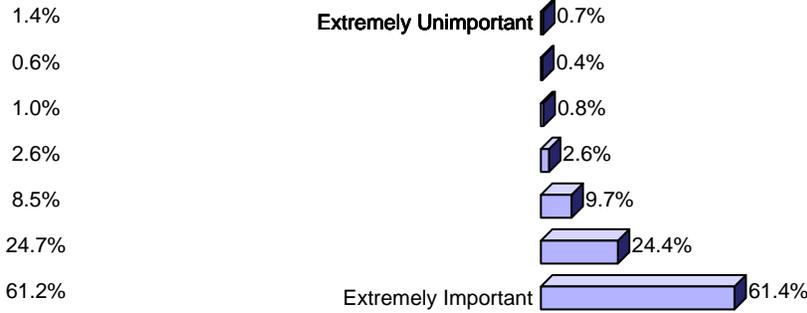
Detail

MHS 2004

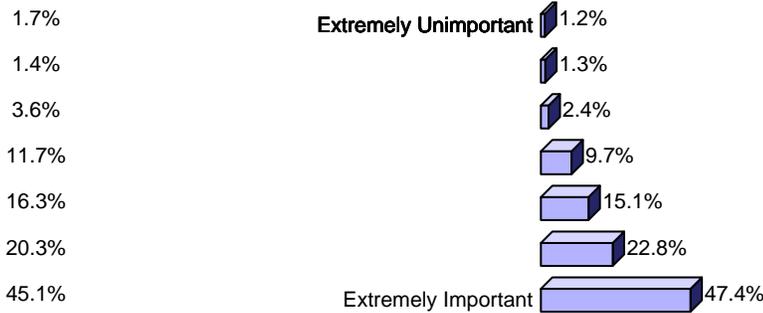
MHS 2005

NRC Comparative Data

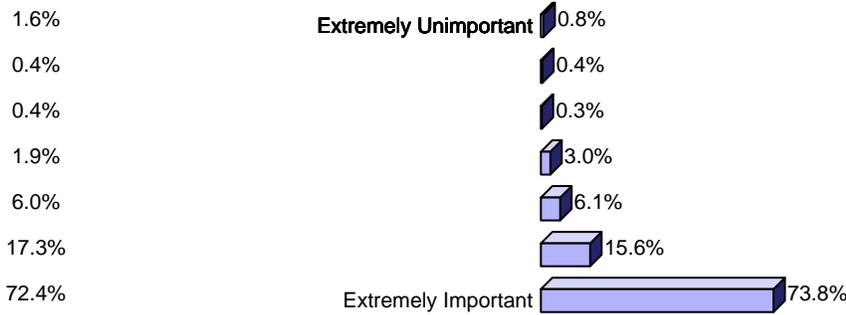
OB: Friendliness of staff



OB: Location/Convenience



OB: Reputation of the care



Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Purchased Care Childbirth Report-Importance of Choosing an OB Provider
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)

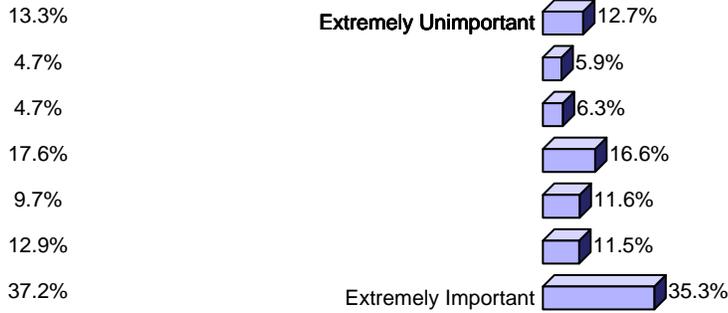
Detail

MHS 2004

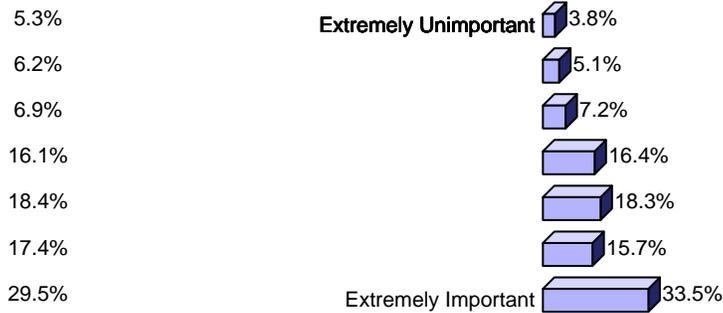
MHS 2005

NRC Comparative Data

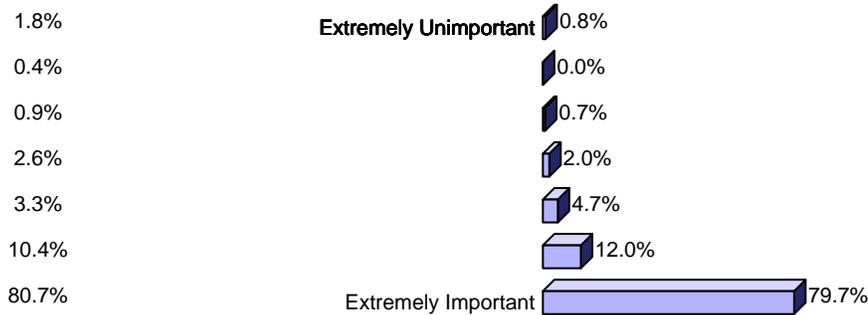
OB: Preference for military health care



OB: Prenatal education programs



OB: Prenatal ultrasound

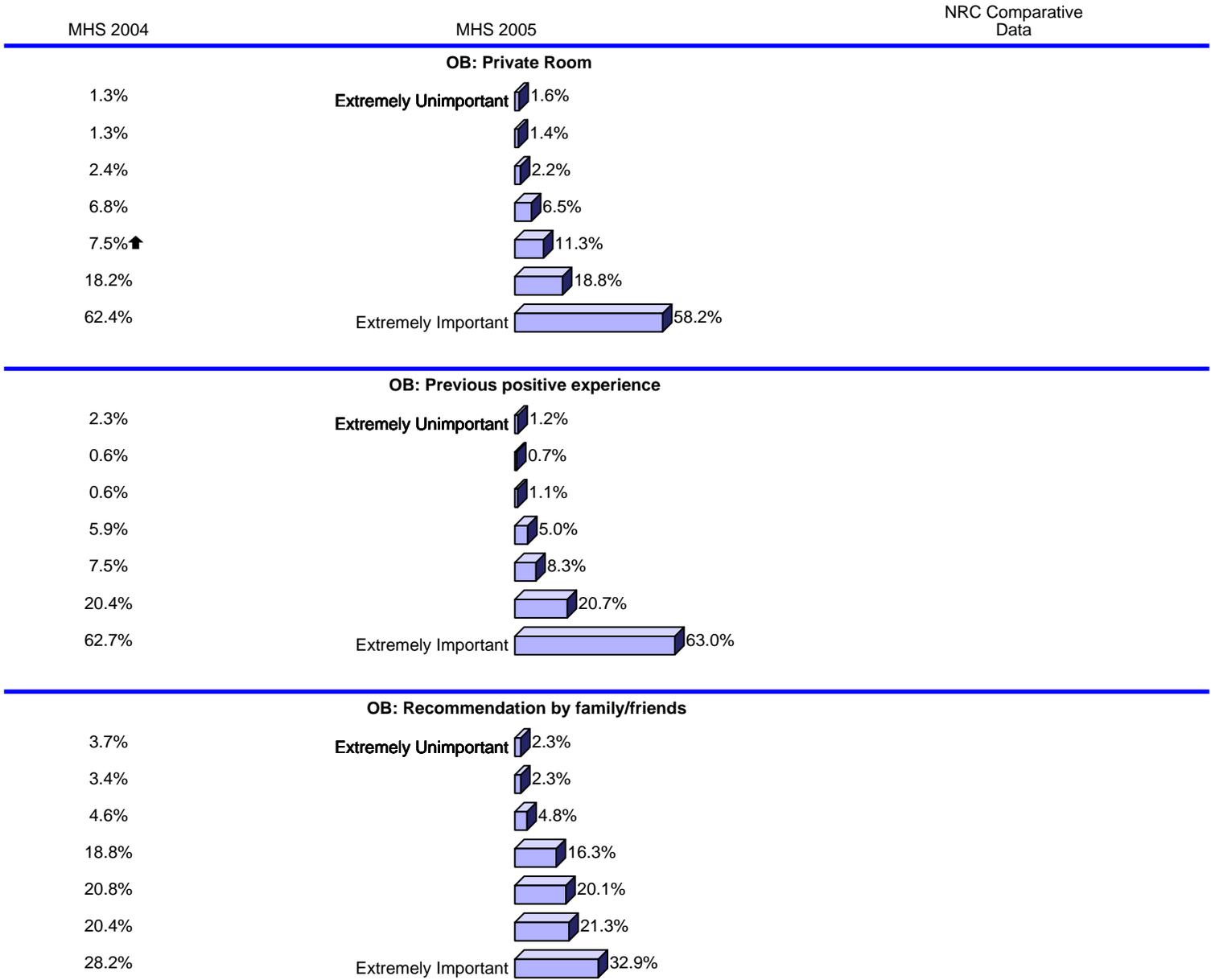


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓



DoD TRISS Purchased Care Childbirth Report-Importance of Choosing an OB Provider
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)

Detail



Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher **↑** or lower **↓**.



