

**APPENDIX A**

**KEY FINDINGS FOR REGION 1: BACKUP TABLES**



**SATISFACTION WITH TRICARE AND TRICARE PRIME**



**Table 2.1**  
**Percent of Beneficiaries Satisfied with Care They Received at a Military (MTF) or Civilian (CTF) Treatment Facility,**  
**by Region and Past Care, Compared to a National Civilian Benchmark**  
**Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months**

	MTF	CTF
Region 1	64.5	84.1
Region 2	51.5	83.7
Region 3	54.8	82.6
Region 4	58.5	83.4
Region 5	62.1	84.2
Region 6	57.7	82.9
Region 7/8	57.0	82.0
Region 9	61.2	80.1
Region 10	63.2	81.8
Region 11	64.4	82.6
Region 12	64.1	81.6
Alaska	62.6	79.7
Europe	61.2	73.9
Mean, all regions	58.9	82.7
Total population	3,630,311	3,882,672
National benchmark	89.0	

<b>Table 2.2</b> <b>Percent of Beneficiaries Satisfied with the Military or Civilian Care They Received in Region 1</b> <b>by Type of Beneficiary and Past Care</b> <b>Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months</b>		
	MTF	CTF
Active duty personnel	62.3	79.4
Active duty family members	57.0	82.6
Retirees, survivors, and family under age 65	67.5	83.6
Retirees, survivors, and family age 65 or over	71.3	87.1
Region 1 overall	64.5	84.1
Mean, all regions	58.9	82.7
Total population in Region 1	459,255	533,358

**Table 2.3****Intention to Enroll or Re-enroll in TRICARE Prime in Region 1, by Enrollment Status and Likelihood to Enroll  
Percent of Beneficiaries Reporting Knowing Something About TRICARE**

	Percent reporting given likelihood		
	Likely or very likely	Neither likely nor unlikely	Unlikely or very unlikely
Enrolled in TRICARE Prime			
Active duty	43.9	28.9	27.2
Non-active duty	42.8	28.8	28.4
Not enrolled in TRICARE Prime			
Under age 65	26.5	32.6	40.9
Age 65 or over	10.1	22.0	67.9
Region 1 overall	31.2	29.9	38.9
Mean, all regions	41.4	NA	NA
Total population in Region 1	119,955	114,746	149,319

<b>Table 2.4</b>		
<b>TRICARE Prime Enrollees Satisfied with Their Care in Region 1 by Military or Civilian Primary Care Manager</b>		
<b>Percent of Beneficiaries Enrolled in TRICARE Prime</b>		
	<b>Primary Care Manager</b>	
	Military	Civilian
Region 1	27.2	41.1
Mean, all regions	49.3	56.3
Total population in Region 1	24,255	8,475

## **ACCESS TO HEALTH CARE**



<b>Table 3.1</b> <b>Beneficiaries' Use of an Emergency Room in Lieu of a Regular Appointment in Region 1</b> <b>by Enrollment Status</b> <b>Percent of Beneficiaries Who Report Using an ER in the Past 12 Months</b>	
	Percent using ER in lieu of regular appointment
Enrolled in TRICARE Prime	
Active duty	18.0
Non-active duty	16.6
Not enrolled in TRICARE Prime	
Under age 65	15.0
Age 65 or over	12.8
Region 1 overall	15.2
MHS Average	17.2
Total population in Region 1	321,129

**Table 3.2**  
**Average Waiting Periods for Beneficiaries to Get an Appointment for Routine Care in Region 1**  
**by Enrollment Status**  
**Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months**

	Percent reporting given waiting period	
	MTF	CTF
<b>Enrolled</b>		
Waited < 8 days	52.2	66.2
Waited 8 - 30 days	40.3	26.2
Waited > 30 days	7.5	7.6
<b>Not enrolled</b>		
Waited < 8 days	40.8	53.7
Waited 8 - 30 days	45.0	32.5
Waited > 30 days	14.3	13.8
<b>MHS Average</b>		
Waited < 8 days	53.2	64.0
Waited 8 - 30 days	39.2	28.1
Waited > 30 days	7.6	8.0
<b>Total population in Region 1</b>	<b>459,255</b>	<b>533,358</b>

