

Prime Enrollees Consumer Watch

North ♦ Quarter 3 FY 2009

HEALTH PROGRAM ANALYSIS & EVALUATION DIRECTORATE

North: Sample size-12,919 Response rate-24.5%

Source: Health Care Survey of DoD Beneficiaries

Inside Consumer Watch

TRICARE Consumer Watch shows what TRICARE Prime enrollees in your region say about their healthcare in the Health Care Survey of DoD Beneficiaries (HCSDB). Every quarter, a representative sample of TRICARE beneficiaries are asked about their care in the last 12 months and the results are adjusted for age and health status and reported in this publication.

The HCSDB includes questions from the Consumer Assessment of Healthcare Providers and Systems (CAHPS), a survey designed to help consumers choose among health plans. Scores are compared with averages taken from the 2008 National CAHPS Benchmarking Database (NCBD) of CAHPS surveys given to beneficiaries by civilian health plans. In 2009, questions from a new version of CAHPS were used. The graphs here show adjusted values for comparable questions from 2008, where they could be found.

Figure 1 shows the percentage who rated their healthcare 8 or above in the survey fielded in the 3rd quarter of fiscal year 2009, describing the period April 2008 to March 2009, and each of the 3 previous quarters. Numbers in red italics are significantly different from the benchmark ($p < .05$). Health care ratings depend on things like access to care, and how patients get along with the doctors, nurses, and other care providers who treat them.

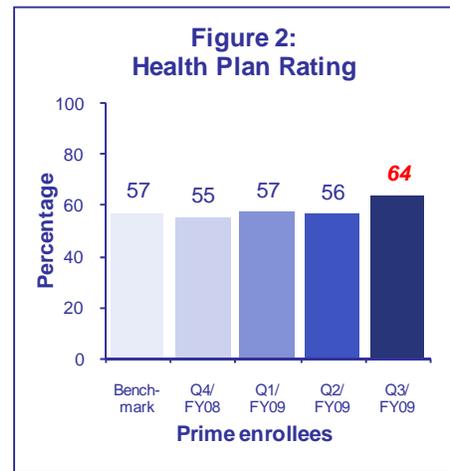
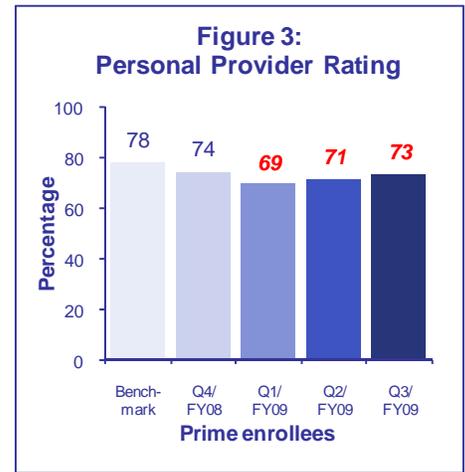
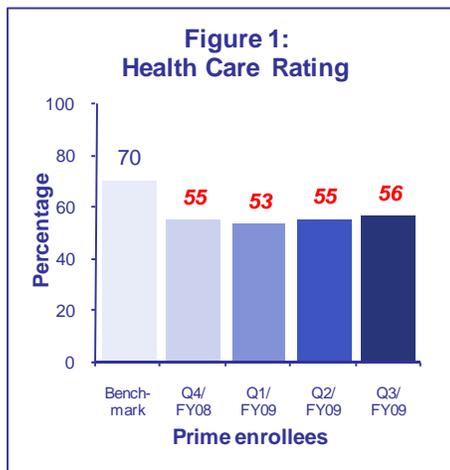


Figure 3 shows the percentage who rated their doctor 8 or above for each reporting period. Personal doctor ratings depend on how the patient gets along with the one doctor responsible for their basic care.

Specialist

Enrollees who have consulted specialist physicians were asked to rate from 0 to 10 the specialist they had seen most in the previous 12 months.



Health Plan

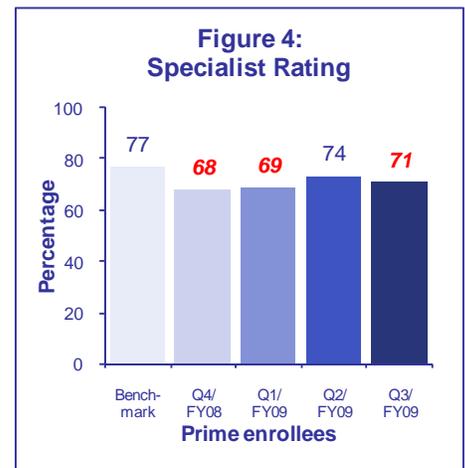
Prime enrollees were asked to rate their health plan from 0 to 10, where 0 is worst and 10 is best. Figure 2 shows the percentage who rated their plan 8 or above for each reporting period.

Health plan ratings depend on access to care and how the plan handles things like claims, referrals and customer complaints.

Figure 4 shows the proportion of enrollees who rated their specialist 8 or above for each reporting period. Specialist ratings depend on beneficiaries' access to doctors with the special skills they need.

Personal Provider

Prime enrollees who have a personal provider were asked to rate their personal provider from 0 to 10, where 0 is worst and 10 is best.