DoD TRISS Purchased Care Childbirth Report-Eligibility Questions
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)

Detail

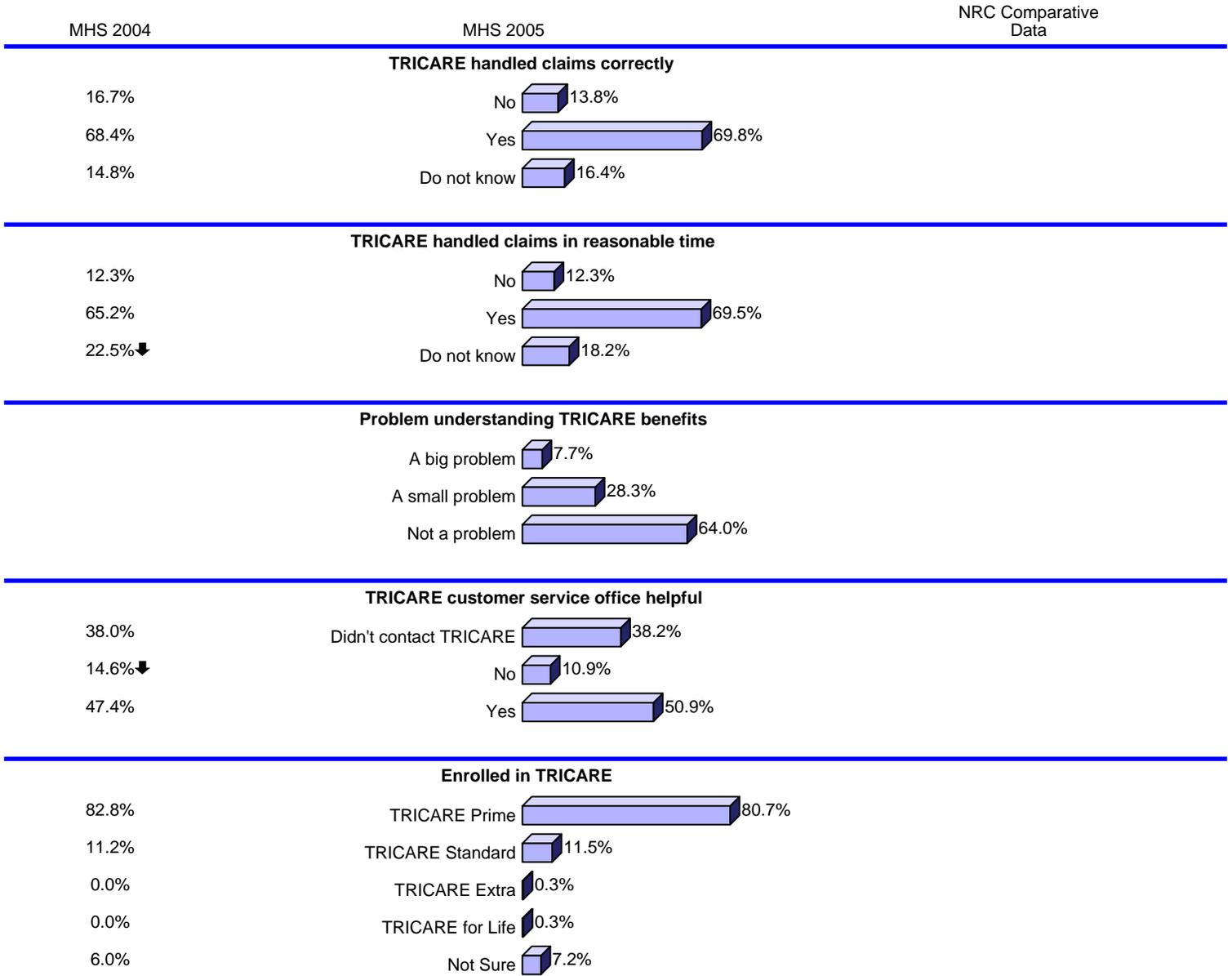
MHS 2004	MHS 2005	NRC Comparative Data
HCAHPS: Needed help going to bathroom		
52.7%	Yes 51.7%	46.9%
47.3%	No 48.3%	53.1%
HCAHPS: Needed pain meds		
90.5%	Yes 91.5%	71.9%
9.5%	No 8.5%	28.1%
HCAHPS: Given meds not taken before		
58.9%	Yes 66.3%	58.0%
41.1%	No 33.7%	42.0%
HCAHPS: Where you went after leaving hospital		
93.5%	Own home 93.8%	90.4%
6.1%	Someone else's home 5.4%	4.9%
0.4%	Another health facility 0.8%	4.7%

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher or lower .



DoD TRISS Purchased Care Childbirth Report-Other Questions
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)

Detail

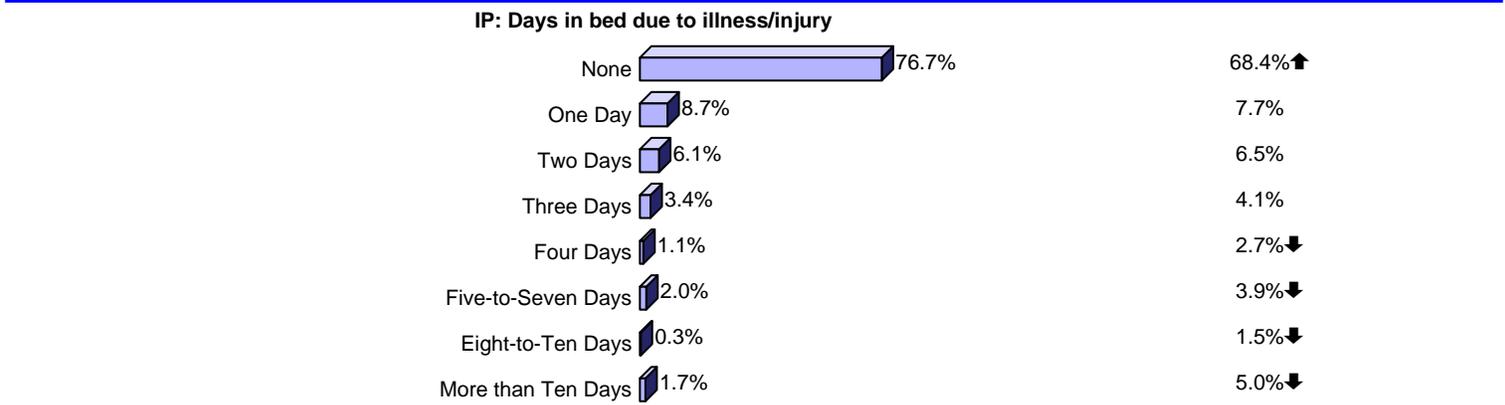
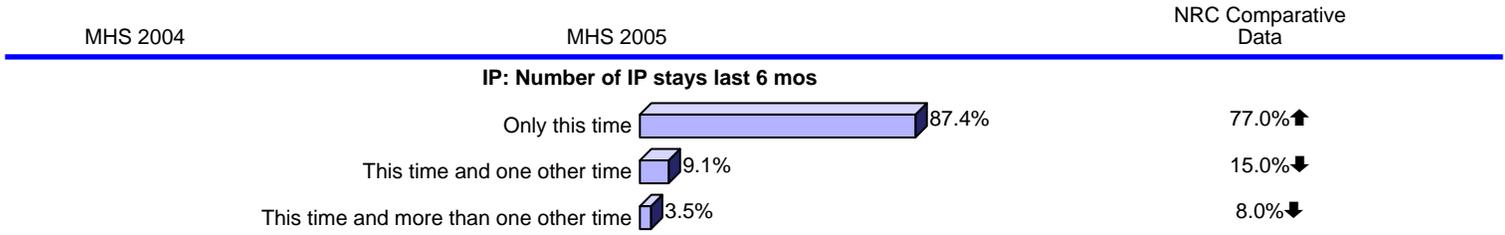


Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



DoD TRISS Purchased Care Childbirth Report-Other Questions
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)

Detail



Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher  or lower .



DoD TRISS Purchased Care Childbirth Report-About the Patients
Military Health System
 Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)

Detail

MHS 2004	MHS 2005	NRC Comparative Data
OB: First childbirth experience		
	Yes 51.3%	45.4% ↑
	No 48.7%	54.6% ↓
HCAHPS: Overall health		
28.3% ↑	Excellent 33.5%	15.6% ↑
51.3% ↓	Very Good 46.0%	30.9% ↑
18.0%	Good 19.1%	30.1% ↓
2.1%	Fair 1.3%	17.5% ↓
0.3%	Poor 0.1%	5.8% ↓
IP: Marital status		
	Married 93.0%	81.8% ↑
	Living with a partner 1.6%	2.7%
	Divorced 0.5%	3.2% ↓
	Separated 1.1%	1.2%
	Widowed 0.3%	6.7% ↓
	Never married 3.5%	4.6%

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
 The MHS 2005 score is: higher ↑ or lower ↓.



**DoD TRISS Purchased Care Childbirth Report-About the Patients
Military Health System
Jul 1, 2005 - Sep 30, 2005 (n=756, Response Rate= 26.4%)**

Detail

MHS 2004	MHS 2005	NRC Comparative Data
HCAHPS: Highest grade of school completed		
0.1%	8th grade or less 0.0%	4.2% ↓
2.7%	Some high school, but did not graduate 2.0%	7.1% ↓
21.1%	High school graduate or GED 17.8%	27.2% ↓
45.6%	Some college or 2-year degree 46.3%	34.5% ↑
17.8%	4-year college graduate 20.5%	12.9% ↑
12.7%	More than 4-year college degree 13.5%	14.1%
HCAHPS: Spanish/Hispanic/Latino origin		
	No, not Spanish/Hispanic/Latino 88.2%	86.7%
	Yes, Puerto Rican 1.4%	1.9%
	Yes, Mexican, Mexican American, Chicano 5.6%	7.0%
	Yes, Cuban 0.0%	0.3%
	Yes, other Spanish/Hispanic/Latino 4.9%	4.2%
HCAHPS: Language mainly spoken in home		
97.9%	English 97.0%	94.0% ↑
1.4%	Spanish 2.3%	4.2% ↓
0.7%	Some other language 0.7%	1.9% ↓
HCAHPS: Race		
	White 84.2%	83.9%
	Black or African American 10.7%	8.9%
	Asian 4.7%	4.4%
	Native Hawaiian or other Pacific Islander 1.1%	1.0%
	American Indian or Alaska Native 2.3%	1.8%

Arrow represents statistically significant differences, at the 95% confidence level, from the MHS 2005 score.
The MHS 2005 score is: higher ↑ or lower ↓.

APPENDIX

A1

DIRECT CARE

SUMMARY OF
METHODOLOGY

APPENDIX: Summary of Methodology – 2005 TRISS DIRECT CARE

Number of Questionnaires Mailed

Overall, 36,299 questionnaires were mailed to eligible beneficiaries treated in 71 Military Treatment Facilities in the DoD direct care system. All patients discharged from July 1, 2005 through September 30, 2005 received a survey about either their experiences with medicine or surgical experiences (23,820 patients from 71 facilities) and childbirth services (12,479 from 59 facilities).

