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1998 Health Care Survey of DoD Beneficiaries:

Key Findings for Region 12

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Acronyms

AFB	Air Force Base
AMC	Army Medical Center
CAHPS	Consumer Assessment of Health Plans Study
CONUS	Continental United States, Alaska, and Hawaii
CTF	Civilian Treatment Facility
DEERS	Defense Enrollment Eligibility Reporting System
DOD	Department of Defense
ER	Emergency Room
HCSDB	Health Care Survey of DoD Beneficiaries
HEAR	Health Enrollment/Evaluation Assessment Review
MHS	Military Health System
MTF	Military Treatment Facility
NH	Naval Hospital
NMC	Naval Medical Center
NNMC	National Naval Medical Center
OCONUS	Outside Continental United States (except Alaska, and Hawaii)
PCM	Primary Care Manager
PIP	Performance Improvement Plan
TRICARE	Tri-Service Health Care
TMA	TRICARE Management Activity

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Executive Summary

The Health Care Survey of DoD Beneficiaries (HCSDB) is a large-scale survey of military health system (MHS) beneficiaries conducted annually by the Office of the Assistant Secretary of Defense/TRICARE Management Activity (TMA). It was congressionally mandated under the National Defense Authorization Act for fiscal year 1993 (P.L. 102-484) to ensure that the satisfaction of MHS beneficiaries with their health plan and health care would be regularly monitored. The survey was first fielded in 1995.

This report presents the 1998 survey findings for Region 12. The purpose of the 1998 HCSDB was to address a wide range of issues concerning MHS beneficiaries' satisfaction with their health care. The following are the key research questions behind the survey design:

- How *satisfied* are DoD beneficiaries with their health care and their health plan?
- How does overall satisfaction with military treatment facilities (MTFs) compare with satisfaction with civilian treatment facilities (CTFs)?
- Does *access* to military and civilian facilities meet TRICARE standards?
- Do beneficiaries understand TRICARE?
- Is beneficiaries' use of preventive health care services in line with national goals, such as those outlined in *Healthy People 2000*?
- What is the general physical and mental health status of MHS beneficiaries?
- Has beneficiaries' use of MHS services changed over time?
- What aspects of MHS care contribute most to beneficiary satisfaction with their health care experiences? With which aspects are beneficiaries least satisfied?
- What are the demographic characteristics of MHS beneficiaries?

The sample for the HCSDB was drawn from the Defense Enrollment Eligibility Reporting System (DEERS) database, covering all persons eligible for a MHS benefit on July 29, 1998. In November 1998, 11,613 surveys were mailed to beneficiaries age 65 or over. The first mailing was timed to coincide with the beginning of enrollment in the Medicare Subvention Demonstration. In January 1999, 193,072 surveys were mailed to beneficiaries under age 65. In March 1999, a second wave of surveys was sent to all beneficiaries who had not returned the questionnaire. In total, 70,690 surveys were completed and returned by the due date of June 11, 1999, for an overall response rate of 35 percent.

The total Region 12 sample included 5,157 adults. Overall, 1,845 Region 12 MHS beneficiaries returned completed questionnaires by the due date. The Region 12 response rate was 36.8 percent.

Summary of Noteworthy Findings

Satisfaction with TRICARE

Personal Doctors, Nurses, and Primary Care Managers (PCMs)

- When asked to rate their personal doctor or nurse on a scale from 0 to 10, beneficiaries in Region 12 gave them an average rating of 8.4, similar to the rating for the continental U.S. military health system (CONUS MHS) overall. The civilian benchmark is 8.1, taken from the Consumer Assessment of Health Plans Study (CAHPS) national benchmarking database, version 1, developed by The Picker Institute.
- Non-active duty TRICARE Prime enrollees with civilian PCMs (7.8), were significantly less satisfied with their personal doctors compared with other Region 12 beneficiaries and CONUS MHS beneficiaries overall. Active duty enrollees with military PCMs (8.0) were also less satisfied than other beneficiaries in Region 12.

Military and Civilian Facilities

- When asked to rate the facility they use the most on a scale from 0 to 10, Region 12 beneficiaries gave MTFs a 7.2 rating and CTFs a rating of 8.5. The civilian benchmark is 8.0. Active duty TRICARE Prime enrollees were the least satisfied with military care. They rated MTFs 6.8. Non-active duty Prime enrollees were more satisfied, rating MTFs 7.6.
- Satisfaction with military care improved in 1998. The overall proportion of Region 12 beneficiaries who were satisfied with MTFs increased from 61 percent to 71 percent between 1996 and 1998. Increases in satisfaction were greater for TRICARE Prime enrollees, whether active duty (from 55 percent to 71 percent) or non-active duty (from 63 percent to 78 percent).
- In Region 12 and throughout the MHS, beneficiaries were more satisfied with care from CTFs than from MTFs. Satisfaction with MTFs ranged from 59 percent in Region 5 to 75 percent in Latin America. In Region 12 it was 72 percent. Satisfaction with CTFs ranged from 72 percent in Asia to 88 percent in Region 6, 82 percent in Region 12.

TRICARE Prime Enrollment Intentions

- Six percent of non-active duty TRICARE Prime enrollees with military PCMs said they intend to disenroll from TRICARE Prime. In CONUS MHS overall, 7 percent with military PCMs and 9 percent with civilian PCMs planned to disenroll.
- On the other hand, 12 percent of beneficiaries not enrolled in Prime in Region 12 said they plan to enroll in TRICARE Prime.

Satisfaction with Health Plan

- Health plan satisfaction is generally low. When asked to rate the health plan they use the most on a scale from 0 to 10, Region 12 beneficiaries gave their health plans an average rating of 6.8, above the CONUS MHS average of 6.6. The civilian benchmark is 7.3.
- Region 12 beneficiaries who use Medicare or other insurance most often rate their health plans more highly than beneficiaries who use a TRICARE plan. Medicare was rated 8.8. "Other insurance" was rated 7.9.
- In contrast, beneficiaries who use a TRICARE plan most often were the least satisfied groups. Active duty enrollees under age 65 rated TRICARE Prime 6.1. Standard/Extra beneficiaries rated their health plan 5.8. Non-active duty TRICARE Prime enrollees gave their plan a 7.1 rating, lower than Medicare or "other insurance," but above the CONUS MHS average

Knowledge and Understanding of TRICARE

- Understanding of TRICARE improved in every region between 1997 and 1998. When asked, "How well do you feel you understand TRICARE overall," the proportion of beneficiaries from Region 12 with "no understanding" dropped from 30 percent to 21 percent.
- Despite the widespread improvement in TRICARE understanding, findings in every MHS region indicate that more than one in five MHS beneficiaries (at a minimum 21 percent) say they have "no understanding of TRICARE".

Access to Health Care

Waiting Times

- Ninety-three percent of beneficiaries who use MTFs, and 90 percent who use CTFs reported getting well patient appointments within 4 weeks. There was little variation among beneficiary groups in access to well-patient care at CTFs or MTFs.
- Twenty percent of beneficiaries in Region 12 reported usually or always waiting more than 30 minutes to be seen at a MTF, 8 percent at a CTF. Fifteen percent of non-active duty TRICARE Prime enrollees reported long waits at CTFs, the most of any beneficiary group.

Access to Health Care

- Sixteen percent of active duty and 13 percent of non-active duty TRICARE Prime enrollees reported having a "big problem" getting a referral to see a specialist, compared to the CONUS MHS average of 13 percent. Only 6 percent of Medicare users and 5 percent who use "other insurance" reported "big problems".

- TRICARE Prime enrollees were also the beneficiary group most likely to report problems getting care they or a doctor felt “necessary”. Seven percent of active duty and 5 percent of non-active duty TRICARE Prime enrollees said they had a “big problem” getting access to needed care, significantly lower than the rates for their counterparts in CONUS MHS, but higher than the rate for Region 12 users of “other insurance” (2 percent).

Health Status and Health Care Use

Physical and Mental Health

- Region 12 beneficiaries appear to be in similar physical health compared to their civilian counterparts. Forty-eight percent have a physical health score below the 50th percentile score for the U.S. population.
- All the beneficiary groups scored substantially higher in mental health than their peers in the U.S. population. Overall, 35 percent of Region 12 beneficiaries had mental health scores below the 50th percentile score for the U.S. population.

Outpatient Utilization

- Nineteen percent of Region 12 beneficiaries reported using a MTF emergency room at least once in the past 12 months and 7 percent reported using a CTF emergency room. In CONUS MHS, 13 percent used a CTF emergency room and 12 percent used a MTF emergency room.
- Beneficiaries in Region 12 made an average of 4.7 outpatient visits to MTFs in 1998, higher than the CONUS MHS average of 3.2. Non-active duty TRICARE Prime enrollees made 6.6 visits, more than other beneficiary groups, while active duty enrollees made 4.8 visits.
- Visits by beneficiaries under age 65 and not enrolled in Prime decreased from 4.6 in 1996 to 1.3 in 1998.
- The average number of outpatient visits to CTFs by Region 12 beneficiaries was 2.0 in 1996 and 2.3 in 1998. The CONUS MHS rate increased from 4.2 to 5.2 during that time.

Use of Military Pharmacies

- Only 5 percent of Region 12 beneficiaries used military pharmacies to fill civilian prescriptions, compared to the CONUS MHS rate of 12 percent. Relying on military pharmacies for civilian prescriptions is most common among retirees and their survivors or dependents age 65 or over; 12 percent obtained at least 7 civilian prescriptions at a military pharmacy. Use by other beneficiary groups ranged from 1 percent of active duty beneficiaries under 65 to 8 percent of retirees, survivors, and their dependents under age 65.

Use of Preventive Services

- MHS delivery of preventive services in Region 12 meets or exceeds the goals set by *Healthy People 2000* for prenatal care, hypertension screening, breast and cervical cancer screening, and flu shots.
- Ninety-three percent of pregnant women reported first trimester prenatal care.
- Eighty-six percent of women age 50 and over were screened for breast cancer in the previous two years.
- Ninety-one percent of women had a Pap smear in the past 3 years. Active duty women with military PCMs had the highest Pap smear rate (97 percent) compared with other beneficiary groups in Region 12.
- Ninety-one percent of beneficiaries had a blood pressure reading in the past 2 years and knew if their blood pressure was too high.
- Seventy-one percent of beneficiaries age 65 or over had a flu shot in the past 12 months.
- Region 12 ranked eleventh among the regions in rates of prostate screening. Sixty-one percent of men age 50 and over were screened for prostate disease in the past 12 months.

Performance Improvement Plan

The Performance Improvement Plan (PIP) analysis highlights the features of MHS health care that, if improved, can lead to greater beneficiary satisfaction. This year's HCSDB revealed that the following aspects of care were critical to overall beneficiary satisfaction in Region 12 but nevertheless received relatively low satisfaction ratings:

- Access to health care
- Access to specialists
- Ability to diagnose health care problems
- Thoroughness of treatment
- Provider's explanation of procedures

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Chapter

1

Introduction

Overview of the Health Care Survey of DoD Beneficiaries (HCSDB)

The HCSDB is a large-scale survey of military health system (MHS) beneficiaries conducted annually by the Office of the Assistant Secretary of Defense/TRICARE Management Activity (TMA). It was congressionally mandated under the National Defense Authorization Act for fiscal year 1993 (P.L. 102-484) to ensure that the satisfaction of MHS beneficiaries with their health plan and health care would be regularly monitored. The survey was first fielded in 1995.

Research Objective

The purpose of the 1998 HCSDB was to address a wide range of issues concerning MHS beneficiaries' satisfaction with their health care. This report presents findings from the survey. The exhibits address the following key research questions.

- How *satisfied* are MHS beneficiaries with their health care and their health plan?
- How does overall satisfaction with military treatment facilities (MTFs) compare with satisfaction with civilian treatment facilities (CTFs)?
- Does *access* to military and civilian facilities meet TRICARE standards?
- Do beneficiaries understand TRICARE?
- Is beneficiaries' use of preventive health care services in line with national goals, such as those outlined in *Healthy People 2000*?
- What is the general physical and mental health status of MHS beneficiaries?
- Has beneficiaries' use of MHS services changed over time?
- What aspects of MHS care contribute most to beneficiary satisfaction with their health care experiences? With which aspects are beneficiaries least satisfied?

The HCSDB in Context with Other MHS Surveys

DoD conducts a number of consumer surveys related to the health and health care of MHS beneficiaries. However, only the HCSDB represents *all* MHS beneficiaries in the continental U.S., Alaska, and Hawaii (CONUS), and in Europe, Latin America, and Asia (OCONUS). It is also the only survey that reflects health care experiences at *both* MTFs and CTFs over a full 12-month period. Furthermore, no other DoD health-related survey collects information on the opinions and experiences of the overall MHS population, including active duty personnel and their families, retirees and their dependents, TRICARE Prime enrollees, Medicare beneficiaries, and MHS beneficiaries who chiefly rely on civilian providers and facilities despite having TRICARE benefits.

