

**APPENDIX A**

**KEY FINDINGS FOR REGION 9: 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>TRICARE Prime Enrollees' Levels of Satisfaction with Prime in Mature TRICARE Regions Only</b>			
<b>Percent of Beneficiaries Enrolled in TRICARE Prime</b>			
	<b>Percent satisfied with health care under TRICARE Prime</b>		
	<b>Agree or strongly agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree or strongly disagree</b>
Region 3	50.9	34.5	14.6
Region 4	51.5	30.6	17.9
Region 6	51.3	32.0	16.7
Region 7/8	44.3	36.9	18.8
Region 9	56.8	32.3	10.9
Region 10	59.2	27.7	13.1
Region 11	57.8	27.3	14.9
Region 12	56.5	29.4	14.2
MHS Average	51.5	32.7	15.8
Total population	194,339	402,486	632,476

<b>Table 2.3</b> <b>Percent of Beneficiaries Satisfied with the Military or Civilian Care They Received in Region 9</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	58.3	67.7
Active duty family members	61.1	80.4
Retirees, survivors, and family under age 65	63.6	80.4
Retirees, survivors, and family age 65 or over	68.1	83.8
Region 9 overall	61.2	80.1
Mean, all regions	58.9	82.7
Total population in Region 9	305,574	291,334

**Table 2.4**

**Intention to Enroll or Re-enroll in TRICARE Prime in Region 9, 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
<b>Enrolled in TRICARE Prime</b>			
Active duty	42.9	23.8	33.3
Non-active duty	74.5	10.4	15.1
<b>Not enrolled in TRICARE Prime</b>			
Under age 65	12.4	19.8	67.8
Age 65 or over	3.9	16.6	79.4
Region 9 overall	45.4	17.4	37.2
Mean, all regions	41.4	NA	NA
Total population in Region 9	124,176	47,415	101,682

<b>Table 2.5</b>		
<b>TRICARE Prime Enrollees Satisfied with Their Care in Region 9 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 9	55.0	64.2
Mean, all regions	49.3	56.3
Total population in Region 9	89,159	44,963



## **ACCESS TO HEALTH CARE**



<b>Table 3.1</b> <b>Beneficiaries' Use of an Emergency Room in Lieu of a Regular Appointment in Region 9</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	17.2
Non-active duty	17.7
Not enrolled in TRICARE Prime	
Under age 65	14.8
Age 65 or over	12.4
Region 9 overall	15.8
MHS Average	17.2
Total population in Region 9	175,567

**Table 3.2**  
**Average Waiting Periods for Beneficiaries to Get an Appointment for Routine Care in Region 9**  
**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	69.4	76.2
Waited 8 - 30 days	27.8	20.0
Waited > 30 days	2.8	3.8
<b>Not enrolled</b>		
Waited < 8 days	65.6	57.8
Waited 8 - 30 days	27.1	33.5
Waited > 30 days	7.3	8.7
<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 9</b>	<b>305,574</b>	<b>291,334</b>

**Table 3.3**  
**Waiting Time in Provider's Office in Region 9, 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	63.3	82.8
Waited 30 minutes to 1 hour	27.5	12.9
Waited > 1 hour	9.2	4.2
<b>Not enrolled</b>		
Waited < 30 minutes	68.9	86.4
Waited 30 minutes to 1 hour	23.7	11.4
Waited > 1 hour	7.4	2.2
<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 9</b>	<b>305,574</b>	<b>291,334</b>

**Table 3.4****Reasons for Beneficiaries Not Relying on a Military Facility for Most of Their Care in Region 9  
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	33.2
No care needed in past 12 months	11.7
MTF is too far away	28.2
Hard to get an appointment at MTF	20.0
Can't see the same provider each visit	17.4
MTF usually used is closed	15.8
Needed services not available	12.4
Better care at civilian provider	26.9
Ineligible for military care	7.5
No appointment available for beneficiary like me	8.2
Difficult to find a parking space	6.2
Other	19.7
Total population in Region 9	251,959

**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 9 Having Unclear Information About Enrolling in TRICARE Prime</b> <b>Percent of Beneficiaries Reporting Knowing Something About TRICARE</b>	
	Percent reporting unclear information
Active duty personnel	28.2
Active duty family members	21.0
Retirees, survivors, and family under age 65	29.3
Retirees, survivors, and family age 65 or over	35.7
Region 9 overall	27.4
Mean, all regions	33.9
Total population in Region 9	275,070

<b>Table 4.3</b> <b>Sources of Information About TRICARE in Region 9</b> <b>Percent of Beneficiaries Reporting Knowing Something About TRICARE</b>	
Source	Percent reporting the source
TRICARE presentation	30.1
Information package	55.9
Military doctor	15.3
Civilian doctor	4.7
TRICARE information number	20.6
Military base newspaper	24.0
Regular newspaper	2.6
Friends/neighbors	24.7
TRICARE service center	25.3
Radio/TV	0.7
Other source	24.7
Total population in Region 9	289,230



## **SOURCES OF HEALTH CARE**



<b>Table 5.1</b> <b>Use of Military Pharmacies to Fill Prescriptions Written by a Civilian Provider</b> <b>Percent of Beneficiaries in Region 9 by Beneficiary Group</b>	
	Percent using military pharmacy
Active duty personnel	9.1
Active duty family members	24.5
Retirees, survivors, and family under age 65	24.9
Retirees, survivors, and family age 65 or over	41.5
Region 9 overall	23.5
Mean, all regions	25.0
Total population in Region 9	475,629