**Table 3.3**  
**Waiting Time in Provider's Office in Region 1, by Enrollment Status**  
**Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months**

	Percent reporting given waiting period	
	MTF	CTF
<b>Enrolled</b>		
Waited < 30 minutes	69.4	84.6
Waited 30 minutes to 1 hour	22.1	11.4
Waited > 1 hour	8.5	4.0
<b>Not enrolled</b>		
Waited < 30 minutes	74.1	87.5
Waited 30 minutes to 1 hour	20.0	10.1
Waited > 1 hour	5.9	2.4
<b>MHS Average</b>		
Waited < 30 minutes	67.7	83.6
Waited 30 minutes to 1 hour	22.7	13.0
Waited > 1 hour	9.6	3.5
<b>Total population in Region 1</b>	<b>459,255</b>	<b>533,358</b>

**Table 3.4****Reasons for Beneficiaries Not Relying on a Military Facility for Most of Their Care in Region 1  
Percent of Beneficiaries Who Did Not Receive Most Care From a MTF in the Past 12 Months**

	Percent reporting the reason
Never try to use MTF	29.4
No care needed in past 12 months	11.5
MTF is too far away	37.8
Hard to get an appointment at MTF	22.8
Can't see the same provider each visit	15.6
MTF usually used is closed	9.5
Needed services not available	11.7
Better care at civilian provider	24.0
Ineligible for military care	6.3
No appointment available for beneficiary like me	7.5
Difficult to find a parking space	1.7
Other	17.7
Total population in Region 1	463,901

**KNOWLEDGE OF TRICARE AND TRICARE PRIME**



Table 4.1	
No Knowledge of TRICARE Percent of All Beneficiaries by Region	
	Percent with no knowledge of TRICARE
Region 1	45.9
Region 2	38.8
Region 3	29.7
Region 4	29.0
Region 5	52.6
Region 6	29.4
Region 7/8	30.3
Region 9	37.8
Region 10	37.8
Region 11	28.9
Region 12	24.5
Alaska	17.4
Europe	21.8
Mean, all regions	35.1
Total population	5,861,324

<b>Table 4.2</b>	
<b>Beneficiaries in Region 1 Having Unclear Information About Enrolling in TRICARE Prime Percent of Beneficiaries Reporting Knowing Something About TRICARE</b>	
	Percent reporting unclear information
Active duty personnel	47.0
Active duty family members	45.9
Retirees, survivors, and family under age 65	59.6
Retirees, survivors, and family age 65 or over	53.3
Region 1 overall	53.1
Mean, all regions	33.9
Total population in Region 1	385,883

<b>Table 4.3</b> <b>Sources of Information About TRICARE in Region 1</b> <b>Percent of Beneficiaries Reporting Knowing Something About TRICARE</b>	
Source	Percent reporting the source
TRICARE presentation	25.9
Information package	46.7
Military doctor	9.6
Civilian doctor	2.2
TRICARE information number	5.2
Military base newspaper	32.4
Regular newspaper	5.3
Friends/neighbors	17.8
TRICARE service center	5.6
Radio/TV	1.6
Other source	33.4
Total population in Region 1	411,054



## **SOURCES OF HEALTH CARE**



<b>Table 5.1</b>	
<b>Use of Military Pharmacies to Fill Prescriptions Written by a Civilian Provider Percent of Beneficiaries in Region 1 by Beneficiary Group</b>	
	Percent using military pharmacy
Active duty personnel	11.0
Active duty family members	21.6
Retirees, survivors, and family under age 65	19.4
Retirees, survivors, and family age 65 or over	29.9
Region 1 overall	20.4
Mean, all regions	25.0
Total population in Region 1	778,186