Other relevant DoD surveys include:

- **Health Enrollment/Evaluation Assessment Review (HEAR).** HEAR is a clinically oriented questionnaire completed by beneficiaries as they enroll in TRICARE Prime. The collection of health assessment data identifies individuals who have high risk factors for diseases, chronic conditions, and assesses the need for preventive or other medical services.
- **MTF Customer Satisfaction Survey.** This survey is mailed monthly to patients who were seen in the previous month at a MTF or freestanding clinic in the United States and Europe. The survey measures satisfaction with services received during a specific outpatient visit. Monthly reporting allows MTFs to be directly compared over time, with each other, and with civilian benchmarks.
- **Survey of Health-Related Behaviors among Military Personnel.** Conducted approximately every three years, this survey collects worldwide data only from active duty personnel on drug and alcohol use, fitness and cardiovascular disease risks, mental health, risk of injury, and other health-related behaviors.

Available Reports Based on the 1998 HCSDB

The following four types of reports are based on the 1998 HCSDB. The reports can be obtained via the TRICARE website at <http://www.TRICARE.OSD.mil>.

- **Key Findings for Regions:** The 15 regional reports summarize selected 1998 HCSDB findings. There is a report for each region in CONUS and one for each overseas region. Regions 7 and 8 have a combined report. The regional reports are identical in design. Each contains 24 bar graphs, or exhibits, that show the survey findings for a given region. Findings are reported for active and non-active duty MHS beneficiaries who were enrolled in TRICARE Prime and MHS beneficiaries not participating in a TRICARE Prime health plan. Findings are also reported by age group (under age 65 or age 65 and over), type of PCM, and type of facility (military vs. civilian). Some exhibits also show comparisons of regional findings to overall CONUS MHS findings and to other regional findings. Lead Agents are encouraged to share this report with their staff members, MTF commanders, and other relevant officers with management responsibilities.

- **National Executive Summary Report:** This year's National Executive Summary Report of the HCSDB findings is the first of its kind. It mirrors the regional reports in design but covers the survey findings for all MHS beneficiaries residing within CONUS.
- **Summary Reports on Catchment Areas:** There are 15 catchment area reports. There is one for each region. The catchment reports are intended to give MTF commanders information specific to their particular catchment area. Similar to the regional reports, the catchment reports focus principally on active and non-active duty MHS beneficiaries enrolled in TRICARE Prime and MHS beneficiaries not participating in a TRICARE Prime health plan. Catchment findings are also presented by age group (under age 65 or age 65 and over), type of PCM, and type of facility (military vs. civilian).
- **Medicare Subvention Demonstration Report:** The Medicare Subvention Demonstration has been sponsored by TRICARE and the Health Care Financing Administration to test a new system for financing health care for military retirees and their dependents age 65 and over. Elderly beneficiaries in seven demonstration areas are eligible to participate in a TRICARE Senior Prime plan. This year's Medicare Subvention Demonstration Report presents baseline findings for MTFs participating in the demonstration. Exhibits in the report display beneficiaries' demographic characteristics, health status, health care utilization, health plan enrollment, knowledge of TRICARE, and satisfaction with military and civilian health care. Findings are presented for beneficiaries age 65 or over and under age 65 in each demonstration area and for beneficiaries age 65 or over in MHS areas that are not participating in the demonstration.

Methodology

Sample Selection, Fielding of the Survey, and Response Rates

The sample for the HCSDB was drawn from the Defense Enrollment Eligibility Reporting System (DEERS) database, which covered all persons eligible for a MHS benefit on July 29, 1998, including personnel activated for more than 30 days in the Army, Air Force, Navy, Marine Corps, Coast Guard, Commissioned Corps of the Public Health Service, National Oceanic and Atmospheric Administration, and National Guard or Reserve as well as other special categories of people who qualify for health benefits. DEERS covers active duty personnel and their families as well as retirees and their families.

In November 1998, 11,613 surveys were mailed to beneficiaries age 65 or over. In January 1999, 193,072 surveys were mailed to beneficiaries under age 65. The first mailing was timed to coincide with the beginning of enrollment in the Medicare Subvention Demonstration. In March 1999, a second wave of surveys was sent to all beneficiaries who had not returned the questionnaire. In total, 70,690 surveys were completed and returned by the due date of June 11, 1999, for an overall response rate of 35 percent.

The total Region 12 sample included 5,157 adults. Overall, 1,845 Region 12 MHS beneficiaries returned completed questionnaires by the due date. The Region 12 response rate was 36.8 percent.

Questionnaire Topics

The HCSDB questionnaire was revised in 1998. A copy of the questionnaire, located in the back pocket of this binder, is also available at the TRICARE web site, <http://www.TRICARE.OSD.mil>. In 1998, some questions from earlier surveys were dropped, other questions were revised, and, for the first time, the survey included or adapted questions from the federally developed Consumer Assessment of Health Plans Study (CAHPS). CAHPS contains core and supplemental survey questions that are widely used by commercial health plans, the Health Care Financing Administration, state Medicaid programs, and other organizations to assess consumer satisfaction with their health coverage. CAHPS questions will ultimately allow us to compare the satisfaction of MHS beneficiaries with other insured populations.

The 1998 HCSDB covered a wide range of topics in the following nine sections:

- **Use of Health Care.** Focuses on the use of MTFs and CTFs in the past 12 months, including number of nights in an inpatient facility, outpatient visits, emergency room visits, and use of military pharmacies to fill prescriptions written by civilian providers.
- **Preventive Health Care.** Concerns beneficiaries' receipt of preventive services including prenatal care; flu shots; and screening for breast cancer, cervical cancer, hypertension, and prostate disease.
- **Understanding TRICARE.** Explores beneficiaries' understanding of TRICARE overall and of specific features of TRICARE Prime, Senior Prime, and Extra/Standard.
- **Health Plan.** Concerns enrollment in TRICARE Prime, Senior Prime, and Standard/Extra; coverage by supplemental insurance; attitudes toward Prime and Senior Prime; and out-of-pocket-costs.
- **Satisfaction with Health Plan.** Explores beneficiaries' experiences with the health plan they use the most; covers experiences with their personal doctor or nurse (including a PCM), specialty care, customer service, claims processing, and resolution of complaints or problems.
- **Access to Health Care.** Focuses on waiting times for well-patient, minor illness, and specialty care; access to emergency care; experiences calling for appointments and with long waits in office or clinic waiting rooms.
- **Satisfaction with Health Care.** Explores a wide range of indicators of beneficiaries' satisfaction with the health care they received in the past 12 months at the facility they used most often. Topics include getting help or advice via the telephone, getting care when needed, attitudes of doctor's office and clinic staff, and quality of care.
- **Your Health.** Uses the SF-12, a well-regarded multipurpose series of 12 questions that provides a generic measure of health status.

- **Facts about You.** Covers basic demographic information for beneficiaries, including income, marital status, age, education, and race/ethnicity.

Statistical Issues

Accuracy of the Survey Estimates

The results of any survey are not strictly precise. The statistics presented in this report are *estimates* of the true answers to the research questions, both because the survey is based on a sample, rather than on a census, of the entire DEERS population, and because some of the surveyed beneficiaries chose not to respond. In accordance with standard statistical practice, the survey estimates have been weighted to ensure that the survey findings represent all MHS beneficiaries. The survey design also allows us to evaluate the precision of the estimates.

The sample size of some small groups of MHS beneficiaries, such as pregnant women in a particular catchment area, may make it impossible to develop a reliable estimate of the group's survey response. In this report, any cell meeting one of the following conditions is defined as a small cell: (1) the overall population count for the cell is under 200, (2) the number of completed questionnaires in the cell is less than 20, or (3) the cell contains an estimated proportion greater than 10 percent, but the standard error is more than 30 percent of the estimate. For these cases, estimates are not provided but are either replaced by double stars (**) or combined with other sample cells so a reliable estimate may be calculated.

Case-Mix Adjustment

Some regional estimates in the regional and national HCSDB reports were adjusted to control for differences in the age and health status of the regions' beneficiary populations. This adjustment allows for "fairer" comparisons between regions. For instance, health status and age are often associated with patient reports about the quality of their health care. Compared with survey respondents in good health, survey respondents in poor health typically say they are less satisfied with the health care they receive. Older persons often report greater satisfaction with their health care than younger persons do. Thus, without adjustments for age and health status, regional differences in the survey estimates may actually reflect significant differences in the makeup of the population, such as a high proportion of retirees, rather than real variation in satisfaction with health care. Case-mix adjusted estimates in any exhibit in this report are clearly indicated.

Guide to Understanding the Survey Findings

Outcome and Explanatory Variables

The research questions that underlie the HCSDB, outlined on page 1 of this report, are key to understanding the survey findings presented in this report. These questions imply two types of basic, analytic variables: dependent, or *outcome*, variables and independent, or *explanatory* variables. Outcome variables are beneficiaries' responses to the various survey questions on satisfaction, health care access, knowledge of TRICARE, use of health care, preventive services, etc. Explanatory variables, such as enrollment in Prime or type of facility, may help to explain some of the variation in responses given by different groups of beneficiaries.

For example, Exhibit 2.1 shows how different groups of MHS beneficiaries rate their personal doctors. The exhibit addresses the question, "How do beneficiaries' ratings of their personal doctors and primary care managers (PCMs) (the outcome variables) differ by beneficiary category and type of PCM (the explanatory variables)?" In other words, is enrollment in TRICARE Prime or type of PCM related in some way to beneficiaries' level of satisfaction?

It is important to recognize that while some survey findings may *suggest* important differences in outcomes for different groups of MHS beneficiaries, one cannot conclude that these differences would persist after controlling for possible confounding variables not accounted for in the analysis, such as age, health status, sex, race and ethnicity, and others. More sophisticated statistical techniques, such as multivariate analysis, can yield more definitive conclusions about the possible impact of any one “explanatory” variable on a particular outcome.

Exhibits

All the exhibits in this report, except for the performance improvement plans in chapter 7, are presented as bar graphs. In the bar graphs, the outcome variables are represented by the vertical, or Y, axis. The explanatory variables are represented by the horizontal, or X, axis. For instance, in Exhibit 2.5, the height of a bar represents the percentage of beneficiaries who agree or strongly agree with the statement, “I am satisfied with the health care that I received at military (or civilian) facilities.” The X-axis displays the percent who “agree or strongly agree” that they are satisfied with MTFs or CTFs.

Many of the exhibits in this report focus on three principal groups of TRICARE beneficiaries: Prime enrollees under age 65, non-Prime beneficiaries under age 65, and non-Prime beneficiaries age 65 and over. Senior Prime enrollees are excluded from these analyses because enrollment in Senior Prime was minimal when the 1998 HCSDb was fielded. See the *Medicare Subvention Demonstration Report* for extensive analyses of MHS beneficiaries at sites offering a Senior Prime health plan.

In selected bar graphs, upward-pointing arrows (↑) appear at the top of bars to indicate significantly *higher* rates or averages compared with CONUS MHS overall ($p < 0.05$). Downward-pointing arrows (↓) indicate *lower* rates or averages compared with CONUS MHS overall.

Differences in estimates are not described unless the findings are significantly different ($p < 0.05$).

Performance Standards

CAHPS Benchmarks

Exhibits 2.1, 2.2, and 3.2 present civilian benchmark data from the CAHPS national benchmarking database, version 1, developed by The Picker Institute. Civilian benchmarks indicate the ratings of personal doctors, health care, and health plans of the beneficiaries of a sample of civilian health plans. In these exhibits, HCSDb results are compared to the relevant civilian benchmark. The benchmarks are unweighted averages of the survey responses to the relevant CAHPS questions contributed to the benchmark database.

Preventive Care Benchmarks

In Chapter 6, Use of Preventive Services, the findings for MHS beneficiaries are compared with the federal government’s *Healthy People 2000* goals for improving the nation’s health (see *Healthy People 2000 Review 1997*, DHHS Publication No. PHS 98-1256). Since national goals for prostate disease screening have not been established, Exhibit 6.6 refers to the relevant American Cancer Society recommendation.

Chapter

2

Satisfaction with TRICARE

This chapter focuses on two critical indicators of MHS beneficiary satisfaction with TRICARE health care: satisfaction with one's personal doctor or nurse, including PCMs, and satisfaction with health care facilities (military or civilian). Information on these indicators is derived from the answers to two sets of HCSDB survey questions:

- The first set of questions is new to the HCSDB. The questions in this set ask respondents to rate their personal doctor, nurse, PCM, or the facility they used the most "from 0 to 10 where 0 is the worst and 10 is the best". Results are reported in Exhibits 2.1 and 2.2.
- The second set of questions has been used in HCSDB surveys for several years. Questions in this set ask respondents how much they agree or disagree with the statement, "I am satisfied with the health care that I received at military (or civilian) facilities." Findings from 1996, 1997, and 1998 are presented together. Results are reported in Exhibits 2.3, 2.4, and 2.5.

Key Findings

Personal Doctors, Nurses, and PCMs

- When asked to rate their personal doctor or nurse on a scale from 0 to 10, beneficiaries in Region 12 gave them an average rating of 8.4, similar to the rating for CONUS MHS overall. The civilian benchmark is 8.1.
- Non-active duty TRICARE Prime enrollees with civilian PCMs (7.8), were significantly less satisfied with their personal doctors compared with other Region 12 beneficiaries and CONUS MHS beneficiaries overall. Active duty enrollees with military PCMs (8.0) were also less satisfied than other beneficiary groups in Region 12.