Health Care

Prime enrollees were asked to rate their healthcare from 0 to 10, where 0 is worst and 10 is best.

Health Care Topics

Health Care Topics scores average together results for related questions. Each score is the percentage who “usually” or “always” got treatment they wanted or had “no problem” getting a desired service. Asterisks show values significantly different from the NCBD benchmark ($p < .05$).

Figure 5 (Access Composites) includes the composites “Getting needed care” and “Getting care quickly.” Scores in “Getting needed care” are based on getting referral to a specialist and getting needed treatments. “Getting care quickly” scores concern how long patients wait for an appointment or urgent care.

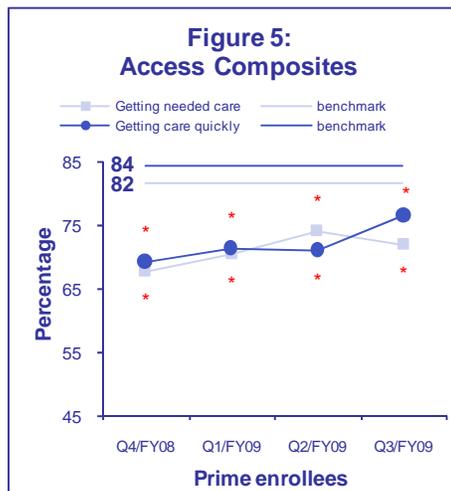
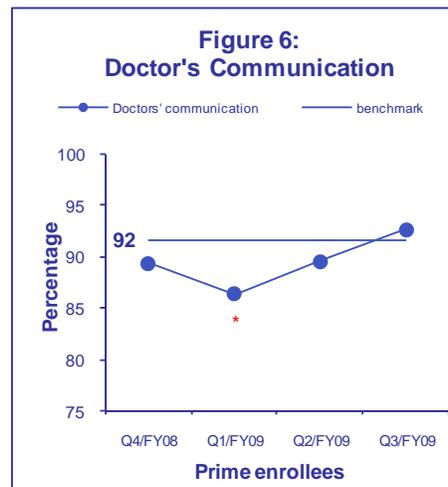


Figure 6 (Doctor’s Communication) includes the composite for “How well doctors communicate.” Scores in “How well doctors communicate” are based on whether the doctor spends enough time with patients, treats them respectfully and answers their questions.

Figure 7 (Claims/Service Composites) includes composite scores for “Customer service” and “Claims processing.” Scores in the “Customer service” composite concern patients’ ability to get courteous service and information about their health plan. Comparable questions were not asked in 2008, so “Customer service” scores are not shown for that year.

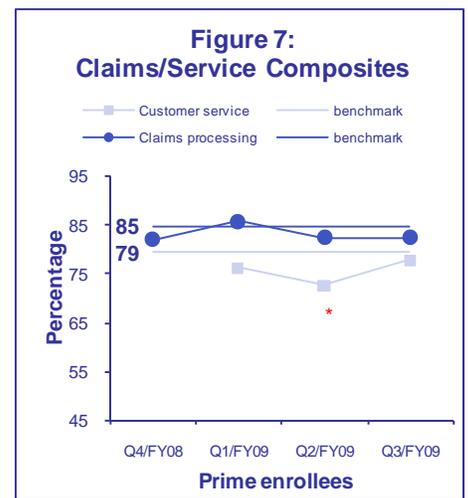
“Claims processing” scores are based on both the timeliness and correctness of plan’s claims handling.



Preventive Care

The preventive care table compares Prime enrollees’ rates for diagnostic screening tests and smoking cessation with goals from Healthy People 2010, a government initiative to improve Americans’ health by preventing illness.

The mammography rate shown is the proportion of women 40 or above with a mammogram in the past two years. Pap smear is the proportion of adult women screened for cervical cancer in the past three years.



Hypertension is the proportion of adults whose blood pressure was checked in the past two years and who know whether their pressure is too high. Prenatal care is the proportion of women pregnant now or in the past 12 months who received prenatal care in their first trimester. Percent not obese is the proportion with a body mass index below 30. The non-smoking rate is the proportion of adults who currently do not smoke. Counseled to quit is the number of smokers whose doctor told them to quit, over the number of smokers with an office visit in the past 12 months.

Rates that are significantly different ($p < .05$) from the Healthy People 2010 goal are shown by red italics.

Preventive Care					
Type of Care	Qtr 4 FY 2008	Qtr 1 FY 2009	Qtr 2 FY 2009	Qtr 3 FY 2009	Healthy People 2010 Goal
Mammography (women ≥ 40)	<i>78</i>	<i>86</i>	<i>84</i>	<i>80</i>	70 (355)
Pap Smear (women ≥ 18)	88	92	90	89	90 (787)
Hypertension Screen (adults)	<i>88</i>	<i>89</i>	<i>88</i>	<i>86</i>	95 (1963)
Prenatal Care (in 1st trimester)	<i>75</i>	87	83	82	90 (84)
Percent Not Obese (adults)	<i>80</i>	<i>79</i>	<i>77</i>	<i>78</i>	85 (1871)
Non-Smokers (adults)	<i>82</i>	85	<i>82</i>	86	88 (1865)
Counseled to Quit (adults)	67	79	76	70	- (231)