<b>Table 5.2</b>			
<b>Usual Source of Care for Beneficiaries in Region 9 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	97.1	2.7	0.1
Active duty family members	70.5	27.6	1.9
Retirees, survivors, and family under age 65	30.9	61.3	7.8
Retirees, survivors, and family age 65 or over	14.1	68.9	17.0
Region 9 overall	53.1	40.3	6.6
Mean, all regions	46.5	49.4	4.1
Total population in Region 9	226,995	172,071	28,131

## **USE OF HEALTH CARE**



**Table 6.1**  
**The Number of Outpatient Visits in the Past Year by Patients in Region 9**  
**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	10.0	19.6
1 - 5 visits	54.0	49.6
6 + visits	36.0	30.8
<b>Not enrolled</b>		
0 visits	30.5	5.1
1 - 5 visits	46.5	44.0
6 + visits	23.0	50.9
<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 9</b>	<b>249,651</b>	<b>224,145</b>



## **USE OF PREVENTIVE SERVICES**



<b>Table 7.1</b> <b>Blood Pressure Readings by Enrollment Status in Region 9</b> <b>Percent of All Beneficiaries</b>	
	Percent reporting blood pressure reading
Enrolled in TRICARE Prime	
Active duty	98.4
Non-active duty	97.2
Not enrolled in TRICARE Prime	
Under age 65	95.7
Age 65 or over	97.4
Region 9 overall	97.3
Mean, all regions	96.3
Total population in Region 9	480,921

<b>Table 7.2</b> <b>Cholesterol Screening by Enrollment Status in Region 9</b> <b>Percent of All Beneficiaries</b>	
	Percent reporting cholesterol screening
Enrolled in TRICARE Prime	
Active duty	69.3
Non-active duty	72.2
Not enrolled in TRICARE Prime	
Under age 65	81.7
Age 65 or over	92.0
Region 9 overall	77.5
Mean, all regions	80.8
Total population in Region 9	478,237

**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 9 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	99.0	0.2	0.8
Non-active duty	90.6	8.2	1.2
<b>Not enrolled in TRICARE Prime</b>			
Under age 65	83.8	12.6	3.6
Age 65 or over	86.3	13.6	0.1
<b>Region 9 overall</b>	<b>88.3</b>	<b>10.0</b>	<b>1.7</b>
Mean, all regions	87.5	10.7	1.8
Total population in Region 9	198,228	22,483	3,732

<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 9</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	91.8	3.6	4.6
Non-active duty	69.8	21.0	9.1
<b>Not enrolled in TRICARE Prime</b>			
Under age 65	72.0	21.8	6.2
Age 65 or over	81.9	13.5	4.6
<b>Region 9 overall</b>	<b>76.3</b>	<b>17.7</b>	<b>6.0</b>
Mean, all regions	77.8	NA	NA
<b>Total population in Region 9</b>	<b>80,119</b>	<b>18,614</b>	<b>6,326</b>

## **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 9	51.8	41.0	7.2
Average of mature TRICARE regions	53.3	40.5	6.2
Total population in Region 9	146,435	115,987	20,209

<b>Table 8.2</b> <b>Composite Scores of Physical Health by Enrollment Status in Region 9</b> <b>Percent of All Beneficiaries</b>	
	Percent below age adjusted median score for U.S. population
Enrolled in TRICARE Prime	
Active duty	48.4
Non-active duty	50.4
Not enrolled in TRICARE Prime	
Under age 65	48.4
Age 65 or over	49.5
Region 9 overall	49.1
Mean, all regions	51.0
Total population in Region 9	463,372

## **PERFORMANCE IMPROVEMENT PLAN**



**Table 9.1**  
**Performance Improvement Plan for Region 9**

	Importance	Percent excellent or very good
Convenience of location of treatment	0.265553	55.75522
Convenience of hours	0.375469	46.54919
Access to health care whenever you need it	0.412967	38.28514
Access to a specialist if you need one	0.438716	29.77327
Access to hospital care if you need it	0.446034	43.39853
Access to medical care in an emergency	0.402504	49.69174
Ease of making appointments for health care by phone	0.350438	34.88969
Length of time you wait at office to see the provider	0.368951	30.96421
Length of time between making an appointment for routine care and day of visit	0.358202	31.12861
Availability of health care information or advice by phone	0.399556	27.76660
Services available for getting prescriptions filled	0.293909	60.20608
Thoroughness of examination	0.446657	44.49541
Ability to diagnose my health care problems	0.454790	41.42931
Skill of health care providers	0.471593	45.96211
Thoroughness of treatment	0.488722	44.77009
The outcomes of your health care (how much you are helped)	0.486476	44.65823
Overall quality of health care	0.515178	43.79020
Provider's explanation of health care procedures	0.471883	46.14992
Provider's explanation of medical tests	0.463059	46.76455
Attention provider gives to what you have to say	0.461590	45.34474
Advice provider gives you about ways to avoid illness and stay healthy	0.430965	41.23539
Courtesy shown to you by administrative staff (e.g., receptionists)	0.340210	47.64936
Courtesy shown to you by health care providers	0.425530	54.70212
Provider's concern for you as a person	0.449140	47.56703
Provider's concern for your privacy	0.399803	53.91753
Reassurance and support offered to you by health care providers	0.457696	40.07511
Amount of time with health care providers during a visit	0.430069	36.45048
Ability to choose health care providers	0.373945	22.97696
Ease of seeing the provider of your choice	0.384657	23.77292
Health care providers' personal interest in the outcome of your problem	0.435688	38.16834
Protection you have against financial hardship due to medical expenses	0.334847	39.09986
Help with arrangements to get the health care you need without financial problems	0.367172	36.63934
Ease of parking	0.196536	41.38780