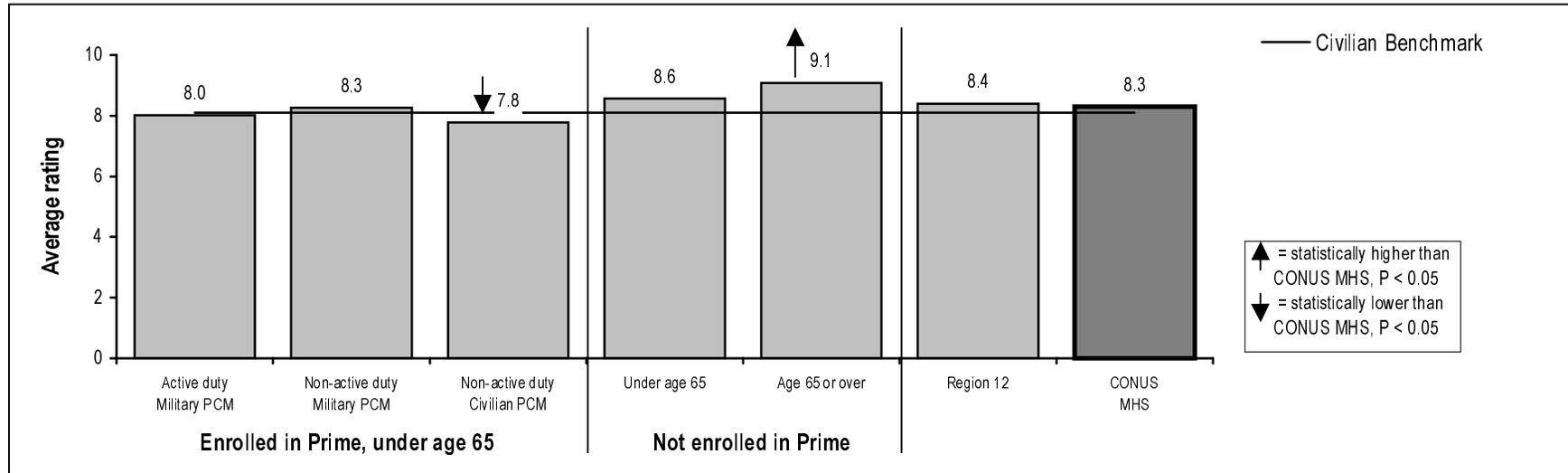
Military and Civilian Facilities

- When asked to rate the facility they use the most on a scale from 0 to 10, Region 12 beneficiaries gave MTFs a 7.2 rating, and CTFs a rating of 8.5. The civilian benchmark is 8.0. Active duty TRICARE Prime enrollees were the least satisfied with military care. They rated MTFs 6.8. Non-active duty Prime enrollees were more satisfied, rating MTFs 7.6.

- Satisfaction with military care improved in 1998. The overall proportion of Region 12 beneficiaries who were satisfied with MTFs increased from 61 percent to 71 percent between 1996 and 1998. Increases in satisfaction were greater for TRICARE Prime enrollees, whether active duty (from 55 percent to 71 percent) or non-active duty (from 63 percent to 78 percent).
- In Region 12 and throughout the MHS, beneficiaries were more satisfied with care from CTFs than from MTFs. Satisfaction with MTFs ranged from 59 percent in Region 5 to 75 percent in Latin America. In Region 12 it was 72 percent. Satisfaction with CTFs ranged from 72 percent in Asia to 88 percent in Region 6, 82 percent in Region 12.

2.1 Average Ratings of Personal Doctor or Nurse, by Enrollment Status

Q.52: How do you rate your personal doctor or nurse now? (Using a scale from 0 to 10 where 0 is the worst and 10 is the best.)



Population:

Beneficiaries with a personal doctor or nurse (including a PCM)

Sample size:

829

Vertical axis:

Average rating of personal doctor or nurse from 0 to 10, where 0 is the worst and 10 is the best

Horizontal axis:

Active duty status, military or civilian PCM, TRICARE Prime enrollment, age, and region and CONUS MHS overall

What the exhibit shows:

- How beneficiaries rate their personal doctor or nurse
- How TRICARE Prime enrollees rate their PCM
- If some groups of Region 12 beneficiaries are more satisfied with their PCM or personal doctor or nurse than others in the region and in the CONUS MHS overall

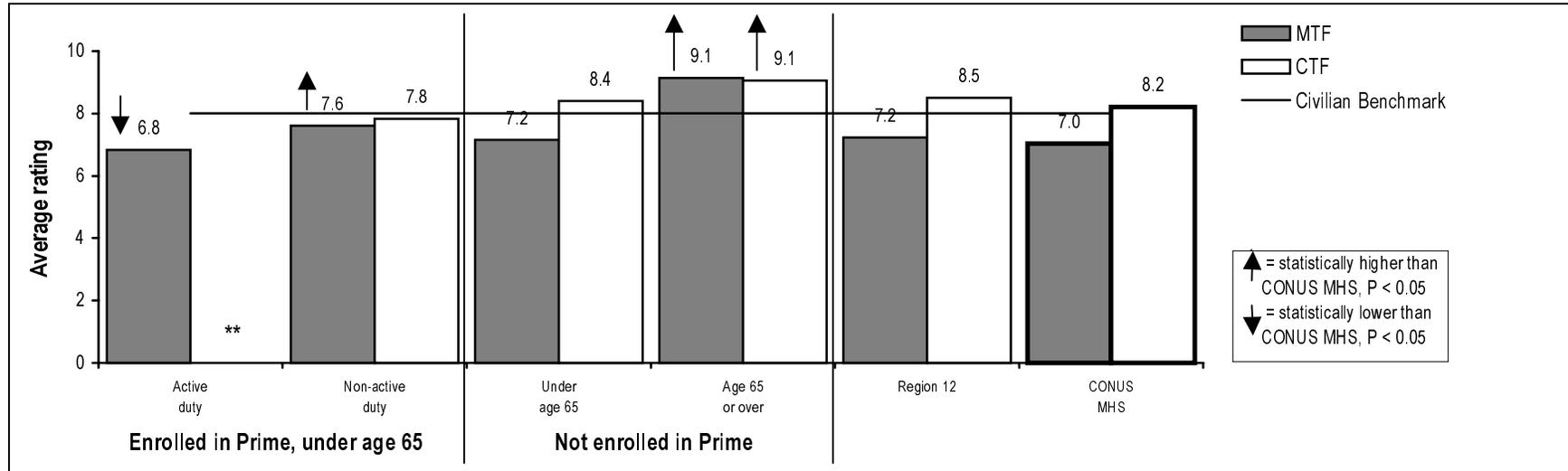
Findings:

When asked to rate their personal doctor or nurse on a scale from 0 to 10, Region 12 beneficiaries rated them of 8.4, compared to the CONUS MHS average of 8.3. The civilian benchmark, shown by the horizontal line, is 8.1.

Beneficiaries 65 or over and not enrolled in TRICARE Prime gave their doctor a 9.1 rating, significantly higher than the CONUS MHS average. Non-active duty TRICARE Prime enrollees with a civilian PCM gave their doctors an average rating of 7.8, significantly lower than the CONUS MHS average.

2.2 Average Ratings of Military and Civilian Treatment Facilities, by Enrollment Status

Q.96: How do you rate all your health care from the facility you used most in the last 12 months? (Using a scale from 0 to 10 where 0 is the worst and 10 is the best).



Population:

Beneficiaries who received care at a MTF or CTF in the past 12 months

Sample size:

1,720

Vertical axis:

Average rating of MTFs and CTFs from 0 to 10, where 0 is the worst and 10 is the best

Horizontal axis:

Active duty status, TRICARE Prime enrollment, age, and region and CONUS MHS overall

Double Asterisks ():**

Indicates the value is suppressed because of insufficient sample size

What the exhibit shows:

- How beneficiaries rate MTFs and CTFs
- If beneficiaries are more or less satisfied with MTFs compared with CTFs
- If some groups of Region 12 beneficiaries are more satisfied with MTFs and CTFs compared with others in the region

Findings:

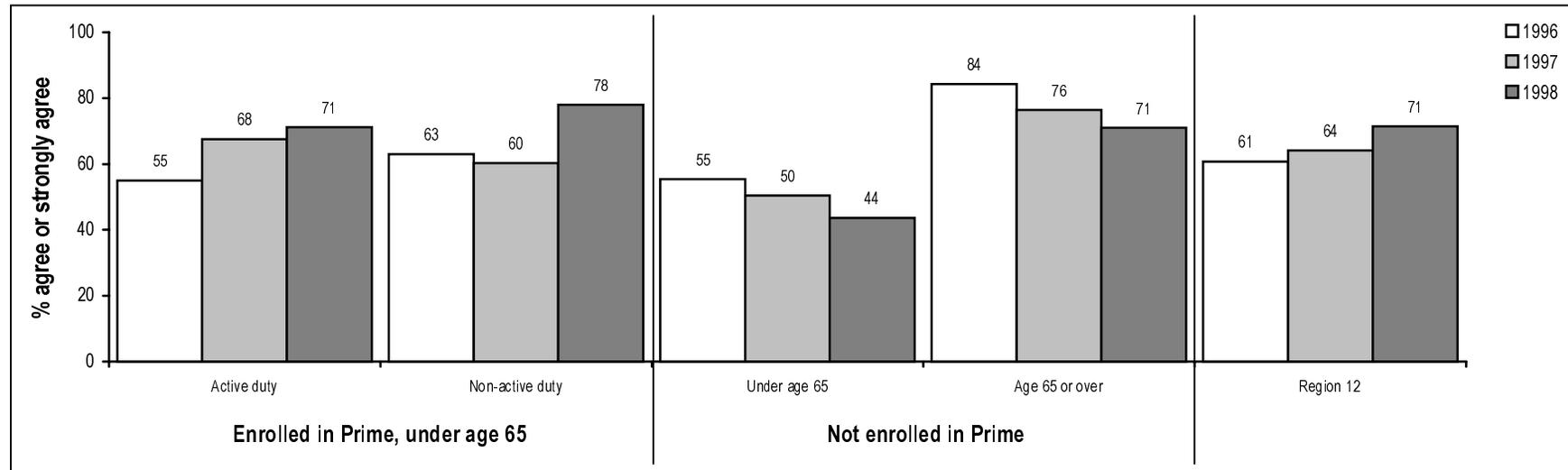
When asked to rate their health care from the facility they use the most on a scale from 0 to 10, Region 12 beneficiaries rated MTFs 7.2 and CTFs 8.5. Both ratings are higher than the CONUS MHS averages of 7.0 and 8.2, respectively. The civilian benchmark rating, shown by the horizontal line, is 8.0.

Beneficiaries age 65 or over and not enrolled in TRICARE Prime were the most satisfied group. They rated both MTFs and CTFs 9.1, significantly higher than the average CONUS MHS rates.

Active duty Prime enrollees were the least satisfied of all beneficiary groups, rating MTFs 6.8. Non-active duty beneficiaries were more satisfied, rating MTFs 7.6. The sample of active duty CTF users was too small to produce a reliable estimate of their satisfaction.

2.3 Satisfaction with Military Care, 1996 - 1998

Q.99a: How much do you agree or disagree with the statement: "I am satisfied with the health care that I received at military facilities"?



Population:

Beneficiaries who received care at a MTF in the past 12 months

Sample size:

1996 – 570
 1997 – 554
 1998 – 1,322

Vertical axis:

Percent who "agree or strongly agree" that they are satisfied with the health care they received at military facilities

Horizontal axis:

Active duty status, TRICARE Prime enrollment, age, and region overall

What the exhibit shows:

- Overall satisfaction with MTFs among different groups of MHS beneficiaries
- Whether some groups of Region 12 beneficiaries are more satisfied than others
- Whether satisfaction with MTFs improved from 1996 to 1998

Findings:

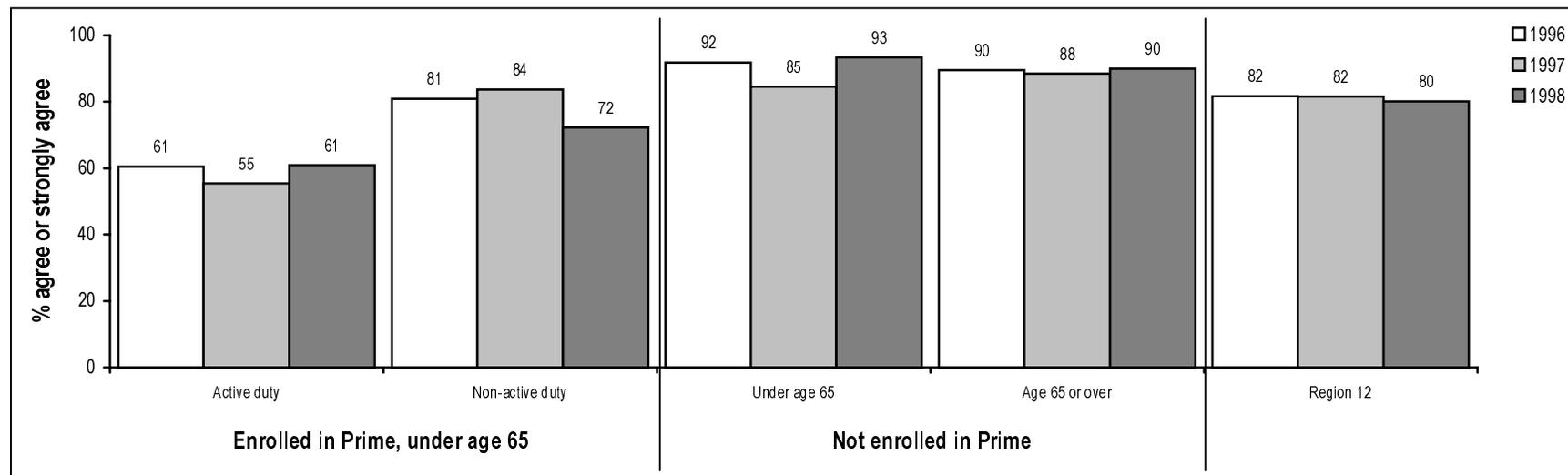
The proportion of Region 12 beneficiaries who were satisfied with MTFs increased from 61 percent to 71 percent between 1996 and 1998.