<b>Table 5.2</b>			
<b>Usual Source of Care for Beneficiaries in Region 1 Who Are Sick or Need Advice</b>			
<b>Percent of Beneficiaries Who Reported Having a Usual Source of Care</b>			
	<b>Percent using the given type of facility</b>		
	Military	Civilian	Other
Active duty personnel	88.6	9.8	1.6
Active duty family members	65.8	30.6	3.7
Retirees, survivors, and family under age 65	29.4	65.0	5.6
Retirees, survivors, and family age 65 or over	23.7	71.1	5.2
Region 1 overall	44.4	51.1	4.5
Mean, all regions	46.5	49.4	4.1
Total population in Region 1	312,474	359,792	31,319

## USE OF HEALTH CARE



**Table 6.1**  
**The Number of Outpatient Visits in the Past Year by Patients in Region 1**  
**by Enrollment Status and Past Care**  
**Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months**

	Percent reporting given number of visits	
	MTF	CTF
<b>Enrolled</b>		
0 visits	8.0	17.6
1 - 5 visits	59.5	55.7
6 + visits	32.5	26.7
<b>Not enrolled</b>		
0 visits	19.3	6.0
1 - 5 visits	45.8	44.5
6 + visits	34.8	49.5
<b>MHS Average</b>		
0 visits	16.3	9.6
1 - 5 visits	52.9	49.6
6 + visits	30.9	40.8
<b>Total population in Region 1</b>	<b>370,082</b>	<b>416,265</b>



## **USE OF PREVENTIVE SERVICES**



<b>Table 7.1</b> <b>Blood Pressure Readings by Enrollment Status in Region 1</b> <b>Percent of All Beneficiaries</b>	
	Percent reporting blood pressure reading
Enrolled in TRICARE Prime	
Active duty	97.0
Non-active duty	95.5
Not enrolled in TRICARE Prime	
Under age 65	96.9
Age 65 or over	97.9
Region 1 overall	97.0
Mean, all regions	96.3
Total population in Region 1	792,878

<b>Table 7.2</b> <b>Cholesterol Screening by Enrollment Status in Region 1</b> <b>Percent of All Beneficiaries</b>	
	Percent reporting cholesterol screening
Enrolled in TRICARE Prime	
Active duty	80.8
Non-active duty	69.8
Not enrolled in TRICARE Prime	
Under age 65	84.2
Age 65 or over	93.4
Region 1 overall	83.8
Mean, all regions	80.8
Total population in Region 1	791,525

**Table 7.3**

**Breast Cancer Screening by Region  
Percent of Female Beneficiaries Age 50 and Over**

	Percent reporting breast cancer screening
Region 1	86.1
Region 2	85.3
Region 3	85.2
Region 4	83.3
Region 5	79.4
Region 6	83.2
Region 7/8	81.7
Region 9	86.1
Region 10	85.5
Region 11	81.7
Region 12	80.5
Alaska	84.4
Europe	63.1
Mean, all regions	83.7
Total population	1,426,067

<b>Table 7.4</b>			
<b>Pap Smears by Enrollment Status in Region 1 Percent of Female Beneficiaries</b>			
	<b>Percent reporting exam with Pap smear during given time period</b>		
	Within 3 years	3 years +	Never
<b>Enrolled in TRICARE Prime</b>			
Active duty	96.4	1.8	1.8
Non-active duty	89.1	7.9	2.9
<b>Not enrolled in TRICARE Prime</b>			
Under age 65	88.0	9.7	2.4
Age 65 or over	78.0	19.8	2.2
<b>Region 1 overall</b>	<b>86.9</b>	<b>10.8</b>	<b>2.4</b>
Mean, all regions	87.5	10.7	1.8
Total population in Region 1	334,452	41,495	9,129

<b>Table 7.5</b> <b>Timing of First Prenatal Care by Region</b> <b>Percent of Female Beneficiaries Who Were Pregnant When Responding to the Survey</b> <b>or During the 12 Preceding Months</b>	
	Percent reporting first prenatal care during first trimester
Region 1	88.5
Region 2	80.2
Region 3	89.7
Region 4	90.3
Region 5	92.5
Region 6	89.2
Region 7/8	91.7
Region 9	87.8
Region 10	92.2
Region 11	93.7
Region 12	94.4
Alaska	86.5
Europe	96.6
Mean, all regions	89.3
Total population	194,191