Mail Protocol

Surveys were initially mailed to sample members, with a cover letter from Michael R Peterson, DVM, MPH, DrPH, Director of TRICARE Management Activity Health Program Analysis and Evaluation. NRC+Picker, Lincoln, Nebraska, administered the survey and produced the response data set. The mail protocol, conducted using monthly sample files from July 2005, August 2005 and September 2005, adhered to the following schedule:

MEDICINE, SURGERY & CHILDBIRTH SURVEYS

July 2005

CONUS First survey mailing	Nov 04, 2005
CONUS Reminder postcard	Nov 18, 2005
CONUS Second survey mailing	Dec 05, 2005

OCONUS First survey mailing	Nov 04, 2005
OCONUS Reminder postcard	Nov 28, 2005
OCONUS Second survey mailing	Dec 12, 2005

August 2005

CONUS First survey mailing	Dec 01, 2005
CONUS Reminder postcard	Dec 15, 2005
CONUS Second survey mailing	Dec 29, 2005

OCONUS First survey mailing	Dec 01, 2005
OCONUS Reminder postcard	Dec 22, 2005
OCONUS Second survey mailing	Jan 05, 2006

September 2005

CONUS First survey mailing	Dec 20, 2005
CONUS Reminder postcard	Jan 03, 2006
CONUS Second survey mailing	Jan 17, 2006

OCONUS First survey mailing	Dec 20, 2005
OCONUS Reminder postcard	Jan 10, 2006
OCONUS Second survey mailing	Jan 25, 2006

Number of Respondents and Response Rates

A total of 13,230 respondents had completed the direct care survey by the final cut-off date of March 14, 2006 for medical, surgical and childbirth. The breakouts of survey by response rate are below:

	Mailed	Returned	Response Rate
Medical	14,401	6,052	42.0%
Surgical	9,419	3,897	41.4%
Childbirth	12,479	3,281	26.3%

APPENDIX

A2

PURCHASED CARE

SUMMARY OF
METHODOLOGY

APPENDIX: Summary of Methodology – 2005 TRISS Purchased Care

Number of Questionnaires Mailed

Overall, 8,596 questionnaires were mailed to eligible beneficiaries who had an inpatient stay at a civilian facility. All patients discharged from July 1, 2005 through September 30, 2005 received a survey about either their experiences with medicine or surgical experiences (5,731 patients) and childbirth services (2,865 patients).

Mail Protocol

Surveys were initially mailed to sample members, with a cover letter from Michael R Peterson, DVM, MPH, DrPH, Director of TRICARE Management Activity Health Program Analysis and Evaluation. NRC+Picker, Lincoln, Nebraska, administered the survey and produced the response data set. The mail protocol, conducted using a combined sample file from July 2005, August 2005 and September 2005, adhered to the following schedule:

CHILDBIRTH SURVEYS

July - September 2005

First survey mailing	Dec 29, 2005
Reminder postcard	Jan 18, 2006
Second survey mailing	Feb 01, 2006

MEDICINE & SURGERY SURVEYS

July - September 2005

First survey mailing	Dec 30, 2005
Reminder postcard	Jan 18, 2006
Second survey mailing	Feb 01, 2006

Number of Respondents and Response Rates

A total of 4,254 respondents had completed the purchased care survey by the final cut-off date of March 14, 2006 for medical, surgical and childbirth. The breakouts of survey by response rate are below:

	Mailed	Returned	Response Rate
Medical	3,506	2,012	57.4%
Surgical	2,225	1,486	66.8%
Childbirth	2,865	756	26.4%

APPENDIX
A3

SURVEY
MATERIALS



OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE
HEALTH AFFAIRS



TRICARE MANAGEMENT ACTIVITY
HEALTH PROGRAM ANALYSIS AND EVALUATION

Please use the enclosed envelope and
mail the completed survey to:
Department of Defense
NRC+Picker
PO BOX 82660
Lincoln, NE 68501-2660

** 0060421-A12345 **



MR CHRISTOPHER JOHNSON
1245 Q ST STE 400
LINCOLN, NE 68508-1430

Web Access Code:

Dear Christopher Johnson:

NRC+Picker, an international research company, is conducting a survey on behalf of the Department of Defense TRICARE Program. This survey asks about your satisfaction with your hospitalization that ended on March 3, 2005 at Alpha Hospital.

For your convenience, we have established an on-line version of this survey, which can be found at <http://nrpicker.com/survey>. Your Web Access Code is located at the top of this letter. The survey has a limited time period so please respond as soon as possible. We request that you respond to this survey only once. If you complete the on-line survey, please discard the enclosed printed version once you have finished the survey.

Your views are important to us and your opinions count. Taking part in this survey is completely voluntary. Your answers to the questions on this survey will be kept private. However any written comments you provide will be forwarded directly to the commander of the facility where you were hospitalized. You have the option to provide or not provide your name and address with your comments. If your comments are of an urgent nature, please contact the Beneficiary Counseling and Assistance Coordinator (BCAC) directly.

Although we make every attempt to ensure that our information is correct, we apologize if you received this mailing in error. If you received this survey in error or have questions about the survey, please contact us by using the pre-addressed envelope provided or by calling 1-800-866-1821 (within the U.S.) or call collect at 1-402-475-5003 (outside the U.S.). If you call you will be asked to provide your name, address, and the 8-digit number above your address on this cover letter. All calls are toll free. If you prefer to contact us on-line, please go to <http://nrpicker.com/surveypref>.

We urge you to invest the 10 minutes which this survey will require to help us improve military medicine. Thank you for your help.

Sincerely,

Michael R. Peterson
DVM, MPH, DrPH
Director
Health Program Analysis and Evaluation

All information that would let someone identify you or your family will be kept private. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE
HEALTH AFFAIRS/TRICARE MANAGEMENT ACTIVITY
c/o NATIONAL RESEARCH CORPORATION
P.O. BOX 82660
LINCOLN, NE 68501-2660

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** 0153733-A12345 **



MR CHRISTOPHER JOHNSON
1245 Q ST STE 400
LINCOLN, NE 68508-1430



The Department of Defense recently sent you a copy of the TRICARE Inpatient Satisfaction Survey. Your reactions, attitudes and concerns about your health care are very important to us. This survey is part of an effort to identify where improvements may be needed in the health care system.

If you have already returned your questionnaire, thank you very much for your help. If you have not yet had a chance to respond, we are anxious to hear from you. It would be greatly appreciated if you would take a few minutes to complete the questionnaire and return it in the postage-paid envelope at your earliest possible convenience.

If you did not receive the survey, or if you need another copy, please call 1-800-866-1821 (within the U.S.) or call collect at 1-402-475-5003 (outside the U.S.). All calls to these numbers are toll free.

Thank you for taking the time to complete this important survey.

A handwritten signature in black ink that reads "Michael R. Peterson".

Michael R. Peterson
DVM, MPH, DrPH
Director
Health Program Analysis and Evaluation

OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE
HEALTH AFFAIRS



TRICARE MANAGEMENT ACTIVITY
HEALTH PROGRAM ANALYSIS AND EVALUATION

Please use the enclosed envelope and
mail the completed survey to:
Department of Defense
NRC+Picker
PO BOX 82660
Lincoln, NE 68501-2660

** 0107077-A12345 **

Web Access Code:

|||||
MR CHRISTOPHER JOHNSON
1245 Q ST STE 400
LINCOLN, NE 68508-1430

Dear Christopher Johnson:

We need your help! NRC+Picker, an international research company, is conducting a survey on behalf of the Department of Defense TRICARE Program. A few weeks ago you were sent a copy of our survey, but we haven't heard from you yet. Enclosed is another copy of the survey. This survey asks about your satisfaction with your hospitalization that ended on March 3, 2005 at Alpha Hospital.

For your convenience, we have established an on-line version of this survey, which can be found at <http://nrpicker.com/survey>. Your Web Access Code is located at the top of this letter. The survey has a limited time period so please respond as soon as possible. We request that you respond to this survey only once. If you complete the on-line survey, please discard the enclosed printed version once you have finished the survey.

Your views are important to us and your opinions count. Taking part in this survey is completely voluntary. Your answers to the questions on this survey will be kept private. However any written comments you provide will be forwarded directly to the commander of the facility where you were hospitalized. You have the option to provide or not provide your name and address with your comments. If your comments are of an urgent nature, please contact the Beneficiary Counseling and Assistance Coordinator (BCAC) directly.

Although we make every attempt to ensure that our information is correct, we apologize if you received this mailing in error. If you received this survey in error or have questions about the survey, please contact us by using the pre-addressed envelope provided or by calling 1-800-866-1821 (within the U.S.) or call collect at 1-402-475-5003 (outside the U.S.). If you call you will be asked to provide your name, address, and the 8-digit number above your address on this cover letter. All calls are toll free. If you prefer to contact us on-line, please go to <http://nrpicker.com/surveypref>.

We urge you to invest the 10 minutes which this survey will require to help us improve military medicine. Thank you for your help.

Sincerely,

Michael R. Peterson
DVM, MPH, DrPH
Director
Health Program Analysis and Evaluation

All information that would let someone identify you or your family will be kept private. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.



TRICARE MANAGEMENT ACTIVITY
HEALTH PROGRAM ANALYSIS AND EVALUATION

RCS: DD-HA (A) 2076
Expires: 07/25/06

Please use the enclosed envelope and mail the completed survey to:
Department of Defense
NRC+Picker
PO BOX 82660
Lincoln, NE 68501-2660

SURVEY INSTRUCTIONS

You should only fill out this survey if you were the patient during the hospital stay named in the cover letter. Do not fill out this survey if you were not the patient. Answer all the questions by filling in the bubble to the left of your answer. You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next.

TRICARE Inpatient Satisfaction Survey Instructions

Answer all questions by filling in the bubble to the left of your answer. You are sometimes told to skip over some questions in this survey. When this happens you will see a note that tells you what question to answer next, like this:

- Yes **Go to Question 1**
- No

Privacy Notice

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 572, Public Law 102-484; E.O. 9397

Purposes: This survey helps health policy makers gauge patient satisfaction with the current military health care system and provides valuable input from patients 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.

Please answer the questions in this survey about your recent hospital stay ending on March 3, 2005. Do not include any other hospital stay in your answers.