Beneficiaries enrolled in TRICARE Prime reported increased satisfaction with MTFs between 1996 and 1998, whether active duty (from 55 percent to 71 percent) or non-active duty (from 63 percent to 78 percent).

TRICARE beneficiaries under age 65 and not enrolled in Prime were the least satisfied of all beneficiary groups in 1997 (50 percent) and 1998 (44 percent).

2.4 Satisfaction with Civilian Care, 1996 - 1998

Q.103a: How much do you agree or disagree with the statement: "I am satisfied with the health care that I received at civilian facilities"?



Population:

Beneficiaries who received care at a CTF in the past 12 months

Sample size:

1996 – 693
 1997 – 699
 1998 – 696

Vertical axis:

Percent who "agree or strongly agree" that they are satisfied with the health care they received at civilian facilities

Horizontal axis:

Active duty status, TRICARE Prime enrollment, age, and region overall

What the exhibit shows:

- Overall satisfaction with CTFs among different groups of MHS beneficiaries
- Whether some groups of Region 12 beneficiaries are more satisfied than others
- Whether satisfaction with CTFs improved from 1996 to 1998

Findings:

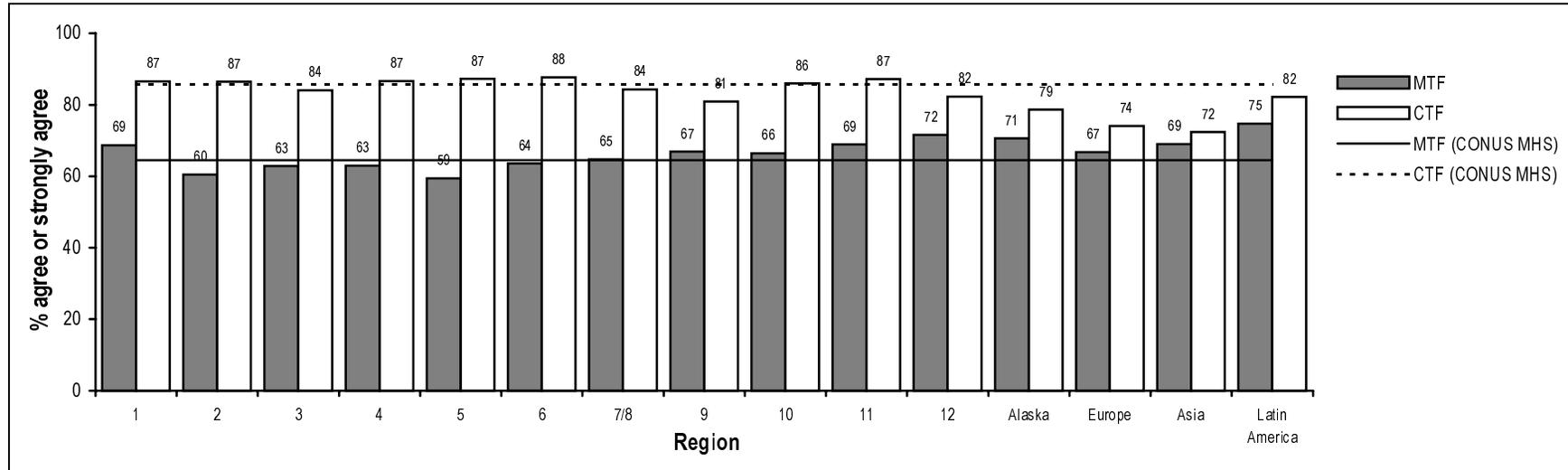
Overall satisfaction with civilian care in Region 12 was 82 percent in 1996 and 1997 and 80 percent in 1998.

Active duty TRICARE Prime enrollees have been consistently the beneficiary group least satisfied with CTFs. Their satisfaction has ranged between 55 and 61 percent.

2.5 Satisfaction with Military and Civilian Care, by Region

Q.99a: How much do you agree or disagree with the statement: "I am satisfied with the health care that I received at military facilities"?

Q.103a: How much do you agree or disagree with the statement: "I am satisfied with the health care that I received at civilian facilities"?



Population:

Beneficiaries who received care at a MTF or CTF in the past 12 months

Sample size:

61,097

Vertical axis:

Percent who "agree or strongly agree" that they are satisfied with MTFs or CTFs. Note that percents are adjusted to control for regional differences in age and health status.

Horizontal axis:

All regions

What the exhibit shows:

- How satisfaction with MTFs and CTFs in Region 12 compares with other regions controlling for regional differences in age and health status
- Whether MHS beneficiaries are more or less satisfied with MTFs compared with CTFs

Findings:

In Region 12 and all other Regions, beneficiaries reported greater satisfaction with CTFs than MTFs. The difference in satisfaction is 20 percentage points or more in 6 Regions. In Region 12 the gap is 10 points.

Satisfaction with military care ranged from 59 percent in Region 5 to 75 percent in Latin America.

Satisfaction with civilian care ranged from 72 percent in Asia to 88 percent in Region 6.

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Chapter

3

Knowledge of and Satisfaction with Health Plan

This chapter explores MHS beneficiary satisfaction with the health plan they “used the most” in the past 12 months, including TRICARE Prime.

- Exhibit 3.1 shows how non-active duty beneficiaries currently enrolled in TRICARE Prime responded to the question: “How likely are you to disenroll from TRICARE Prime for a different type of insurance coverage in the next 12 months?” It also shows how non-active duty beneficiaries *not* currently enrolled in TRICARE Prime responded to the question asking: “How likely are you to enroll in TRICARE Prime in the next 12 months?”
- Exhibit 3.2 shows how enrollees rated the health plan they used the most using a scale “from 0 to 10 where 0 is the worst and 10 is the best.” Also shown is the variation in ratings by type of health plan; TRICARE Prime, Standard/Extra, Medicare, or other insurance.
- Exhibit 3.3 shows how overall health plan satisfaction varies among regions.
- Exhibit 3.4 shows how well beneficiaries felt they understood TRICARE in 1997 and 1998. The findings are presented by region.

Key Findings

TRICARE Prime Enrollment Intentions

- Six percent of non-active duty TRICARE Prime enrollees with military PCMs said they intend to *disenroll* from TRICARE Prime. In CONUS MHS overall, 7 percent with military PCMs and 9 percent with civilian PCMs planned to disenroll.
- On the other hand, 12 percent of beneficiaries not enrolled in Prime in Region 12 said they plan to enroll in TRICARE Prime.

Satisfaction with Health Plan

- Health plan satisfaction is generally low. When asked to rate the health plan they use the most on a scale from 0 to 10, Region 12 beneficiaries gave their health plans an average rating of 6.8, above the CONUS MHS average of 6.6. The civilian benchmark is 7.3.
- Region 12 beneficiaries who use Medicare or other insurance most often rate their health plans more highly than beneficiaries who use a TRICARE plan. Medicare was rated 8.8. "Other insurance" was rated 7.9.
- In contrast, beneficiaries who use a TRICARE plan most often were the least satisfied groups. Active duty enrollees under age 65 rated TRICARE Prime 6.1. Standard/Extra beneficiaries rated their health plan 5.8. Non-active duty TRICARE Prime enrollees gave their plan a 7.1 rating, lower than Medicare or "other insurance," but above the CONUS MHS average.

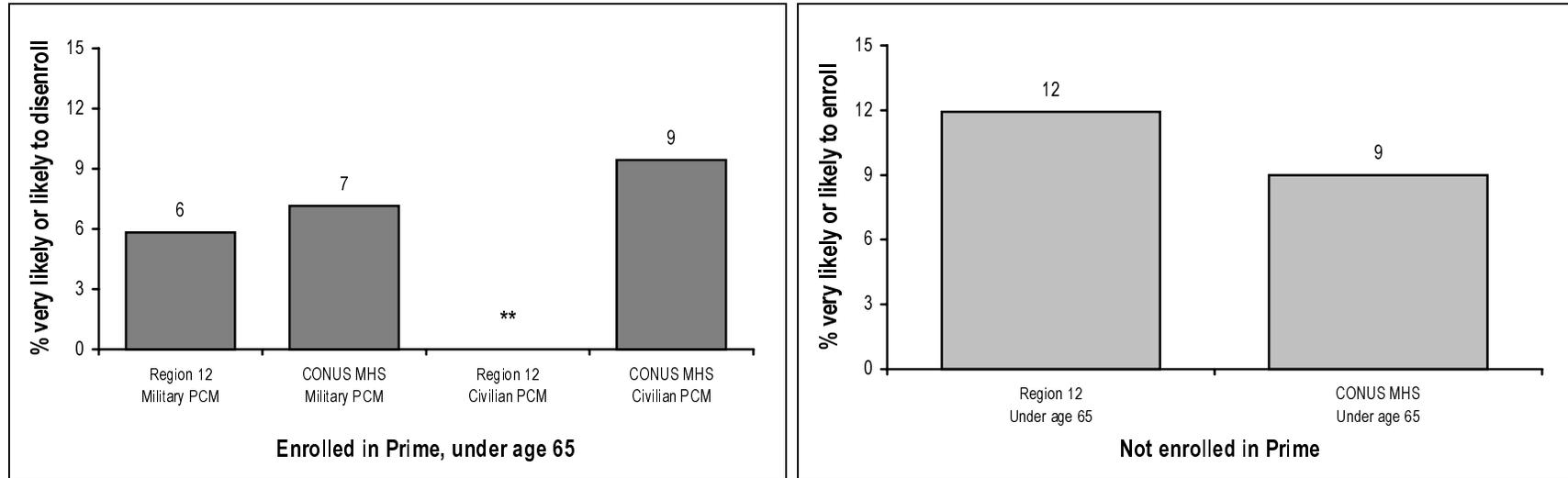
Knowledge and Understanding of TRICARE

- Understanding of TRICARE improved in every region between 1997 and 1998. When asked, "How well do you feel you understand TRICARE overall," the proportion of beneficiaries from Region 12 with "no understanding" dropped from 30 percent to 21 percent.
- Despite the widespread improvement in TRICARE understanding, findings in every MHS region indicate that more than one in five MHS beneficiaries (at a minimum 21 percent) say they have "no understanding of TRICARE".

3.1 Intention to Enroll in or Disenroll from TRICARE Prime, Non-Active Duty Beneficiaries

Q.37: If you are currently enrolled in TRICARE Prime, how likely are you to disenroll in TRICARE Prime for a different type of insurance coverage in the next 12 months?

Q.39: If you are not currently enrolled in TRICARE Prime, how likely are you to enroll in TRICARE Prime in the next 12 months?



Population:

Non-active duty beneficiaries under age 65

Sample size:

723

Vertical axis:

In the left chart, the percent of TRICARE Prime enrollees who are “very likely or likely” to disenroll from TRICARE Prime. In the right graph, the percent of non-TRICARE Prime beneficiaries who are “very likely or likely” to enroll in TRICARE Prime.

Horizontal axis:

Military or civilian PCM, TRICARE Prime enrollment, age, Region and CONUS MHS overall

Double Asterisks ():**

Indicates the value is suppressed because of insufficient sample size

What the exhibit shows (on the left):

- Whether TRICARE Prime enrollees, with the option to disenroll from TRICARE Prime, plan to disenroll
- How likelihood to disenroll from TRICARE Prime varies by type of PCM
- Whether TRICARE Prime enrollees are more likely to disenroll than other TRICARE Prime enrollees in CONUS MHS overall

What the exhibit shows (on the right):

- Whether beneficiaries are more likely to enroll in TRICARE Prime than others in CONUS MHS overall

Findings:

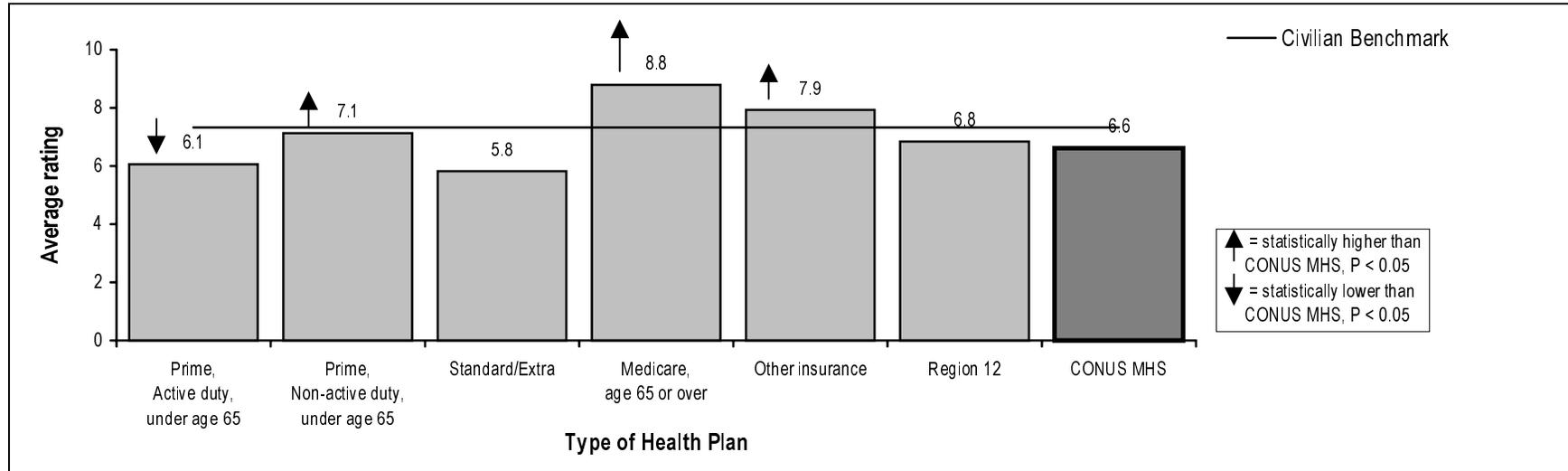
In Region 12, six percent of TRICARE Prime enrollees with military PCMs intended to disenroll. In CONUS MHS overall, 7 percent with military PCMs and 9 percent with civilian PCMs planned to disenroll.