<b>Table 7.6</b>			
<b>Prostate Screening by Enrollment Status in Region 1</b>			
<b>Percent of Male Beneficiaries Age 50 or Over</b>			
	<b>Percent reporting prostate screening</b>		
	Within past 2 years	2 years +	Never
<b>Enrolled in TRICARE Prime</b>			
Active duty	77.1	19.6	3.3
Non-active duty	74.6	21.1	4.3
<b>Not enrolled in TRICARE Prime</b>			
Under age 65	78.7	13.8	7.5
Age 65 or over	85.5	11.1	3.4
<b>Region 1 overall</b>	<b>81.4</b>	<b>13.3</b>	<b>5.3</b>
Mean, all regions	77.8	NA	NA
Total population in Region 1	178,992	29,321	11,687

## **ENROLLMENT AND BENEFICIARY HEALTH STATUS**



<b>Table 8.1</b>			
<b>Enrollment Status in TRICARE Prime</b>			
<b>Percent of Beneficiaries Who Reported Knowing Something About TRICARE</b>			
	<b>Percent reporting given enrollment status</b>		
	Enrolled in TRICARE Prime	Not enrolled in TRICARE Prime	Don't know
Region 1	14.7	69.1	16.2
Average of pre-TRICARE regions	28.4	57.3	14.3
Total population in Region 1	58,745	275,141	64,474

<b>Table 8.2</b>	
<b>Composite Scores of Physical Health by Enrollment Status in Region 1</b>	
<b>Percent of All Beneficiaries</b>	
	Percent below age adjusted median score for U.S. population
Enrolled in TRICARE Prime	
Active duty	37.9
Non-active duty	46.4
Not enrolled in TRICARE Prime	
Under age 65	54.9
Age 65 or over	46.5
Region 1 overall	48.4
Mean, all regions	51.0
Total population in Region 1	763,142

## **PERFORMANCE IMPROVEMENT PLAN**



**Table 9.1**  
**Performance Improvement Plan for Region 1**

	Importance	Percent excellent or very good
Convenience of location of treatment	0.243209	51.74340
Convenience of hours	0.349522	41.61479
Access to health care whenever you need it	0.393720	35.05359
Access to a specialist if you need one	0.389611	26.63925
Access to hospital care if you need it	0.371192	35.19939
Access to medical care in an emergency	0.340747	40.00000
Ease of making appointments for health care by phone	0.344761	30.96735
Length of time you wait at office to see the provider	0.349756	30.78447
Length of time between making an appointment for routine care and day of visit	0.344233	28.98129
Availability of health care information or advice by phone	0.357802	28.14853
Services available for getting prescriptions filled	0.323116	58.37069
Thoroughness of examination	0.456709	46.14604
Ability to diagnose my health care problems	0.443865	42.71263
Skill of health care providers	0.466608	47.74451
Thoroughness of treatment	0.476880	45.20161
The outcomes of your health care (how much you are helped)	0.472066	45.71602
Overall quality of health care	0.516349	44.31055
Provider's explanation of health care procedures	0.441212	46.12387
Provider's explanation of medical tests	0.432689	46.77070
Attention provider gives to what you have to say	0.437117	47.45255
Advice provider gives you about ways to avoid illness and stay healthy	0.418297	44.08337
Courtesy shown to you by administrative staff (e.g., receptionists)	0.352818	48.84578
Courtesy shown to you by health care providers	0.434035	57.26846
Provider's concern for you as a person	0.450273	50.06899
Provider's concern for your privacy	0.396434	55.20473
Reassurance and support offered to you by health care providers	0.433790	40.52174
Amount of time with health care providers during a visit	0.411174	37.88031
Ability to choose health care providers	0.356882	21.37914
Ease of seeing the provider of your choice	0.377078	23.19382
Health care providers' personal interest in the outcome of your problem	0.421162	37.88979
Protection you have against financial hardship due to medical expenses	0.308422	36.83190
Help with arrangements to get the health care you need without financial problems	0.368875	33.40278
Ease of parking	0.217590	41.39710