YOUR CARE FROM NURSES

1. During this hospital stay, how often did nurses treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

2. During this hospital stay, how often did nurses listen carefully to you?

- Never
- Sometimes
- Usually
- Always

3. During this hospital stay, how often did nurses explain things in a way you could understand?

- Never
- Sometimes
- Usually
- Always

4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

- Never
- Sometimes
- Usually
- Always
- I never pressed the call button



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YOUR CARE FROM DOCTORS

5. During this hospital stay, how often did doctors treat you with courtesy and respect?
- Never
 Sometimes
 Usually
 Always
6. During this hospital stay, how often did doctors listen carefully to you?
- Never
 Sometimes
 Usually
 Always
7. During this hospital stay, how often did doctors explain things in a way you could understand?
- Never
 Sometimes
 Usually
 Always

THE HOSPITAL ENVIRONMENT

8. During this hospital stay, how often were your room and bathroom kept clean?
- Never
 Sometimes
 Usually
 Always
9. During this hospital stay, how often was the area around your room quiet at night?
- Never
 Sometimes
 Usually
 Always

YOUR EXPERIENCES IN THIS HOSPITAL

10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?
- Yes
 No → Go to Question 12

11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?
- Never
 Sometimes
 Usually
 Always
12. During this hospital stay, did you need medicine for pain?
- Yes
 No → Go to Question 15
13. During this hospital stay, how often was your pain well controlled?
- Never
 Sometimes
 Usually
 Always
14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?
- Never
 Sometimes
 Usually
 Always
15. During this hospital stay, were you given any medicine that you had not taken before?
- Yes
 No → Go to Question 18
16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?
- Never
 Sometimes
 Usually
 Always
17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?
- Never
 Sometimes
 Usually
 Always



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WHEN YOU LEFT THE HOSPITAL

18. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?
- Own home
 - Someone else's home
 - Another health facility → Go to Question 21
19. During this hospital stay, did doctors, nurses, or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?
- Yes
 - No
20. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?
- Yes
 - No

OVERALL RATING OF HOSPITAL

Please answer the following questions about your stay at the hospital named on the cover. Do not include any other hospital stays in your answer.

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

Worst hospital possible												Best hospital possible	
0	1	2	3	4	5	6	7	8	9	10			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

22. Would you recommend this hospital to your friends and family?
- Definitely no
 - Probably no
 - Probably yes
 - Definitely yes

MORE QUESTIONS ABOUT YOUR STAY AT THE HOSPITAL

The next set of questions will give us more detailed information about how we can improve the care and treatment we provide.

23. Was your hospital stay an emergency or planned in advance?
- Emergency
 - Planned in advance → Go to Question 26
24. How organized was the care you received in the emergency room?
- Not at all organized
 - Somewhat organized
 - Very organized
 - Completely organized
25. While you were in the emergency room, did you get enough information about your medical condition and treatment?
- Not at all
 - Somewhat
 - For the most part
 - Definitely
26. How organized was the admission process?
- Not at all organized
 - Somewhat organized
 - Very organized
 - Completely organized
27. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?
- Not at all
 - Somewhat
 - For the most part
 - Definitely
 - Did not have to wait

HOSPITAL STAFF

28. Was there one particular doctor in charge of your care in the hospital?
- Never
 - Sometimes
 - Usually
 - Always



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29. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?

- Never
- Sometimes
- Usually
- Always
- Did not have anxieties or fears

30. Did you have confidence and trust in the doctors treating you?

- Never
- Sometimes
- Usually
- Always

31. Did doctors talk in front of you as if you weren't there?

- Never
- Sometimes
- Usually
- Always

32. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?

- Never
- Sometimes
- Usually
- Always
- Did not have anxieties or fears

33. Did you have confidence and trust in the nurses treating you?

- Never
- Sometimes
- Usually
- Always

34. Did nurses ask your name, check your ID band, or otherwise confirm who you were before giving you any medications, treatments, or tests?

- Never
- Sometimes
- Usually
- Always

35. During your stay, did nurses inform you about what medicines you were being given and why?

- Never
- Sometimes
- Usually
- Always

36. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?

- Never
- Sometimes
- Usually
- Always

37. Did you have enough say about your treatment?

- Never
- Sometimes
- Usually
- Always

38. Did your family or someone else close to you have enough opportunity to talk to your doctor?

- Never
- Sometimes
- Usually
- Always
- No family or friends involved
- Family did not want or need information

39. Was the right amount of information about your condition or treatment given to your family or someone close to you?

- Never
- Sometimes
- Usually
- Always
- No family or friends involved
- Family did not want or need information

40. Was it easy for you to find someone on the hospital staff to talk to about your concerns?

- Never
- Sometimes
- Usually
- Always
- Did not want or need to talk

41. Were your scheduled tests and procedures performed on time?

- Never
- Sometimes
- Usually
- Always
- Did not have tests or procedures



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42. Did family members or someone close to you ever have to do something or say something to staff to be sure that your medical needs were met?

- Never
- Sometimes
- Usually
- Always
- Do not know
- Did not have family members or others close to me present

43. Did you feel comfortable asking medical staff questions about your condition or treatment?

- Never
- Sometimes
- Usually
- Always

44. Did you feel you had a care provider who had full understanding of your condition and treatment?

- Never
- Sometimes
- Usually
- Always

SURGERY

45. Did you have surgery in the hospital?

- Yes
- No → Go to Question 50
- Not sure → Go to Question 50

46. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?

- Not at all
- Somewhat
- For the most part
- Definitely
- Explained to spouse or someone else
- I did not want anything explained

47. Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?

- Not at all
- Somewhat
- For the most part
- Definitely
- Did not have questions

48. Did doctors or nurses tell you accurately how you would feel after surgery?

- Not at all
- Somewhat
- For the most part
- Definitely

49. Were the results of the surgery explained in a way you could understand?

- Not at all
- Somewhat
- For the most part
- Definitely
- Explained to spouse or someone else

Please fill in the bubble that best describes your rating of each of the following areas.

50. Laboratory Staff and Services

a. Skill, experience and competency

- Poor
- Fair
- Good
- Very Good
- Excellent

b. Courtesy and helpfulness

- Poor
- Fair
- Good
- Very Good
- Excellent

c. Clear and complete explanation provided about your tests and procedures

- Poor
- Fair
- Good
- Very Good
- Excellent



001AMD58

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50. Laboratory Staff and Services

d. Amount of dignity and respect shown to you

- Poor
- Fair
- Good
- Very Good
- Excellent

51. Radiology

a. Clear and complete explanation provided about your tests and procedures

- Poor
- Fair
- Good
- Very Good
- Excellent

b. Amount of dignity and respect shown to you

- Poor
- Fair
- Good
- Very Good
- Excellent

c. Courtesy and helpfulness

- Poor
- Fair
- Good
- Very Good
- Excellent

52. Food Services

a. Courtesy and helpfulness of the staff who served your food

- Poor
- Fair
- Good
- Very Good
- Excellent

b. Accuracy of receiving the food items you ordered

- Poor
- Fair
- Good
- Very Good
- Excellent

52. Food Services

c. Taste of the food

- Poor
- Fair
- Good
- Very Good
- Excellent

d. Temperature of the food

- Poor
- Fair
- Good
- Very Good
- Excellent

53. Facilities

a. Ease of understanding directions and signs inside and outside the facility

- Poor
- Fair
- Good
- Very Good
- Excellent

b. Availability of parking

- Poor
- Fair
- Good
- Very Good
- Excellent

c. Cleanliness of the facility

- Poor
- Fair
- Good
- Very Good
- Excellent

54. Housekeeping

a. Courtesy and helpfulness

- Poor
- Fair
- Good
- Very Good
- Excellent



001AMD69

0060421



55. Nursing Staff

a. Attention paid to your needs

- Poor
- Fair
- Good
- Very Good
- Excellent

b. Frequency of checking on you to see if you needed anything

- Poor
- Fair
- Good
- Very Good
- Excellent

TRICARE CLAIMS PROCESSING

56. Do you have a problem understanding your TRICARE benefits?

- A big problem
- A small problem
- Not a problem

57. Are you enrolled in:

- TRICARE Prime
- TRICARE Standard
- TRICARE Extra
- TRICARE for Life
- Not Sure

GOING HOME

58. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?

- Not at all
- Somewhat
- For the most part
- Definitely
- Did not need explanation
- No medicines at home

59. Did they tell you what danger signals about your illness or operation to watch for after you went home?

- Not at all
- Somewhat
- For the most part
- Definitely

60. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?

- Not at all
- Somewhat
- For the most part
- Definitely

61. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?

- Not at all
- Somewhat
- For the most part
- Definitely
- No family or friends involved
- Family did not want or need information

ABOUT YOU

There are only a few remaining items left.

62. Including this hospital stay, how many times in the last six months have you been in a hospital overnight or longer?

- Only this time
- This time and one other time
- This time and more than one other time

63. During the past month, how many days did illness or injury keep you in bed all or part of the day?

- None
- One Day
- Two Days
- Three Days
- Four Days
- Five-to-Seven Days
- Eight-to-Ten Days
- More than Ten Days



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64. What is your current marital status?

- Married
- Living with a partner
- Divorced
- Separated
- Widowed
- Never married

65. In general, how would you rate your overall health?

- Excellent
- Very Good
- Good
- Fair
- Poor

66. 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

67. Are you of Spanish, Hispanic or Latino origin or descent?

- No, not Spanish/Hispanic/Latino
- Yes, Puerto Rican
- Yes, Mexican, Mexican American, Chicano
- Yes, Cuban
- Yes, other Spanish/Hispanic/Latino

68. What is your race? Please choose one or more.

- White
- Black or African American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native

69. What language do you mainly speak at home?

- English
- Spanish
- Some other language (please print): _____

70. If you could change one thing about the hospital, what would it be? (Please print your answer on the lines provided below.)

**Thank you for taking the time to complete this questionnaire!
Your answers are greatly appreciated!**

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0060421





RCS: DD-HA (A) 2076
Expires: 07/25/06

Please use the enclosed envelope and mail the completed survey to:
Department of Defense
c/o NRC+Picker
PO BOX 82660
Lincoln, NE 68501-2660

SURVEY INSTRUCTIONS

You should only fill out this survey if you were the patient during the hospital stay named in the cover letter. Do not fill out this survey if you were not the patient. Answer all the questions by filling in the bubble to the left of your answer. You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next.