In Region 12, twelve percent of beneficiaries not enrolled in TRICARE Prime planned to enroll.

3.2 Average Ratings of Health Plan, by Type of Health Plan Used Most Often

Q.50: Which health care plan did you use most in the last 12 months?

Q.73: How do you rate your health plan now? (Using a scale from 0 to 10 where 0 is the worst and 10 is the best.)



Population:

All beneficiaries

Sample size:

1,781

Vertical axis:

Average rating of health plan from 0 to 10, where 0 is the worst and 10 is the best

Horizontal axis:

Active duty status, TRICARE Prime enrollment, type of health plan, age, and region and CONUS MHS overall

What the exhibit shows:

- How MHS beneficiaries in Region 12 and in the CONUS MHS overall rate the health plan they use the most
- If some health plans are more highly rated by Region 12 MHS beneficiaries than other health plans

Findings:

When asked to rate the health plan they used the most on a scale from 0 to 10, Region 12 beneficiaries gave their health plans an average rating of 6.8, greater than the CONUS MHS average of 6.6. The civilian benchmark, shown by the horizontal line, is 7.3.

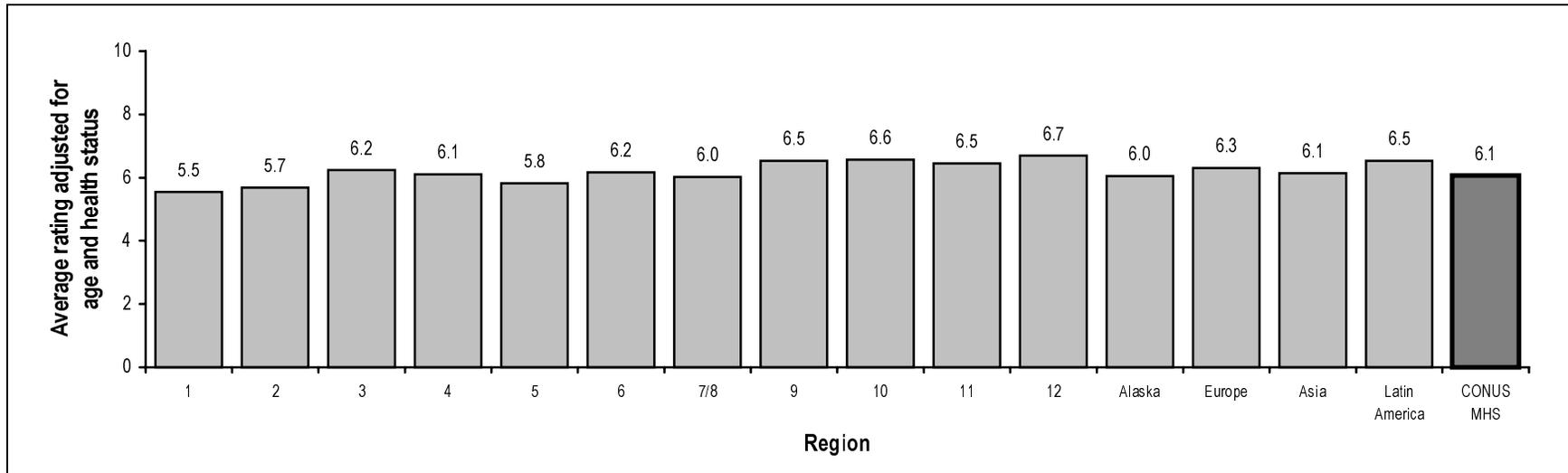
Beneficiaries who use Medicare or “other insurance” the most gave their health plans higher ratings than beneficiaries who use a TRICARE plan. Medicare and “other insurance” were rated 8.8 and 7.9, respectively, both significantly higher than the CONUS MHS average.

Active duty TRICARE Prime enrollees (6.1) and Standard/Extra users (5.8) were the beneficiary groups least satisfied with their health plans. Non-active duty Prime enrollees rated their plan above the CONUS MHS average (7.1).

3.3 Enrollees' Ratings of TRICARE Prime Adjusted for Age and Health Status, by Region

Q.50: Which health care plan did you use most in the last 12 months?

Q.73: We want to know your rating of all your experience with your health plan. How do you rate your health plan now? (Using a scale from 0 to 10 where 0 is the worst and 10 is the best.)



Population:

TRICARE Prime enrollees

Sample size:

43,132

Vertical axis:

Average rating of TRICARE Prime from 0 to 10, where 0 is the worst and 10 is the best. Note that ratings are adjusted to control for regional differences in age and health status.

Horizontal axis:

All regions and CONUS MHS overall

What the exhibit shows:

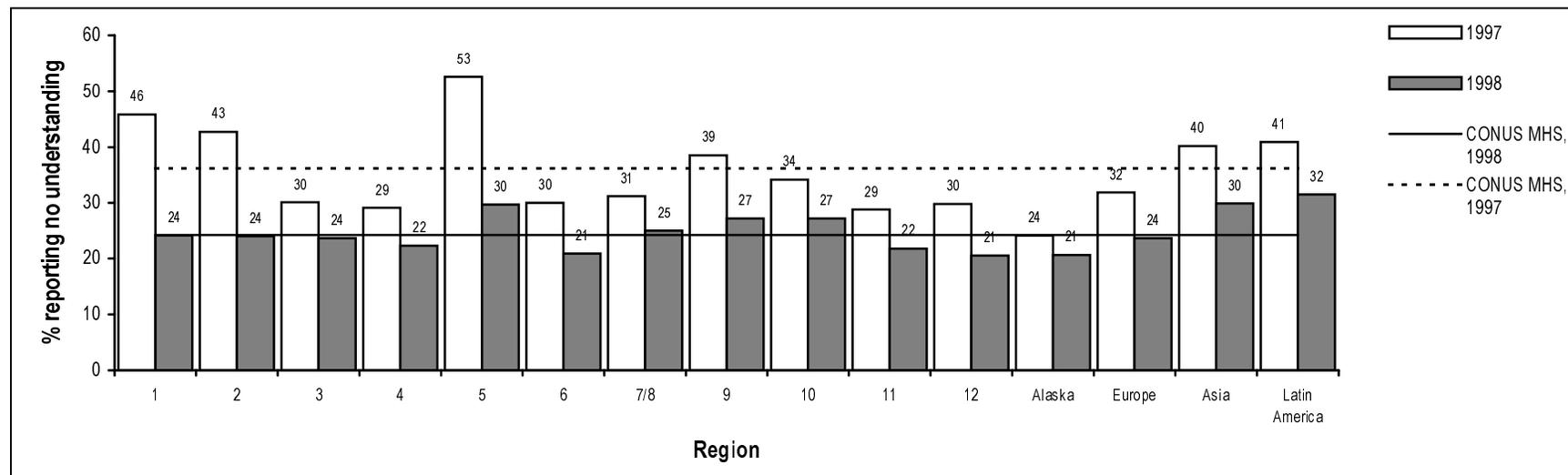
- How TRICARE Prime enrollees rate their experience with TRICARE Prime
- If satisfaction with TRICARE Prime is higher in some regions than in others

Findings:

TRICARE Prime enrollees in Region 12 gave their health plan the highest rating of all regions. Region 12 enrollees rated their health plan 6.7, compared to the average CONUS MHS rating of 6.1.

3.4 Beneficiaries' Reporting No Understanding of TRICARE, by Region, 1997-1998

Q.32: How well do you feel you understand TRICARE overall?



Population:

All beneficiaries

Sample size:

1997 – 76,835

1998 – 66,192

Vertical axis:

Percent who report “no understanding” of TRICARE Prime. Note that percents are adjusted to control for regional differences in age and health status.

Horizontal axis:

All regions and CONUS MHS overall

What the exhibit shows:

- The proportion of MHS beneficiaries who report *not* understanding the TRICARE system
- If understanding of TRICARE improved from 1997 to 1998
- How understanding of TRICARE in Region 12 compares with understanding in other regions

Findings:

Understanding of TRICARE improved in every region between 1997 and 1998. The proportion of Region 12 beneficiaries with “no understanding” dropped from 30 percent to 21 percent.

Despite the improvement, more than 20 percent of CONUS MHS beneficiaries in every region said they have “no understanding” of TRICARE.

Chapter

4

Access to Health Care

This chapter presents the findings on access to health care in the MHS. In the HCSDB, access was measured in terms of four basic indicators:

- **Waiting period for well-patient appointments**—TRICARE standards require that MHS beneficiaries be able to arrange for well-patient appointments in less than 4 weeks. Findings for active duty TRICARE Prime enrollees, non-active duty TRICARE Prime enrollees, and all other beneficiaries are presented by the type of facility they report using most often (MTF or CTF) (see Exhibit 4.1).
- **Waiting past one's scheduled appointment time in a doctor's office or clinic**—TRICARE standards also require that MHS beneficiaries *not* wait more than 30 minutes past the appointed time in a doctor's office or clinic for a scheduled routine care visit. Exhibit 4.2 shows the percentage of active duty TRICARE Prime enrollees, non-active duty TRICARE Prime enrollees, and other beneficiaries who reported "usually or always" waiting more than 30 minutes. The results for MTFs and CTFs are shown separately.
- **Getting referrals to specialists**—This is the first year that the HCSDB asked respondents: "How much of a problem, if any, was it to get a referral to a specialist that you needed to see?" The percentage of respondents who replied that it was "a big problem" is shown in Exhibit 4.3 by type of health plan: TRICARE Prime (active duty and non-active duty), Standard/Extra, Medicare, or other insurance.
- **Getting care that the beneficiary or a doctor "believed necessary"**—The survey also asked, "How much of a problem, if any, was it to get the care you or a doctor believed necessary?" The percentage of respondents who replied that it was "a big problem" is shown by type of health plan in Exhibit 4.4.

Key Findings

Waiting Times

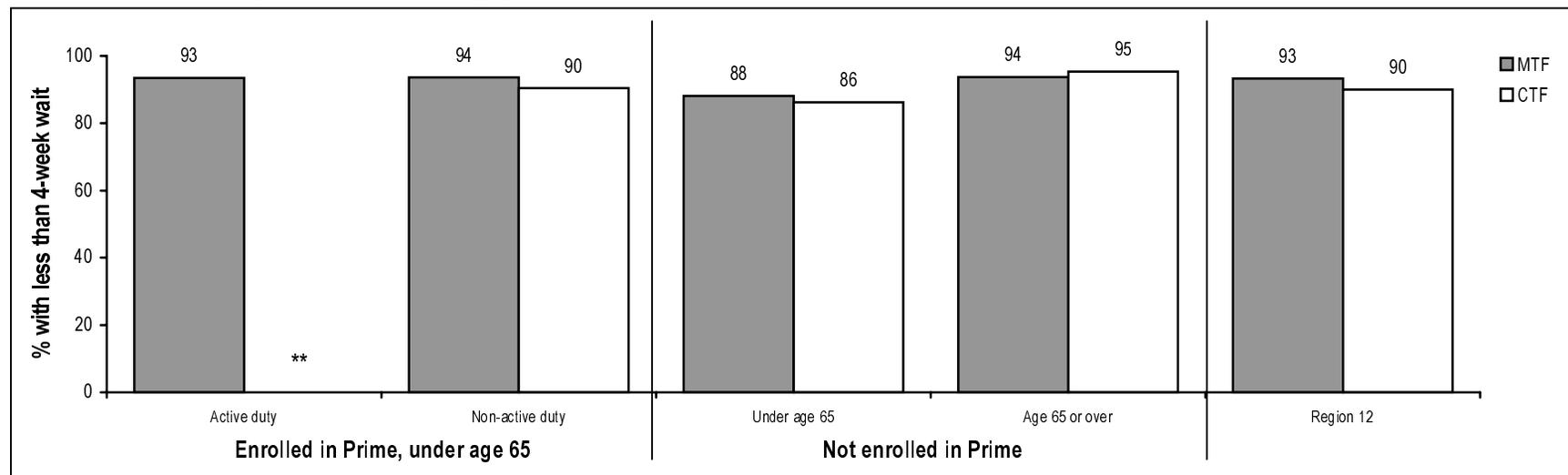
- Ninety-three percent of beneficiaries who use MTFs, and 90 percent who use CTFs reported getting well patient appointments within 4 weeks. There was little variation in access to well-patient care at CTFs or MTFs. The proportion waiting less than 4 weeks for a MTF appointment ranged from 88 percent for beneficiaries under age 65 and not enrolled in TRICARE Prime, to 94 percent for non-active duty Prime enrollees.
- Twenty percent of beneficiaries in Region 12 reported usually or always waiting more than 30 minutes to be seen at a MTF, 8 percent at a CTF. Fifteen percent of non-active duty TRICARE Prime enrollees reported long waits at CTFs, the most of any beneficiary group.

Access to Health Care

- Sixteen percent of active duty and 13 percent of non-active duty TRICARE Prime enrollees reported having a “big problem” getting a referral to see a specialist, compared to the CONUS MHS average of 13 percent. Only 6 percent of Medicare users and 5 percent who use “other insurance” reported “big problems”.
- TRICARE Prime enrollees were also the beneficiary group most likely to report problems getting care they or a doctor felt “necessary”. Seven percent of active duty and 5 percent of non-active duty TRICARE Prime enrollees said they had a “big problem” getting access to needed care, significantly lower than the rates for their TRICARE Prime counterparts in CONUS MHS, but higher than the rate for Region 12 users of “other insurance” (2 percent).

4.1 Waiting Period for Well-Patient Visits, by Enrollment Status and Type of Facility

Q.77a: How many weeks did you usually have to wait between the time you made an appointment for care and the day you actually saw the provider...for a well-patient visit, such as a physical?



Population:

Beneficiaries who received care at a MTF or CTF in the past 12 months

Sample size:

1,303

Vertical axis:

Percent who reported waiting less than 4 weeks for a well-patient visit

Horizontal axis:

TRICARE Prime enrollment, active duty status, age, and region overall

Double Asterisks ():**

Indicates the value is suppressed because of insufficient sample size

What the exhibit shows:

- If TRICARE Prime enrollees are more likely than other MHS beneficiaries to get well-patient visits within 4 weeks
- If waiting time for a well-patient visit varies by enrollment status or age
- If well-patient visits at MTFs are more likely to be available within 4 weeks compared with CTFs

Findings:

Most beneficiaries in Region 12 reported a usual wait for well-patient visits of less than the 4-week TRICARE standard for both MTFs (93 percent) and CTFs (90 percent).

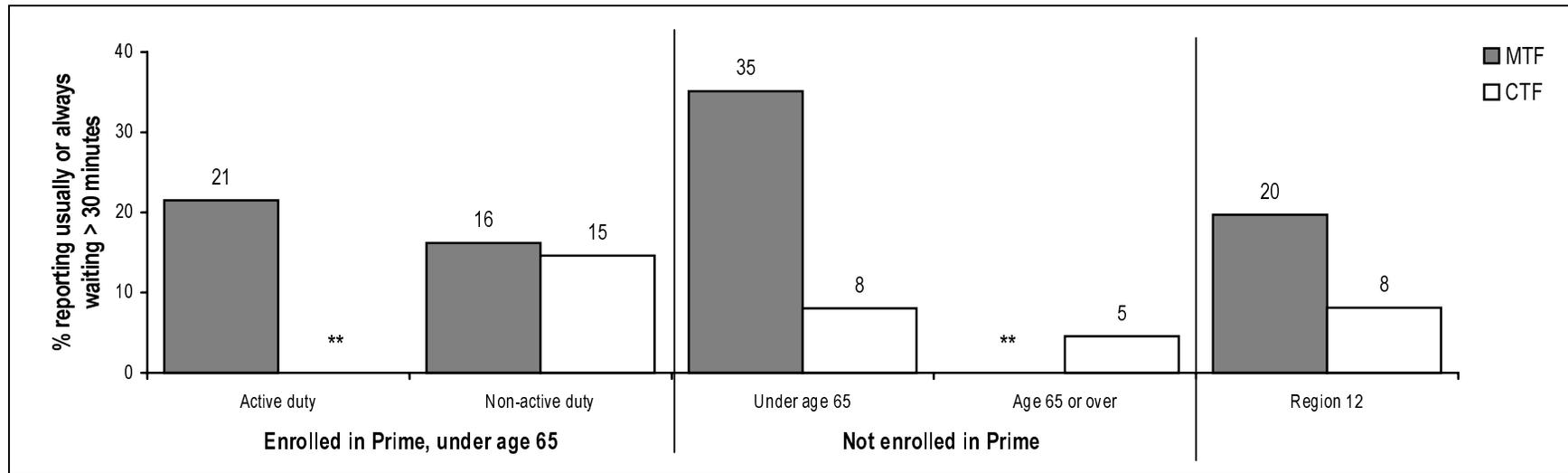
There was little variation in access to well patient appointments at MTFs. The proportion of beneficiaries who usually waited less than 4 weeks for a MTF visit ranged from 88 percent for beneficiaries under age 65 to 94 percent for non-active duty TRICARE Prime enrollees.

The proportion of beneficiaries waiting less than 4 weeks for CTF visits ranged from 86 percent for beneficiaries under age 65 and not enrolled in TRICARE Prime to 95 percent for beneficiaries age 65 or over and not enrolled in Prime. The sample of active duty CTF users was too small to produce a reliable estimate of their rate.

4.2 Waiting More Than 30 Minutes in Doctor’s Office or Clinic, by Enrollment Status and Type of Facility

Q.74: What type of facility did you go to most often for health care, or advice on health care?

Q.83: How often did you wait in the doctor’s office or clinic more than 30 minutes past your appointment time for routine care?



Population:

Beneficiaries who received care at a MTF or CTF in the past 12 months

Sample size:

1,646

Vertical axis:

Percent who “usually or always” wait more than 30 minutes past scheduled appointment time

Horizontal axis:

TRICARE Prime enrollment, active duty status, age, and region overall

What the exhibit shows:

- If TRICARE Prime enrollees are more likely than other MHS beneficiaries to wait more than 30 minutes for routine scheduled appointments
- If MHS beneficiaries are more likely to wait more than 30 minutes for scheduled appointments at MTFs compared with CTFs

Findings:

Twenty percent of Region 12 beneficiaries reported usually or always waiting more than 30 minutes past the appointed time to be seen at MTFs, 8 percent at CTFs.

Beneficiaries under the age of 65 and not enrolled in Prime were most likely to report long waits at MTFs (35 percent). Non-active duty beneficiaries enrolled in TRICARE Prime were most likely to report long waits in CTFs (15 percent).

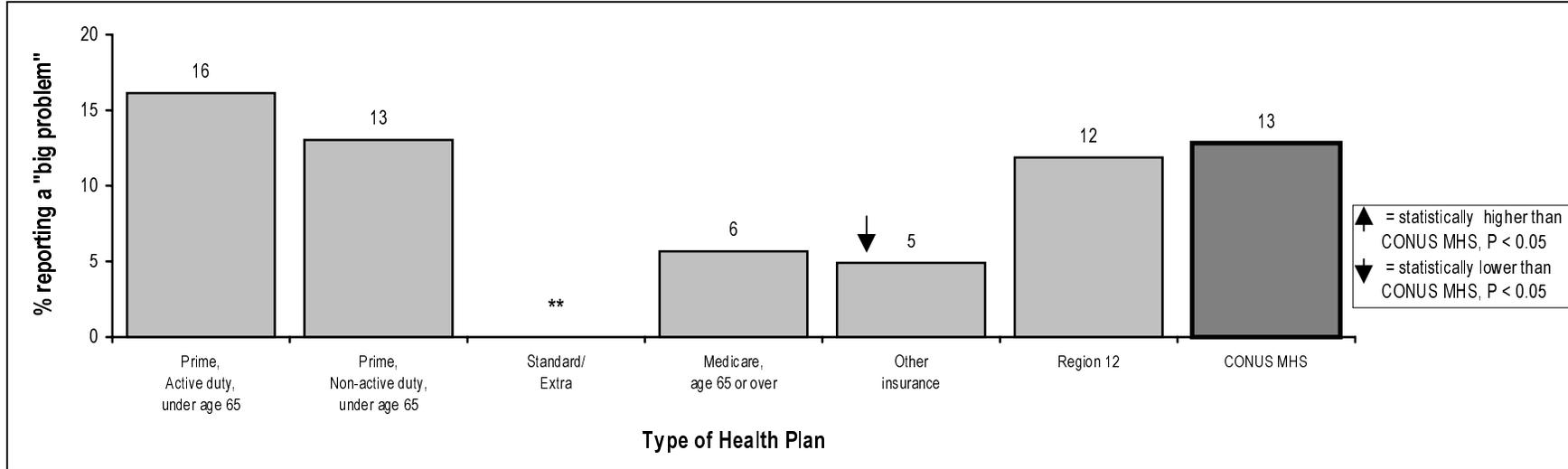
Non-active duty beneficiaries enrolled in Prime were less likely to report long waits in MTFs (16 percent) than were other beneficiary groups.

4.3 Problems Getting Referrals to Specialists, by Type of Health Plan

Q.50: Which health care plan did you use most in the last 12 months?

Q.53: In the last 12 months, did you or a doctor think you needed to see a specialist?

Q.54: How much of a problem, if any, was it to get a referral to a specialist that you needed to see?



Population:

Beneficiaries who needed to see a specialist in the past 12 months

Sample size:

763

Vertical axis:

Percent who said they had a "big problem" getting a referral to a specialist

Horizontal axis:

TRICARE Prime enrollment, active duty status, type of health plan, age, and region and CONUS MHS overall

Double Asterisks ():**

Indicates the value is suppressed because of insufficient sample size

What the exhibit shows:

- Beneficiaries are more likely to have problems getting specialty referrals in some health plans compared with other health plans
- If specialty referrals are a greater problem in Region 12 than in CONUS MHS overall

Findings:

Overall, 12 percent of Region 12 beneficiaries reported having a "big problem" getting referrals to specialists. The CONUS MHS average is 13 percent.

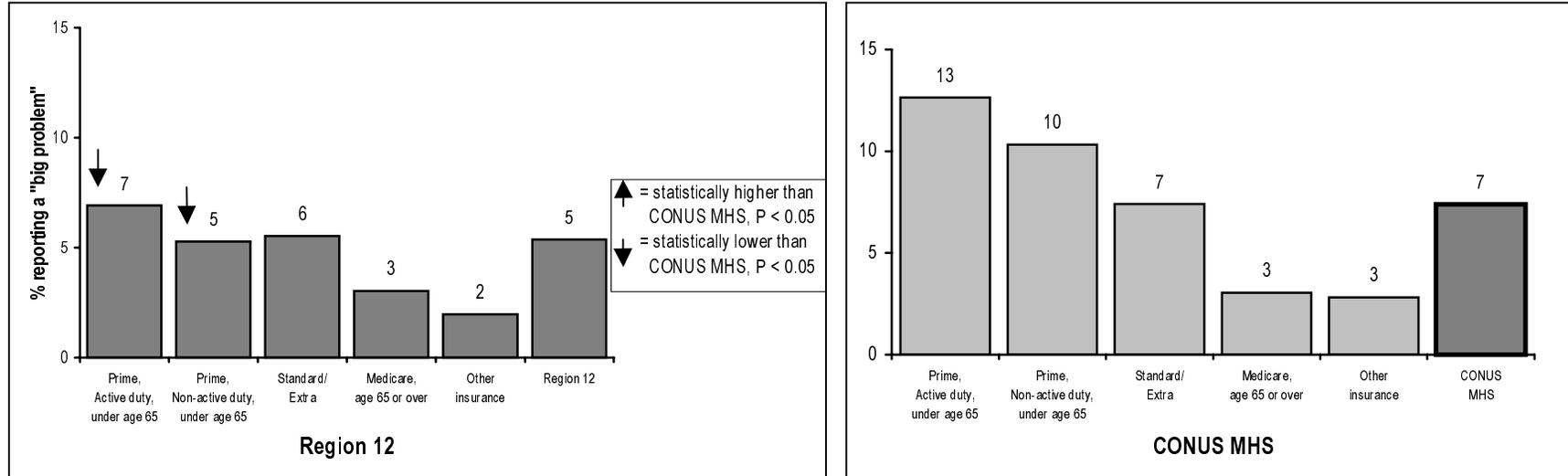
Access to specialty care appears most problematic among TRICARE Prime enrollees. Sixteen percent of active duty TRICARE Prime enrollees reported having a "big problem" and 13 percent of non-active duty enrollees reported a "big problem". The sample of Standard/Extra users was too small to produce a reliable estimate of their rate.

Beneficiaries using Medicare (6 percent) or "other insurance" (5 percent) were significantly less likely to report problems in getting access to specialist care than were other beneficiary groups.

4.4 Problems Getting Necessary Care, by Type of Health Plan

Q.50: Which health plan did you use most in the last 12 months?

Q.59: How much of a problem, if any, was it to get the care you or a doctor believed necessary?



Population:

Beneficiaries who received care at an MTF or CTF in the past 12 months

Sample size:

1,531

Vertical axis:

The percent who said they had a "big problem" getting necessary care

Horizontal axis:

TRICARE Prime enrollment, active duty status, type of health plan, age, and region and CONUS MHS overall

What the exhibit shows:

- If MHS beneficiaries are more likely to have problems getting care in some health plans compared with the same health plans in other regions
- If problems getting care are experienced throughout CONUS MHS
- Statistical comparisons, indicated by arrows, are between the findings for Region 12 health plans and the corresponding aggregate findings for the same health plans throughout CONUS MHS.