TRICARE Inpatient Satisfaction Survey Instructions

Answer all questions by filling in the bubble to the left of your answer. You are sometimes told to skip over some questions in this survey. When this happens you will see a note that tells you what question to answer next, like this:

- Yes **Go to Question 1**
- No

Privacy Notice

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 572, Public Law 102-484; E.O. 9397

Purposes: This survey helps health policy makers gauge patient satisfaction with the current military health care system and provides valuable input from patients 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.

Please answer the questions in this survey about your recent hospital stay ending on March 3, 2005. Do not include any other hospital stay in your answers.

YOUR CARE FROM NURSES

1. **During this hospital stay, how often did nurses treat you with courtesy and respect?**
 - Never
 - Sometimes
 - Usually
 - Always
2. **During this hospital stay, how often did nurses listen carefully to you?**
 - Never
 - Sometimes
 - Usually
 - Always
3. **During this hospital stay, how often did nurses explain things in a way you could understand?**
 - Never
 - Sometimes
 - Usually
 - Always
4. **During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?**
 - Never
 - Sometimes
 - Usually
 - Always
 - I never pressed the call button

YOUR CARE FROM DOCTORS

5. **During this hospital stay, how often did doctors treat you with courtesy and respect?**
 - Never
 - Sometimes
 - Usually
 - Always



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6. During this hospital stay, how often did doctors listen carefully to you?
- Never
 - Sometimes
 - Usually
 - Always
7. During this hospital stay, how often did doctors explain things in a way you could understand?
- Never
 - Sometimes
 - Usually
 - Always

THE HOSPITAL ENVIRONMENT

8. During this hospital stay, how often were your room and bathroom kept clean?
- Never
 - Sometimes
 - Usually
 - Always
9. During this hospital stay, how often was the area around your room quiet at night?
- Never
 - Sometimes
 - Usually
 - Always

YOUR EXPERIENCES IN THIS HOSPITAL

10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?
- Yes
 - No → Go to Question 12
11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?
- Never
 - Sometimes
 - Usually
 - Always
12. During this hospital stay, did you need medicine for pain?
- Yes
 - No → Go to Question 15
13. During this hospital stay, how often was your pain well controlled?
- Never
 - Sometimes
 - Usually
 - Always

14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?
- Never
 - Sometimes
 - Usually
 - Always
15. During this hospital stay, were you given any medicine that you had not taken before?
- Yes
 - No → Go to Question 18
16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?
- Never
 - Sometimes
 - Usually
 - Always
17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?
- Never
 - Sometimes
 - Usually
 - Always

WHEN YOU LEFT THE HOSPITAL

18. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?
- Own home
 - Someone else's home
 - Another health facility → Go to Question 21
19. During this hospital stay, did doctors, nurses, or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?
- Yes
 - No
20. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?
- Yes
 - No

OVERALL RATING OF HOSPITAL

Please answer the following questions about your stay at the hospital named on the cover. Do not include any other hospital stays in your answer.

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

Worst hospital possible	0	1	2	3	4	5	6	7	8	9	10	Best hospital possible
	<input type="radio"/>											



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22. **Would you recommend this hospital to your friends and family?**

- Definitely no
- Probably no
- Probably yes
- Definitely yes

MORE QUESTIONS ABOUT YOUR STAY AT THE HOSPITAL

The next set of questions will give us more detailed information about how we can improve the care and treatment we provide.

23. **How organized was the admission process?**

- Not at all organized
- Somewhat organized
- Very organized
- Completely organized

24. **If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?**

- Not at all
- Somewhat
- For the most part
- Definitely
- Did not have to wait

HOSPITAL STAFF

25. **Was there one particular doctor in charge of your care in the hospital?**

- Never
- Sometimes
- Usually
- Always

26. **If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?**

- Never
- Sometimes
- Usually
- Always
- Did not have anxieties or fears

27. **Did you have confidence and trust in the doctors treating you?**

- Never
- Sometimes
- Usually
- Always

28. **Did doctors talk in front of you as if you weren't there?**

- Never
- Sometimes
- Usually
- Always

29. **If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?**

- Never
- Sometimes
- Usually
- Always
- Did not have anxieties or fears

30. **Did you have confidence and trust in the nurses treating you?**

- Never
- Sometimes
- Usually
- Always

31. **Did nurses ask your name, check your ID band, or otherwise confirm who you were before giving you any medications, treatments, or tests?**

- Never
- Sometimes
- Usually
- Always

32. **Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?**

- Never
- Sometimes
- Usually
- Always

33. **Did you have enough say about your treatment?**

- Never
- Sometimes
- Usually
- Always

34. **Did doctors and nurses allow family members or someone close to you to be with you when you wanted them there?**

- Never
- Sometimes
- Usually
- Always
- No family or birthing partner involved

35. **Did your family or birthing partner have enough opportunity to talk to your doctor?**

- Never
- Sometimes
- Usually
- Always
- No family or birthing partner involved
- Family did not want or need information



36. Was the right amount of information about your condition or treatment given to your family or birthing partner?

- Never
- Sometimes
- Usually
- Always
- No family or birthing partner involved
- Family did not want or need information

37. Was it easy for you to find someone on the hospital staff to talk to about your concerns?

- Never
- Sometimes
- Usually
- Always
- Did not want or need to talk

38. Were your scheduled tests and procedures performed on time?

- Never
- Sometimes
- Usually
- Always
- Did not have tests or procedures

39. Did family members or someone close to you ever have to do something or say something to staff to be sure that your medical needs were met?

- Never
- Sometimes
- Usually
- Always
- Do not know
- Did not have family members or others close to me present

40. Did you feel comfortable asking medical staff questions about your condition or treatment?

- Never
- Sometimes
- Usually
- Always

41. Did you feel you had a care provider who had full understanding of your condition and treatment?

- Never
- Sometimes
- Usually
- Always

YOUR DELIVERY

42. At the beginning of your pregnancy, how did you want to deliver your baby?

- I wanted a C-Section
- I wanted a vaginal delivery
- I did not care how I delivered the baby

43. Did you tell your doctor or midwife how you wanted to deliver your baby?

- I did not care how I delivered my baby
- Yes, I told my doctor
- No, I did not tell my doctor
- I cannot remember

44. Did you have a vaginal delivery or a C-Section?

- Vaginal → Go to Question 47
- C-Section

45. When did your doctor or midwife first tell you that you were going to deliver by C-Section?

- First trimester (first three months of pregnancy)
- Second trimester (second three months of pregnancy)
- Third trimester (third three months of pregnancy) before going to the hospital to deliver my baby
- When I went to the hospital to deliver my baby

46. Which of the following is the primary reason for delivering by C-Section?

- I delivered by C-Section in the past
- There was a medical condition that made a C-Section the best choice
- My doctor (or midwife) may not have been available without scheduling a C-Section
- I did not have a serious medical condition but requested to deliver by C-Section

47. If you were just starting your pregnancy, how would you want to deliver your baby?

- C-Section
- Vaginal
- No Preference

48. Did your doctor answer your questions about your delivery in a way you could understand?

- Not at all
- Somewhat
- For the most part
- Definitely
- Did not have questions

49. Did your doctor discuss your options for pain control during the labor and delivery with you?

- Not at all
- Somewhat
- For the most part
- Definitely

50. Did you have enough say about your pain control during labor and delivery?

- Not at all
- Somewhat
- For the most part
- Definitely



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51. Did you get the right amount of pain medicine during labor and delivery?

- Not at all
- Somewhat
- For the most part
- Definitely
- Did not have pain medicine

52. Did a doctor or nurse tell you accurately how you would feel after your delivery?

- Not at all
- Somewhat
- For the most part
- Definitely

GOING HOME

53. Did you get enough information about feeding your baby?

- Not at all
- Somewhat
- For the most part
- Definitely

54. Did you get enough information about caring for your baby?

- Not at all
- Somewhat
- For the most part
- Definitely

55. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?

- Not at all
- Somewhat
- For the most part
- Definitely
- Did not need explanation
- No medicines at home

56. Did they tell you what danger signals in you and your baby to watch for after you went home?

- Not at all
- Somewhat
- For the most part
- Definitely

57. Did they tell you when you could resume your activities, such as when to go back to work or drive a car?

- Not at all
- Somewhat
- For the most part
- Definitely

58. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?

- Not at all
- Somewhat
- For the most part
- Definitely
- No family or friends involved
- Family did not want or need information

Please fill in the bubble that best describes your rating of the following areas.

59. Laboratory Staff and Services

a. Skill, experience and competency

- Poor
- Fair
- Good
- Very Good
- Excellent

b. Courtesy and helpfulness

- Poor
- Fair
- Good
- Very Good
- Excellent

c. Clear and complete explanation provided about your tests and procedures

- Poor
- Fair
- Good
- Very Good
- Excellent

d. Amount of dignity and respect shown to you

- Poor
- Fair
- Good
- Very Good
- Excellent

60. Radiology

a. Clear and complete explanation provided about your tests and procedures

- Poor
- Fair
- Good
- Very Good
- Excellent



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60. Radiology

b. Amount of dignity and respect shown to you

- Poor
- Fair
- Good
- Very Good
- Excellent

c. Courtesy and helpfulness

- Poor
- Fair
- Good
- Very Good
- Excellent

61. Food Services

a. Courtesy and helpfulness of the staff who served your food

- Poor
- Fair
- Good
- Very Good
- Excellent

b. Accuracy of receiving the food items you ordered

- Poor
- Fair
- Good
- Very Good
- Excellent

c. Taste of the food

- Poor
- Fair
- Good
- Very Good
- Excellent

d. Temperature of the food

- Poor
- Fair
- Good
- Very Good
- Excellent

62. Facilities

a. Ease of understanding directions and signs inside and outside the facility

- Poor
- Fair
- Good
- Very Good
- Excellent

62. Facilities

b. Availability of parking

- Poor
- Fair
- Good
- Very Good
- Excellent

c. Cleanliness of the facility

- Poor
- Fair
- Good
- Very Good
- Excellent

63. Housekeeping

a. Courtesy and helpfulness

- Poor
- Fair
- Good
- Very Good
- Excellent

64. Nursing Staff

a. Attention paid to your needs

- Poor
- Fair
- Good
- Very Good
- Excellent

b. Frequency of checking on you to see if you needed anything

- Poor
- Fair
- Good
- Very Good
- Excellent

65. Please rate the importance of the following in choosing an OB provider on:

a. Ability to be seen consistently by the same provider

Extremely Unimportant Extremely Important

b. Reputation of the quality of care

Extremely Unimportant Extremely Important

c. Friendliness of staff

Extremely Unimportant Extremely Important



65. Please rate the importance of the following in choosing an OB provider on:

d. Preference for military health care

Extremely Unimportant							Extremely Important
<input type="radio"/>							

e. Location/Convenience

Extremely Unimportant							Extremely Important
<input type="radio"/>							

f. Cost of care

Extremely Unimportant							Extremely Important
<input type="radio"/>							

g. Previous positive experience

Extremely Unimportant							Extremely Important
<input type="radio"/>							

h. Ease of getting an appointment

Extremely Unimportant							Extremely Important
<input type="radio"/>							

i. Prenatal education programs

Extremely Unimportant							Extremely Important
<input type="radio"/>							

j. Private room

Extremely Unimportant							Extremely Important
<input type="radio"/>							

k. Ability to stay with the baby during the entire stay

Extremely Unimportant							Extremely Important
<input type="radio"/>							

l. Ability to choose the provider of care

Extremely Unimportant							Extremely Important
<input type="radio"/>							

m. Choice of birthing method (for example: water delivery)

Extremely Unimportant							Extremely Important
<input type="radio"/>							

n. Having a prenatal ultrasound

Extremely Unimportant							Extremely Important
<input type="radio"/>							

65. Please rate the importance of the following in choosing an OB provider on:

o. Recommendation by family or friends

Extremely Unimportant							Extremely Important
<input type="radio"/>							

66. What do you think is the most important factor in choosing an OB provider? (Choose only one)

- Ability to be seen consistently by the same provider
- Reputation of the quality of care
- Friendliness of the staff
- Location/convenience
- Cost
- Previous positive experience
- Ease of getting an appointment
- Prenatal education programs
- Private room
- Ability to stay with the baby during the entire stay
- Ability to choose the provider of care
- Choice of birthing method (for example: water delivery)
- Having a prenatal ultrasound
- Recommendation by family and friends
- Other (specify): _____

67. What do you think is the least important factor in choosing an OB provider? (Choose only one)

- Ability to be seen consistently by the same provider
- Reputation of the quality of care
- Friendliness of the staff
- Location/convenience
- Cost
- Previous positive experience
- Ease of getting an appointment
- Prenatal education programs
- Private room
- Ability to stay with the baby during the entire stay
- Ability to choose the provider of care
- Choice of birthing method (for example: water delivery)
- Having a prenatal ultrasound
- Recommendation by family and friends
- Other (specify): _____

TRICARE CLAIMS PROCESSING

68. Do you have a problem understanding your TRICARE benefits?

- A big problem
- A small problem
- Not a problem

69. Are you enrolled in:

- TRICARE Prime
- TRICARE Standard
- TRICARE Extra
- TRICARE for Life
- Not Sure



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ABOUT YOU

There are only a few remaining items left.

70. Was this your first childbirth experience?

- Yes
- No

71. If you were just beginning your pregnancy, and you had a choice, would you use the same military hospital for your OB care?

- Yes
- No
- Not sure

72. Including this hospital stay, how many times in the last six months have you been in a hospital overnight or longer?

- Only this time
- This time and one other time
- This time and more than one other time

73. During the past month, how many days did illness or injury keep you in bed all or part of the day?

- None
- One Day
- Two Days
- Three Days
- Four Days
- Five-to-Seven Days
- Eight-to-Ten Days
- More than Ten Days

74. What is your current marital status?

- Married
- Living with a partner
- Divorced
- Separated
- Widowed
- Never married

75. In general, how would you rate your overall health?

- Excellent
- Very Good
- Good
- Fair
- Poor

76. 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

77. Are you of Spanish, Hispanic or Latino origin or descent?

- No, not Spanish/Hispanic/Latino
- Yes, Puerto Rican
- Yes, Mexican, Mexican American, Chicano
- Yes, Cuban
- Yes, other Spanish/Hispanic/Latino

78. What is your race? Please choose one or more.

- White
- Black or African American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native

79. What language do you mainly speak at home?

- English
- Spanish
- Some other language (please print): _____

80. If you could change one thing about the hospital, what would it be? (Please print your answer on the lines provided below.)

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TRICARE MANAGEMENT ACTIVITY
HEALTH PROGRAM ANALYSIS AND EVALUATION

RCS: DD-HA (A) 2076
Expires: 07/25/06

Please use the enclosed envelope and mail the completed survey to:
Department of Defense
NRC+Picker
PO BOX 82660
Lincoln, NE 68501-2660

SURVEY INSTRUCTIONS

You should only fill out this survey if you were the patient during the hospital stay named in the cover letter. Do not fill out this survey if you were not the patient. Answer all the questions by filling in the bubble to the left of your answer. You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next.

TRICARE Inpatient Satisfaction Survey Instructions

Answer all questions by filling in the bubble to the left of your answer. You are sometimes told to skip over some questions in this survey. When this happens you will see a note that tells you what question to answer next, like this:

- Yes **Go to Question 1**
- No

Privacy Notice

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 572, Public Law 102-484; E.O. 9397

Purposes: This survey helps health policy makers gauge patient satisfaction with the current military health care system and provides valuable input from patients 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.

Please answer the questions in this survey about your recent hospital stay ending on March 3, 2005. Do not include any other hospital stay in your answers.

YOUR CARE FROM NURSES

1. During this hospital stay, how often did nurses treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

2. During this hospital stay, how often did nurses listen carefully to you?

- Never
- Sometimes
- Usually
- Always

3. During this hospital stay, how often did nurses explain things in a way you could understand?

- Never
- Sometimes
- Usually
- Always

4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

- Never
- Sometimes
- Usually
- Always
- I never pressed the call button



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YOUR CARE FROM DOCTORS

5. During this hospital stay, how often did doctors treat you with courtesy and respect?
- Never
 Sometimes
 Usually
 Always
6. During this hospital stay, how often did doctors listen carefully to you?
- Never
 Sometimes
 Usually
 Always
7. During this hospital stay, how often did doctors explain things in a way you could understand?
- Never
 Sometimes
 Usually
 Always

THE HOSPITAL ENVIRONMENT

8. During this hospital stay, how often were your room and bathroom kept clean?
- Never
 Sometimes
 Usually
 Always
9. During this hospital stay, how often was the area around your room quiet at night?
- Never
 Sometimes
 Usually
 Always

YOUR EXPERIENCES IN THIS HOSPITAL

10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?
- Yes
 No → Go to Question 12

11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?
- Never
 Sometimes
 Usually
 Always
12. During this hospital stay, did you need medicine for pain?
- Yes
 No → Go to Question 15
13. During this hospital stay, how often was your pain well controlled?
- Never
 Sometimes
 Usually
 Always
14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?
- Never
 Sometimes
 Usually
 Always
15. During this hospital stay, were you given any medicine that you had not taken before?
- Yes
 No → Go to Question 18
16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?
- Never
 Sometimes
 Usually
 Always
17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?
- Never
 Sometimes
 Usually
 Always



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WHEN YOU LEFT THE HOSPITAL

18. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?
- Own home
 - Someone else's home
 - Another health facility → Go to Question 21
19. During this hospital stay, did doctors, nurses, or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?
- Yes
 - No
20. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?
- Yes
 - No

OVERALL RATING OF HOSPITAL

Please answer the following questions about your stay at the hospital named on the cover. Do not include any other hospital stays in your answer.

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

Worst hospital possible												Best hospital possible	
0	1	2	3	4	5	6	7	8	9	10			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

22. Would you recommend this hospital to your friends and family?
- Definitely no
 - Probably no
 - Probably yes
 - Definitely yes

MORE QUESTIONS ABOUT YOUR STAY AT THE HOSPITAL

The next set of questions will give us more detailed information about how we can improve the care and treatment we provide.

23. Was your hospital stay an emergency or planned in advance?
- Emergency
 - Planned in advance → Go to Question 26
24. How organized was the care you received in the emergency room?
- Not at all organized
 - Somewhat organized
 - Very organized
 - Completely organized
25. While you were in the emergency room, did you get enough information about your medical condition and treatment?
- Not at all
 - Somewhat
 - For the most part
 - Definitely
26. How organized was the admission process?
- Not at all organized
 - Somewhat organized
 - Very organized
 - Completely organized
27. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?
- Not at all
 - Somewhat
 - For the most part
 - Definitely
 - Did not have to wait

HOSPITAL STAFF

28. Was there one particular doctor in charge of your care in the hospital?
- Never
 - Sometimes
 - Usually
 - Always



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29. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?

- Never
- Sometimes
- Usually
- Always
- Did not have anxieties or fears

30. Did you have confidence and trust in the doctors treating you?

- Never
- Sometimes
- Usually
- Always

31. Did doctors talk in front of you as if you weren't there?

- Never
- Sometimes
- Usually
- Always

32. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?

- Never
- Sometimes
- Usually
- Always
- Did not have anxieties or fears

33. Did you have confidence and trust in the nurses treating you?

- Never
- Sometimes
- Usually
- Always

34. Did nurses ask your name, check your ID band, or otherwise confirm who you were before giving you any medications, treatments, or tests?

- Never
- Sometimes
- Usually
- Always

35. During your stay, did nurses inform you about what medicines you were being given and why?

- Never
- Sometimes
- Usually
- Always

36. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?

- Never
- Sometimes
- Usually
- Always

37. Did you have enough say about your treatment?

- Never
- Sometimes
- Usually
- Always

38. Did your family or someone else close to you have enough opportunity to talk to your doctor?

- Never
- Sometimes
- Usually
- Always
- No family or friends involved
- Family did not want or need information

39. Was the right amount of information about your condition or treatment given to your family or someone close to you?

- Never
- Sometimes
- Usually
- Always
- No family or friends involved
- Family did not want or need information

40. Was it easy for you to find someone on the hospital staff to talk to about your concerns?

- Never
- Sometimes
- Usually
- Always
- Did not want or need to talk

41. Were your scheduled tests and procedures performed on time?

- Never
- Sometimes
- Usually
- Always
- Did not have tests or procedures



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42. Did family members or someone close to you ever have to do something or say something to staff to be sure that your medical needs were met?