Findings:

Five percent of Region 12 beneficiaries reported a "big problem" in getting access to needed care, less than the CONUS MHS average of 7 percent.

In Region 12, seven percent of active duty and 5 percent of non-active duty TRICARE Prime enrollees said they had a "big problem" getting access to needed care, significantly lower than the CONUS MHS rates of 13 percent and 10 percent, respectively.

Only 3 percent of beneficiaries using Medicare and 2 percent using other insurance report a "big problem".

Chapter

5

Health Status and Health Care Use

This chapter documents HCSDb findings on MHS beneficiaries' physical and mental health and presents summary data on emergency room use, outpatient visits, inpatient stays and use of military pharmacies to fill civilian prescriptions.

- **Physical and Mental Health Status**—The HCSDb incorporated questions from the SF-12, a widely-used instrument for measuring physical and mental health status. In the SF-12, high scores are associated with better health. Exhibit 5.1 presents the proportion of people whose physical or mental health is worse than average. This means that if the reported proportion of beneficiaries in the exhibit is less than 50 percent, the reader can infer that the study population is, on average, healthier than the general U.S. population.
- **Emergency Room (ER) Utilization**—ER use is often viewed as an indicator of poor access to routine care. This exhibit shows the percentage of MHS beneficiaries who reported at least one visit to a military or civilian emergency room in the past 12 months. Findings for active duty TRICARE Prime enrollees, non-active duty TRICARE Prime enrollees, and all other Region 12 beneficiaries are presented by type of facility (MTF or CTF) (see Exhibit 5.2).
- **Trend in Outpatient Visits**—The average number of MTF and CTF outpatient visits per MHS beneficiary in 1996, 1997 and 1998 is shown in Exhibits 5.3 and 5.4. Visit averages for active duty TRICARE Prime enrollees, non-active duty TRICARE Prime enrollees, beneficiaries not enrolled in TRICARE Prime, and Region 12 and CONUS MHS overall are presented separately.
- **Military Pharmacies and Civilian Prescriptions**—Earlier surveys have found that a substantial portion of MHS beneficiaries use military pharmacies to obtain prescriptions drugs that were ordered by a civilian provider. This year, the analysis focuses on those with higher usage, that is, the percentage of the population who had a military pharmacy fill at least seven prescriptions ordered by a civilian provider (see Exhibit 5.5).

Key Findings

Physical and Mental Health

- Region 12 beneficiaries appear to be in similar physical health compared to their civilian counterparts. Forty-eight percent have a physical health score below the 50th percentile score for the U.S. population.
- All the beneficiary groups scored substantially higher in mental health than their peers in the U.S. population. Overall, 35 percent of Region 12 beneficiaries had mental health scores below the 50th percentile score for the U.S. population.

Outpatient Utilization

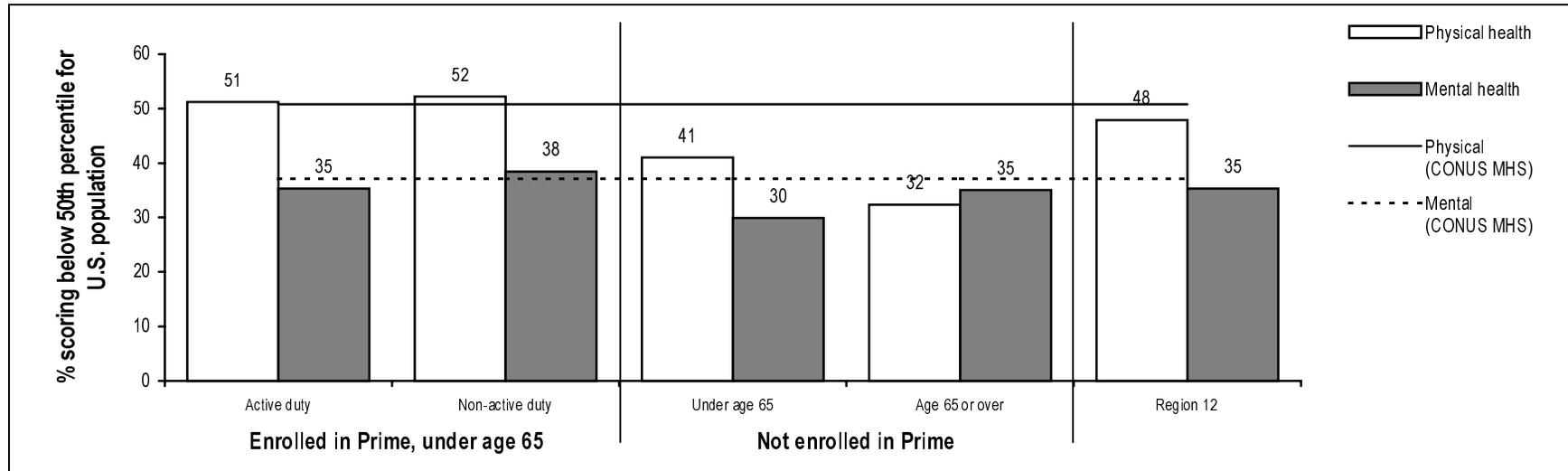
- Nineteen percent of Region 12 beneficiaries reported using a MTF emergency room at least once in the past 12 months and 7 percent reported using a CTF emergency room. In CONUS MHS, 13 percent used a CTF emergency room and 12 percent used a MTF emergency room.
- Beneficiaries in Region 12 made an average of 4.7 outpatient visits to MTFs in 1998, higher than the CONUS MHS average of 3.2. Non-active duty TRICARE Prime enrollees made 6.6 visits, more than other beneficiary groups, while active duty enrollees made 4.8 visits.
- Visits by beneficiaries under age 65 and not enrolled in Prime decreased from 4.6 in 1996 to 1.3 in 1998.
- The average number of outpatient visits to CTFs by Region 12 beneficiaries was 2.0 in 1996 and 2.3 in 1998. The CONUS MHS rate increased from 4.2 to 5.2 during that time.

Use of Military Pharmacies

- Only 5 percent of Region 12 beneficiaries used military pharmacies to fill civilian prescriptions, compared to the CONUS MHS rate of 12 percent. Relying on military pharmacies for civilian prescriptions is most common among retirees and their survivors or dependents age 65 or over; 12 percent obtained at least 7 civilian prescriptions at a military pharmacy. Use by other beneficiary groups ranged from 1 percent of active duty beneficiaries under 65 to 8 percent of retirees, survivors, and their dependents under age 65.

5.1 Physical and Mental Health Status of Beneficiaries in Region 12 Relative to the U.S. Population, by Enrollment Status

This chart presents a composite response to questions 105 through 111, which relate to general physical and mental health. These scores are age-adjusted.



Population:

All beneficiaries

Sample size:

1,780

Vertical axis:

Percent of the adult MHS population whose physical or mental health score (adjusted for age) is below the 50th percentile score for the overall adult U.S. population

Horizontal axis:

Active duty status, TRICARE Prime enrollment, age, and region overall

Double Asterisks ():**

Indicates the value is suppressed because of insufficient sample size

What the exhibit shows:

- How the overall physical and mental health status of beneficiaries in Region 12 compares with that of the general U.S. population
- How the physical and mental health of TRICARE Prime enrollees compares with that of other beneficiaries

Findings:

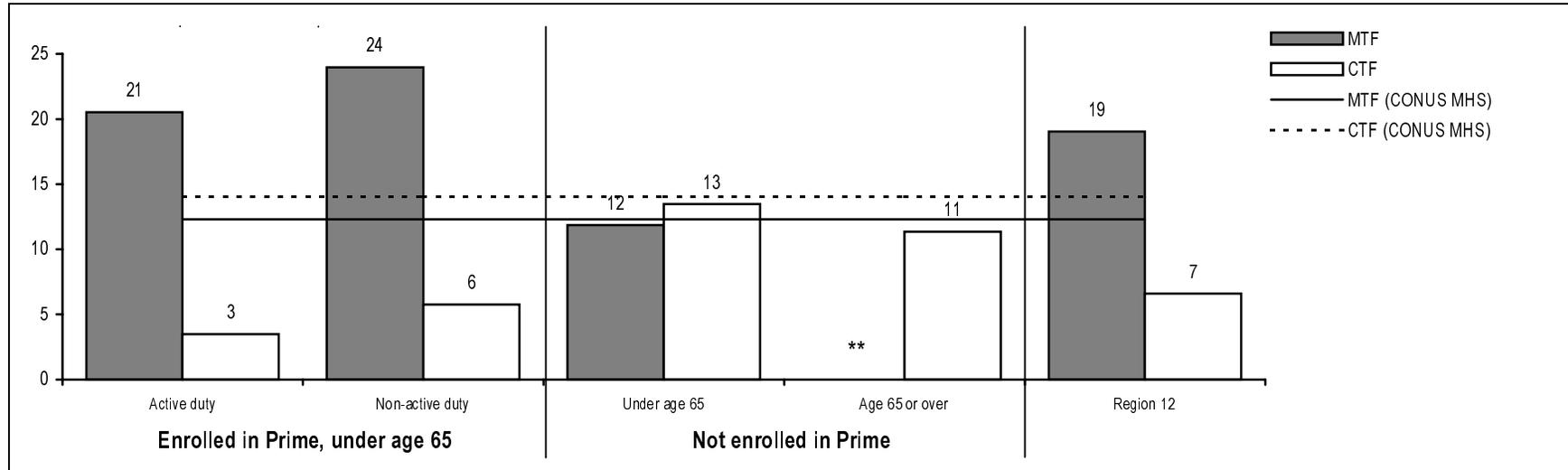
Beneficiaries in Region 12 appear to be in similar physical health to their civilian counterparts. Overall, 48 percent of Region 12 beneficiaries have a physical health score below the 50th percentile for the U.S. population.

Region 12 beneficiaries, on average, appear to be in better mental health than their civilian counterparts. Overall, 35 percent reported a mental health score below the 50th percentile.

5.2 Population with One or More Visits to a Military or Civilian Emergency Room, by Enrollment Status

Q.11: How many times did you go to a military emergency room to get care for yourself?

Q.13: How many times did you go to a civilian emergency room for your own care?



Population:

All beneficiaries

Sample size:

1,825

Vertical axis:

Percent who had a least one emergency room visit to a military or civilian facility

Horizontal axis:

Active duty status, TRICARE Prime enrollment, age, and region overall

Double Asterisks ():**

Indicates the value is suppressed because of insufficient sample size

What the exhibit shows:

- If TRICARE Prime enrollees are more likely to use an emergency room compared with other MHS beneficiaries
- If use of MTF emergency rooms is greater than use of CTF emergency rooms

Findings:

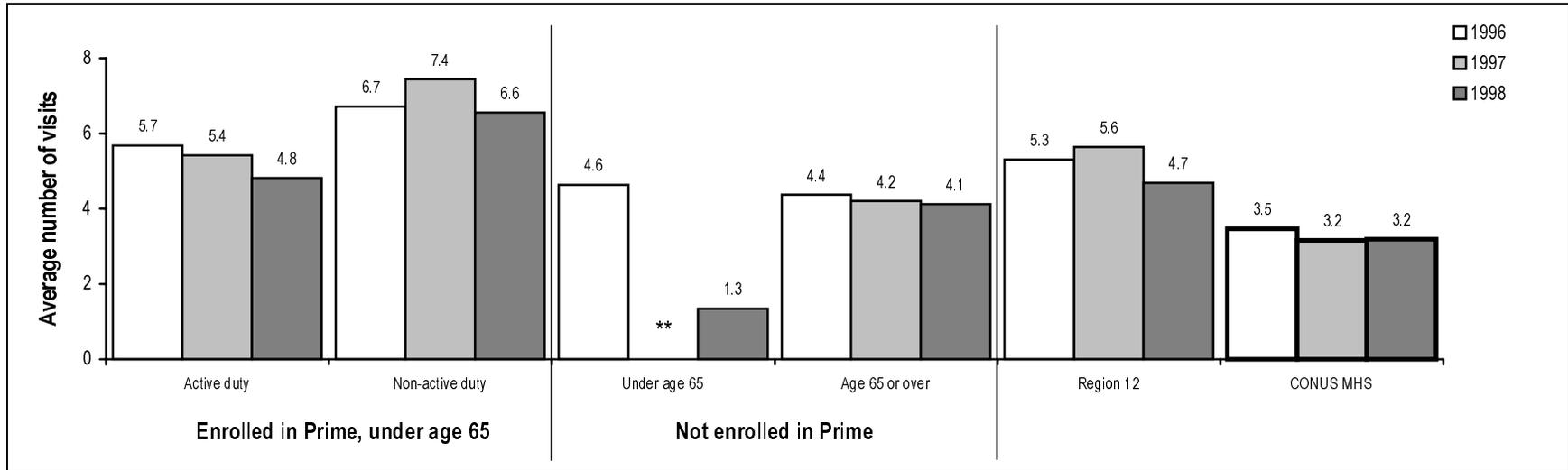
In Region 12, nineteen percent of beneficiaries reported using a MTF emergency room at least once in the past 12 months. Seven percent of beneficiaries reported using a CTF emergency room.