- Never
- Sometimes
- Usually
- Always
- Do not know
- Did not have family members or others close to me present

43. Did you feel comfortable asking medical staff questions about your condition or treatment?

- Never
- Sometimes
- Usually
- Always

44. Did you feel you had a care provider who had full understanding of your condition and treatment?

- Never
- Sometimes
- Usually
- Always

SURGERY

45. Did you have surgery in the hospital?

- Yes
- No → Go to Question 50
- Not sure → Go to Question 50

46. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?

- Not at all
- Somewhat
- For the most part
- Definitely
- Explained to spouse or someone else
- I did not want anything explained

47. Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?

- Not at all
- Somewhat
- For the most part
- Definitely
- Did not have questions

48. Did doctors or nurses tell you accurately how you would feel after surgery?

- Not at all
- Somewhat
- For the most part
- Definitely

49. Were the results of the surgery explained in a way you could understand?

- Not at all
- Somewhat
- For the most part
- Definitely
- Explained to spouse or someone else

Please fill in the bubble that best describes your rating of each of the following areas.

50. Laboratory Staff and Services

a. Skill, experience and competency

- Poor
- Fair
- Good
- Very Good
- Excellent

b. Courtesy and helpfulness

- Poor
- Fair
- Good
- Very Good
- Excellent

c. Clear and complete explanation provided about your tests and procedures

- Poor
- Fair
- Good
- Very Good
- Excellent



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50. Laboratory Staff and Services

d. Amount of dignity and respect shown to you

- Poor
- Fair
- Good
- Very Good
- Excellent

51. Radiology

a. Clear and complete explanation provided about your tests and procedures

- Poor
- Fair
- Good
- Very Good
- Excellent

b. Amount of dignity and respect shown to you

- Poor
- Fair
- Good
- Very Good
- Excellent

c. Courtesy and helpfulness

- Poor
- Fair
- Good
- Very Good
- Excellent

52. Food Services

a. Courtesy and helpfulness of the staff who served your food

- Poor
- Fair
- Good
- Very Good
- Excellent

b. Accuracy of receiving the food items you ordered

- Poor
- Fair
- Good
- Very Good
- Excellent

52. Food Services

c. Taste of the food

- Poor
- Fair
- Good
- Very Good
- Excellent

d. Temperature of the food

- Poor
- Fair
- Good
- Very Good
- Excellent

53. Facilities

a. Ease of understanding directions and signs inside and outside the facility

- Poor
- Fair
- Good
- Very Good
- Excellent

b. Availability of parking

- Poor
- Fair
- Good
- Very Good
- Excellent

c. Cleanliness of the facility

- Poor
- Fair
- Good
- Very Good
- Excellent

54. Housekeeping

a. Courtesy and helpfulness

- Poor
- Fair
- Good
- Very Good
- Excellent



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55. Nursing Staff

- a. Attention paid to your needs
- Poor
 - Fair
 - Good
 - Very Good
 - Excellent
- b. Frequency of checking on you to see if you needed anything
- Poor
 - Fair
 - Good
 - Very Good
 - Excellent

TRICARE CLAIMS PROCESSING

- 56. Did TRICARE handle your claims correctly?**
- No
 - Yes
 - Do not know
- 57. Did TRICARE handle your claims in a reasonable time?**
- No
 - Yes
 - Do not know
- 58. Do you have a problem understanding your TRICARE benefits?**
- A big problem
 - A small problem
 - Not a problem
- 59. Was the TRICARE customer service office helpful to you?**
- Didn't contact TRICARE
 - No
 - Yes
- 60. Are you enrolled in:**
- TRICARE Prime
 - TRICARE Standard
 - TRICARE Extra
 - TRICARE for Life
 - Not Sure

GOING HOME

- 61. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?**
- Not at all
 - Somewhat
 - For the most part
 - Definitely
 - Did not need explanation
 - No medicines at home
- 62. Did they tell you what danger signals about your illness or operation to watch for after you went home?**
- Not at all
 - Somewhat
 - For the most part
 - Definitely
- 63. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?**
- Not at all
 - Somewhat
 - For the most part
 - Definitely
- 64. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?**
- Not at all
 - Somewhat
 - For the most part
 - Definitely
 - No family or friends involved
 - Family did not want or need information

ABOUT YOU

There are only a few remaining items left.

- 65. Including this hospital stay, how many times in the last six months have you been in a hospital overnight or longer?**
- Only this time
 - This time and one other time
 - This time and more than one other time



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66. During the past month, how many days did illness or injury keep you in bed all or part of the day?

- None
- One Day
- Two Days
- Three Days
- Four Days
- Five-to-Seven Days
- Eight-to-Ten Days
- More than Ten Days

67. What is your current marital status?

- Married
- Living with a partner
- Divorced
- Separated
- Widowed
- Never married

68. In general, how would you rate your overall health?

- Excellent
- Very Good
- Good
- Fair
- Poor

69. 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

70. Are you of Spanish, Hispanic or Latino origin or descent?

- No, not Spanish/Hispanic/Latino
- Yes, Puerto Rican
- Yes, Mexican, Mexican American, Chicano
- Yes, Cuban
- Yes, other Spanish/Hispanic/Latino

71. What is your race? Please choose one or more.

- White
- Black or African American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native

72. What language do you mainly speak at home?

- English
- Spanish
- Some other language (please print): _____

73. If you could change one thing about the hospital, what would it be? (Please print your answer on the lines provided below.)

**Thank you for taking the time to complete this questionnaire!
Your answers are greatly appreciated!**

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RCS: DD-HA (A) 2076
Expires: 07/25/06

Please use the enclosed envelope and mail the completed survey to:
Department of Defense
NRC+Picker
PO BOX 82660
Lincoln, NE 68501-2660

SURVEY INSTRUCTIONS

You should only fill out this survey if you were the patient during the hospital stay named in the cover letter. Do not fill out this survey if you were not the patient. Answer all the questions by filling in the bubble to the left of your answer. You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next.

TRICARE Inpatient Satisfaction Survey Instructions

Answer all questions by filling in the bubble to the left of your answer. You are sometimes told to skip over some questions in this survey. When this happens you will see a note that tells you what question to answer next, like this:

- Yes **Go to Question 1**
- No

Privacy Notice

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 572, Public Law 102-484; E.O. 9397

Purposes: This survey helps health policy makers gauge patient satisfaction with the current military health care system and provides valuable input from patients 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.

Please answer the questions in this survey about your recent hospital stay ending on March 3, 2005. Do not include any other hospital stay in your answers.

YOUR CARE FROM NURSES

1. **During this hospital stay, how often did nurses treat you with courtesy and respect?**
 - Never
 - Sometimes
 - Usually
 - Always
2. **During this hospital stay, how often did nurses listen carefully to you?**
 - Never
 - Sometimes
 - Usually
 - Always
3. **During this hospital stay, how often did nurses explain things in a way you could understand?**
 - Never
 - Sometimes
 - Usually
 - Always
4. **During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?**
 - Never
 - Sometimes
 - Usually
 - Always
 - I never pressed the call button

YOUR CARE FROM DOCTORS

5. **During this hospital stay, how often did doctors treat you with courtesy and respect?**
 - Never
 - Sometimes
 - Usually
 - Always



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6. During this hospital stay, how often did doctors listen carefully to you?
- Never
 - Sometimes
 - Usually
 - Always
7. During this hospital stay, how often did doctors explain things in a way you could understand?
- Never
 - Sometimes
 - Usually
 - Always

THE HOSPITAL ENVIRONMENT

8. During this hospital stay, how often were your room and bathroom kept clean?
- Never
 - Sometimes
 - Usually
 - Always
9. During this hospital stay, how often was the area around your room quiet at night?
- Never
 - Sometimes
 - Usually
 - Always

YOUR EXPERIENCES IN THIS HOSPITAL

10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?
- Yes
 - No → Go to Question 12
11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?
- Never
 - Sometimes
 - Usually
 - Always
12. During this hospital stay, did you need medicine for pain?
- Yes
 - No → Go to Question 15
13. During this hospital stay, how often was your pain well controlled?
- Never
 - Sometimes
 - Usually
 - Always

14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?
- Never
 - Sometimes
 - Usually
 - Always
15. During this hospital stay, were you given any medicine that you had not taken before?
- Yes
 - No → Go to Question 18
16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?
- Never
 - Sometimes
 - Usually
 - Always
17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?
- Never
 - Sometimes
 - Usually
 - Always

WHEN YOU LEFT THE HOSPITAL

18. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?
- Own home
 - Someone else's home
 - Another health facility → Go to Question 21
19. During this hospital stay, did doctors, nurses, or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?
- Yes
 - No
20. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?
- Yes
 - No

OVERALL RATING OF HOSPITAL

Please answer the following questions about your stay at the hospital named on the cover. Do not include any other hospital stays in your answer.

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

Worst hospital possible	0	1	2	3	4	5	6	7	8	9	10	Best hospital possible
	<input type="radio"/>											



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22. **Would you recommend this hospital to your friends and family?**

- Definitely no
- Probably no
- Probably yes
- Definitely yes

MORE QUESTIONS ABOUT YOUR STAY AT THE HOSPITAL

The next set of questions will give us more detailed information about how we can improve the care and treatment we provide.

23. **How organized was the admission process?**

- Not at all organized
- Somewhat organized
- Very organized
- Completely organized

24. **If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?**

- Not at all
- Somewhat
- For the most part
- Definitely
- Did not have to wait

HOSPITAL STAFF

25. **Was there one particular doctor in charge of your care in the hospital?**

- Never
- Sometimes
- Usually
- Always

26. **If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?**

- Never
- Sometimes
- Usually
- Always
- Did not have anxieties or fears

27. **Did you have confidence and trust in the doctors treating you?**

- Never
- Sometimes
- Usually
- Always

28. **Did doctors talk in front of you as if you weren't there?**

- Never
- Sometimes
- Usually
- Always

29. **If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?**

- Never
- Sometimes
- Usually
- Always
- Did not have anxieties or fears

30. **Did you have confidence and trust in the nurses treating you?**

- Never
- Sometimes
- Usually
- Always

31. **Did nurses ask your name, check your ID band, or otherwise confirm who you were before giving you any medications, treatments, or tests?**

- Never
- Sometimes
- Usually
- Always

32. **Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?**

- Never
- Sometimes
- Usually
- Always

33. **Did you have enough say about your treatment?**

- Never
- Sometimes
- Usually
- Always

34. **Did doctors and nurses allow family members or someone close to you to be with you when you wanted them there?**

- Never
- Sometimes
- Usually
- Always
- No family or birthing partner involved

35. **Did your family or birthing partner have enough opportunity to talk to your doctor?**

- Never
- Sometimes
- Usually
- Always
- No family or birthing partner involved
- Family did not want or need information



36. Was the right amount of information about your condition or treatment given to your family or birthing partner?

- Never
- Sometimes
- Usually
- Always
- No family or birthing partner involved
- Family did not want or need information

37. Was it easy for you to find someone on the hospital staff to talk to about your concerns?

- Never
- Sometimes
- Usually
- Always
- Did not want or need to talk

38. Were your scheduled tests and procedures performed on time?

- Never
- Sometimes
- Usually
- Always
- Did not have tests or procedures

39. Did family members or someone close to you ever have to do something or say something to staff to be sure that your medical needs were met?

- Never
- Sometimes
- Usually
- Always
- Do not know
- Did not have family members or others close to me present

40. Did you feel comfortable asking medical staff questions about your condition or treatment?

- Never
- Sometimes
- Usually
- Always

41. Did you feel you had a care provider who had full understanding of your condition and treatment?

- Never
- Sometimes
- Usually
- Always

YOUR DELIVERY

42. At the beginning of your pregnancy, how did you want to deliver your baby?

- I wanted a C-Section
- I wanted a vaginal delivery
- I did not care how I delivered the baby

43. Did you tell your doctor or midwife how you wanted to deliver your baby?

- I did not care how I delivered my baby
- Yes, I told my doctor
- No, I did not tell my doctor
- I cannot remember

44. Did you have a vaginal delivery or a C-Section?

- Vaginal → Go to Question 47
- C-Section

45. When did your doctor or midwife first tell you that you were going to deliver by C-Section?

- First trimester (first three months of pregnancy)
- Second trimester (second three months of pregnancy)
- Third trimester (third three months of pregnancy) before going to the hospital to deliver my baby
- When I went to the hospital to deliver my baby

46. Which of the following is the primary reason for delivering by C-Section?

- I delivered by C-Section in the past
- There was a medical condition that made a C-Section the best choice
- My doctor (or midwife) may not have been available without scheduling a C-Section
- I did not have a serious medical condition but requested to deliver by C-Section

47. If you were just starting your pregnancy, how would you want to deliver your baby?

- C-Section
- Vaginal
- No Preference

48. Did your doctor answer your questions about your delivery in a way you could understand?

- Not at all
- Somewhat
- For the most part
- Definitely
- Did not have questions

49. Did your doctor discuss your options for pain control during the labor and delivery with you?

- Not at all
- Somewhat
- For the most part
- Definitely

50. Did you have enough say about your pain control during labor and delivery?

- Not at all
- Somewhat
- For the most part
- Definitely



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51. Did you get the right amount of pain medicine during labor and delivery?

- Not at all
- Somewhat
- For the most part
- Definitely
- Did not have pain medicine

52. Did a doctor or nurse tell you accurately how you would feel after your delivery?

- Not at all
- Somewhat
- For the most part
- Definitely

GOING HOME

53. Did you get enough information about feeding your baby?

- Not at all
- Somewhat
- For the most part
- Definitely

54. Did you get enough information about caring for your baby?

- Not at all
- Somewhat
- For the most part
- Definitely

55. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?

- Not at all
- Somewhat
- For the most part
- Definitely
- Did not need explanation
- No medicines at home

56. Did they tell you what danger signals in you and your baby to watch for after you went home?

- Not at all
- Somewhat
- For the most part
- Definitely

57. Did they tell you when you could resume your activities, such as when to go back to work or drive a car?

- Not at all
- Somewhat
- For the most part
- Definitely

58. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?

- Not at all
- Somewhat
- For the most part
- Definitely
- No family or friends involved
- Family did not want or need information

Please fill in the bubble that best describes your rating of the following areas.

59. Laboratory Staff and Services

a. Skill, experience and competency

- Poor
- Fair
- Good
- Very Good
- Excellent

b. Courtesy and helpfulness

- Poor
- Fair
- Good
- Very Good
- Excellent

c. Clear and complete explanation provided about your tests and procedures

- Poor
- Fair
- Good
- Very Good
- Excellent

d. Amount of dignity and respect shown to you

- Poor
- Fair
- Good
- Very Good
- Excellent

60. Radiology

a. Clear and complete explanation provided about your tests and procedures

- Poor
- Fair
- Good
- Very Good
- Excellent



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60. Radiology

b. Amount of dignity and respect shown to you

- Poor
- Fair
- Good
- Very Good
- Excellent

c. Courtesy and helpfulness

- Poor
- Fair
- Good
- Very Good
- Excellent

61. Food Services

a. Courtesy and helpfulness of the staff who served your food

- Poor
- Fair
- Good
- Very Good
- Excellent

b. Accuracy of receiving the food items you ordered

- Poor
- Fair
- Good
- Very Good
- Excellent

c. Taste of the food

- Poor
- Fair
- Good
- Very Good
- Excellent

d. Temperature of the food

- Poor
- Fair
- Good
- Very Good
- Excellent

62. Facilities

a. Ease of understanding directions and signs inside and outside the facility

- Poor
- Fair
- Good
- Very Good
- Excellent

62. Facilities

b. Availability of parking

- Poor
- Fair
- Good
- Very Good
- Excellent

c. Cleanliness of the facility

- Poor
- Fair
- Good
- Very Good
- Excellent

63. Housekeeping

a. Courtesy and helpfulness

- Poor
- Fair
- Good
- Very Good
- Excellent

64. Nursing Staff

a. Attention paid to your needs

- Poor
- Fair
- Good
- Very Good
- Excellent

b. Frequency of checking on you to see if you needed anything

- Poor
- Fair
- Good
- Very Good
- Excellent

65. Please rate the importance of the following in choosing an OB provider on:

a. Ability to be seen consistently by the same provider

Extremely Unimportant Extremely Important

b. Reputation of the quality of care

Extremely Unimportant Extremely Important

c. Friendliness of staff

Extremely Unimportant Extremely Important



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65. Please rate the importance of the following in choosing an OB provider on:

d. Preference for military health care

Extremely Unimportant Extremely Important

e. Location/Convenience

Extremely Unimportant Extremely Important

f. Cost of care

Extremely Unimportant Extremely Important

g. Previous positive experience

Extremely Unimportant Extremely Important

h. Ease of getting an appointment

Extremely Unimportant Extremely Important

i. Prenatal education programs

Extremely Unimportant Extremely Important

j. Private room

Extremely Unimportant Extremely Important

k. Ability to stay with the baby during the entire stay

Extremely Unimportant Extremely Important

l. Ability to choose the provider of care

Extremely Unimportant Extremely Important

m. Choice of birthing method (for example: water delivery)

Extremely Unimportant Extremely Important

n. Having a prenatal ultrasound

Extremely Unimportant Extremely Important

65. Please rate the importance of the following in choosing an OB provider on:

o. Recommendation by family or friends

Extremely Unimportant Extremely Important

66. What do you think is the most important factor in choosing an OB provider? (Choose only one)

- Ability to be seen consistently by the same provider
- Reputation of the quality of care
- Friendliness of the staff
- Location/convenience
- Cost
- Previous positive experience
- Ease of getting an appointment
- Prenatal education programs
- Private room
- Ability to stay with the baby during the entire stay
- Ability to choose the provider of care
- Choice of birthing method (for example: water delivery)
- Having a prenatal ultrasound
- Recommendation by family and friends
- Other (specify): _____

67. What do you think is the least important factor in choosing an OB provider? (Choose only one)

- Ability to be seen consistently by the same provider
- Reputation of the quality of care
- Friendliness of the staff
- Location/convenience
- Cost
- Previous positive experience
- Ease of getting an appointment
- Prenatal education programs
- Private room
- Ability to stay with the baby during the entire stay
- Ability to choose the provider of care
- Choice of birthing method (for example: water delivery)
- Having a prenatal ultrasound
- Recommendation by family and friends
- Other (specify): _____

TRICARE CLAIMS PROCESSING

68. Did TRICARE handle your claims correctly?

- No
- Yes
- Do not know

69. Did TRICARE handle your claims in a reasonable time?

- No
- Yes
- Do not know



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70. Do you have a problem understanding your TRICARE benefits?

- A big problem
- A small problem
- Not a problem

71. Was the TRICARE customer service office helpful to you?

- Didn't contact TRICARE
- No
- Yes

72. Are you enrolled in:

- TRICARE Prime
- TRICARE Standard
- TRICARE Extra
- TRICARE for Life
- Not Sure

ABOUT YOU

There are only a few remaining items left.

73. Was this your first childbirth experience?

- Yes
- No

74. Including this hospital stay, how many times in the last six months have you been in a hospital overnight or longer?

- Only this time
- This time and one other time
- This time and more than one other time

75. During the past month, how many days did illness or injury keep you in bed all or part of the day?

- None
- One Day
- Two Days
- Three Days
- Four Days
- Five-to-Seven Days
- Eight-to-Ten Days
- More than Ten Days

76. What is your current marital status?

- Married
- Living with a partner
- Divorced
- Separated
- Widowed
- Never married

77. In general, how would you rate your overall health?

- Excellent
- Very Good
- Good
- Fair
- Poor

78. 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

79. Are you of Spanish, Hispanic or Latino origin or descent?

- No, not Spanish/Hispanic/Latino
- Yes, Puerto Rican
- Yes, Mexican, Mexican American, Chicano
- Yes, Cuban
- Yes, other Spanish/Hispanic/Latino

80. What is your race? Please choose one or more.

- White
- Black or African American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native

81. What language do you mainly speak at home?

- English
- Spanish
- Some other language (please print): _____

82. If you could change one thing about the hospital, what would it be? (Please print your answer on the lines provided below.)

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