More TRICARE Prime enrollees used MTF emergency rooms than CTF emergency rooms. Twenty-one percent of active duty enrollees had at least one MTF emergency room visit compared to 3 percent who used a CTF emergency room.

Beneficiaries not enrolled in Prime and under age 65 used CTF emergency rooms (13 percent) about as often as MTF emergency rooms (12 percent).

5.3 Average Number of Outpatient Visits to a Military Treatment Facility, by Enrollment Status, 1996-1998

Q.7: How many outpatient visits did you make to a military health professional or health care facility?



Population:

All beneficiaries

Sample size:

1996 – 1,199
 1997 – 1,011
 1998 – 1,788

Vertical axis:

Average number of outpatient visits to a MTF per beneficiary in 1997 and 1998

Horizontal axis:

Active duty status, TRICARE Prime enrollment, age, and region and CONUS MHS overall

What the exhibit shows:

- The average number of outpatient visits to MTFs by beneficiaries in Region 12
- If outpatient use of MTFs in Region 12 changed from 1996 to 1998
- If some groups of Region 12 beneficiaries use MTFs more than others

Findings:

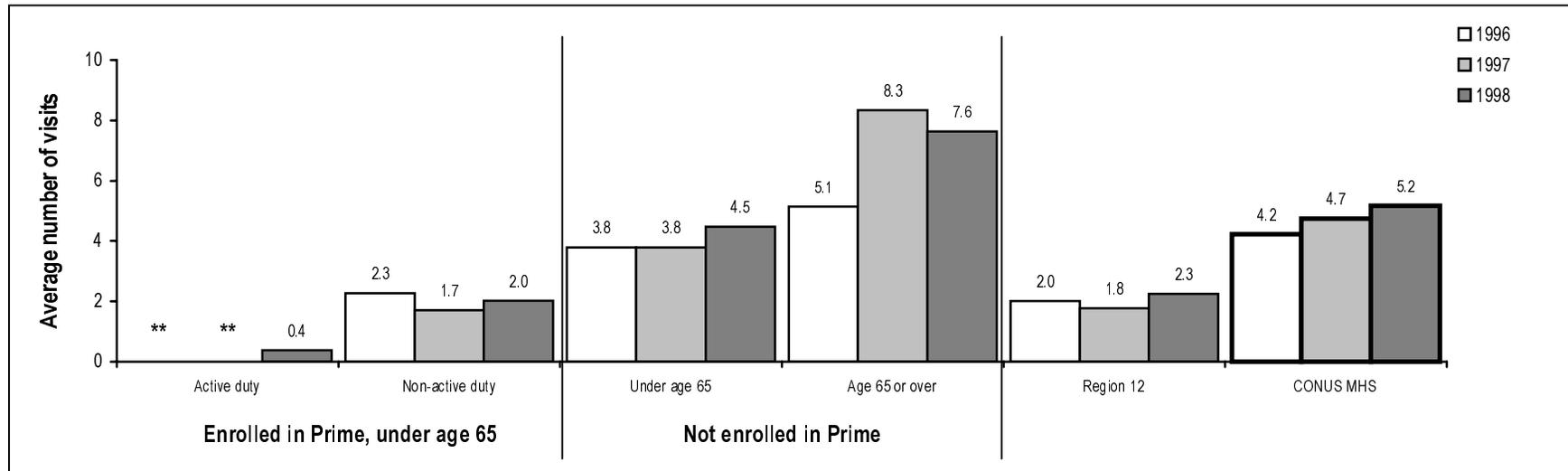
Overall, in 1998 beneficiaries in Region 12 made 4.7 outpatient visits to MTFs, significantly lower than their rate in 1997 (5.6) and higher than the 1998 CONUS MHS average of 3.2 visits.

Visits by beneficiaries under age 65 and not enrolled in Prime dropped from 4.6 in 1996 to 1.3 in 1998.

Non-active duty TRICARE Prime enrollees made the most visits in each year from 1996 to 1998. Their rate in 1998 was 6.6 visits, while the active duty rate was 4.8 visits.

5.4 Average Number of Outpatient Visits to a Civilian Treatment Facility, by Enrollment Status, 1996-1998

Q.9: How many outpatient visits did you make to a civilian health professional or health care facility?



Population:

All beneficiaries

Sample size:

1996 – 1,221
 1997 – 949
 1998 – 1,805

Vertical axis:

Average number of outpatient visits to a CTF per beneficiary in 1997 and 1998

Horizontal axis:

Active duty status, TRICARE Prime enrollment, age, and region and CONUS MHS overall

Double Asterisks ():**

Indicates the value is suppressed because of insufficient sample size

What the exhibit shows:

- The average number of outpatient visits to CTFs by beneficiaries in Region 12
- If outpatient use of CTFs in Region 12 changed from 1996 to 1998
- If some groups of Region 12 beneficiaries use CTFs more than others

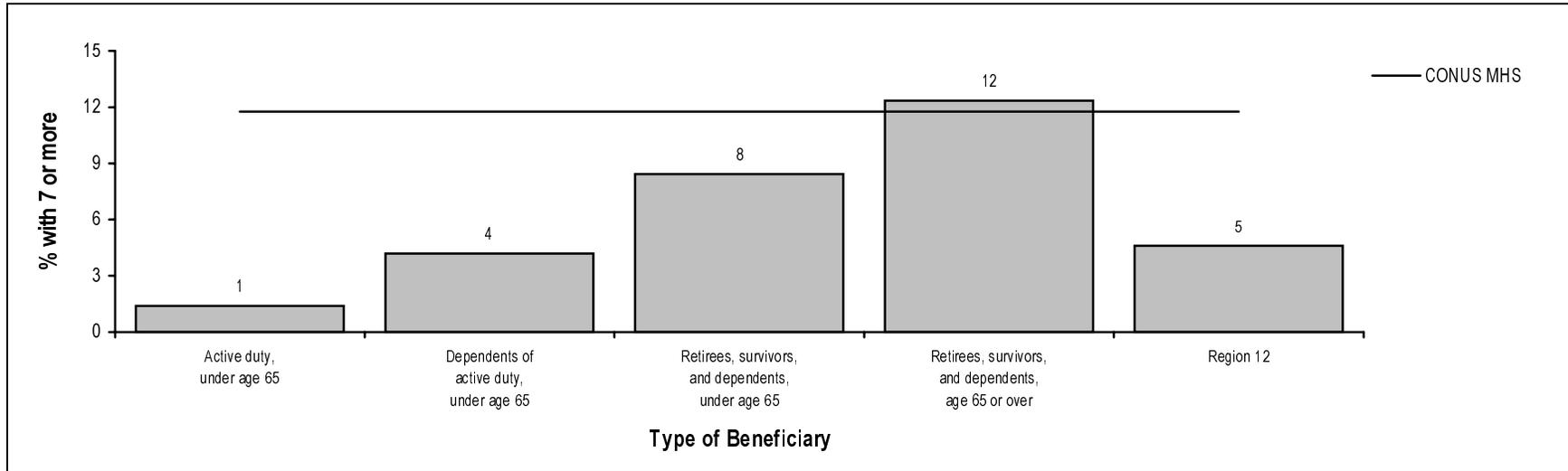
Findings:

In 1998, beneficiaries in Region 12 made 2.3 outpatient visits to a CTF, significantly higher than their rate in 1997 (1.8), and less than the 1998 CONUS MHS average of 5.2 visits.

In 1998, outpatient CTF use varied from 0.4 visits by active duty TRICARE Prime enrollees to 7.6 visits by beneficiaries age 65 and over and not enrolled in Prime.

5.5 Use of Military Pharmacies to Fill Prescriptions Written by a Civilian Provider, by Type of Beneficiary

Q.14: How many prescriptions did you have that were written by a civilian provider but were filled with a military pharmacy?



Population:

All beneficiaries

Sample size:

1,819

Vertical axis:

Percent who reported getting 7 or more civilian provider prescriptions (or refills) from a military pharmacy

Horizontal axis:

Type of beneficiary, age and Region 12 overall

What the exhibit shows:

- If beneficiaries in Region 12 frequently use military pharmacies to fill civilian prescriptions
- If some groups of Region 12 beneficiaries are more likely to fill civilian prescriptions at military pharmacies
- If such use of military pharmacies is more prevalent in Region 12 versus CONUS MHS overall

Findings:

Five percent of Region 12 beneficiaries filled 7 or more civilian prescriptions at a MTF pharmacy, significantly lower than the CONUS MHS proportion of 12 percent.

Twelve percent of retirees and their survivors or dependents over age 65 used military pharmacies for 7 or more civilian prescriptions, as did 8 percent of retirees and their survivors and dependents under the age of 65.

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Chapter

6

Use of Preventive Services

This chapter analyzes a series of survey questions that asked MHS beneficiaries to report their use of selected preventive services: prenatal care in the first trimester of pregnancy, breast and cervical cancer screening, flu shots among the elderly, and screening for hypertension and prostate disease.

The findings for MHS beneficiaries are compared with the federal government's *Healthy People 2000* goals for improving the nation's health (see *Healthy People 2000 Review 1997*, DHHS Publication No. PHS 98-1256). The Healthy People 2000 goals are indicated by hatched lines; findings for CONUS MHS overall are indicated by solid lines.

Exhibits 6.1, 6.2, 6.5, and 6.6, show regional variation in the use of prenatal care, screening for breast cancer screening and prostate disease, and flu shots. Exhibits 6.3 and 6.4 show results for cervical cancer and hypertension screening for active duty Prime enrollees, non-active duty Prime enrollees, and all other beneficiaries.

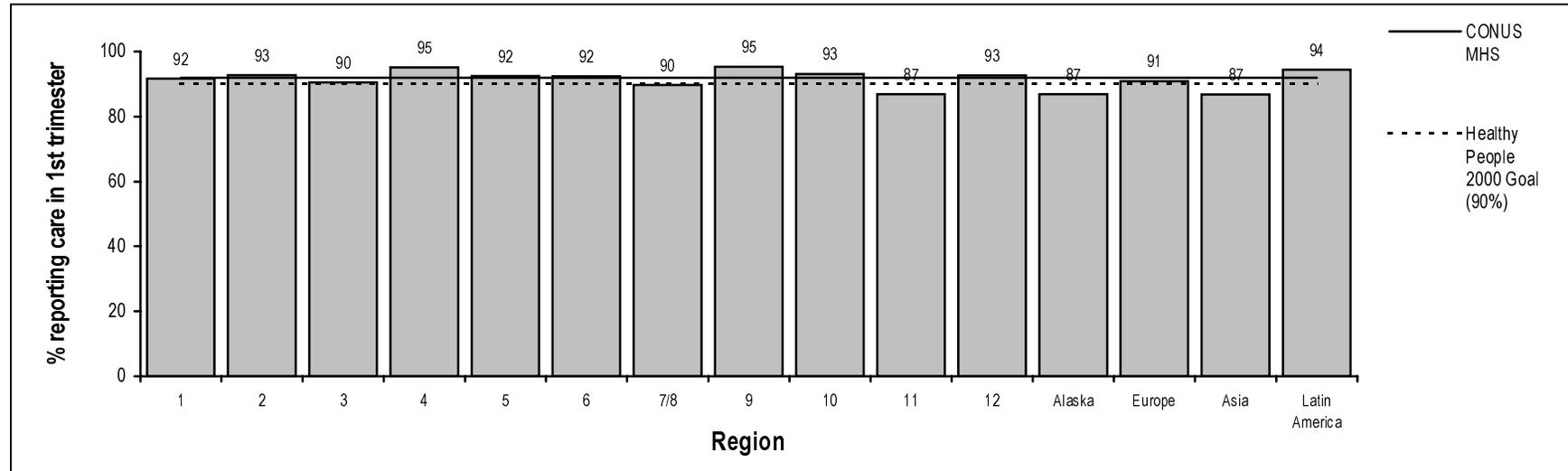
Since national goals for prostate disease screening have not been established, a hatched line does not appear in Exhibit 6.6. However, the prostate findings can be assessed with respect to the American Cancer Society recommendation that men age 50 and over be screened annually for prostate disease.

Key Findings

- MHS delivery of preventive services in Region 12 meets or exceeds the goals set by *Healthy People 2000* for prenatal care, hypertension screening, breast and cervical cancer screening, and flu shots.
- Ninety-three percent of pregnant women reported first trimester prenatal care.
- Eighty-six percent of women age 50 and over were screened for breast cancer in the previous two years.
- Ninety-one percent of women had a Pap smear in the past 3 years. Active duty women with military PCMs had the highest Pap smear rate (97 percent) compared with other beneficiary groups in Region 12.
- Ninety-one percent of beneficiaries had a blood pressure reading in the past 2 years and knew if their blood pressure was too high.
- Seventy-one percent of beneficiaries age 65 or over had a flu shot in the past 12 months.
- Region 12 ranked eleventh among the regions in rates of prostate screening. Sixty-one percent of men age 50 and over were screened for prostate disease in the past 12 months.

6.1 Timing of First Prenatal Care, by Region

Q.31: When during your pregnancy did you first begin receiving prenatal care from a doctor or other health care professional?



Population:

Female beneficiaries, age 18 and over, who reported being pregnant “now” or in the past 12 months

Sample size:

3,121

Vertical axis:

Percent who had prenatal care in their first trimester of pregnancy

Horizontal axis:

All regions

What the exhibit shows:

- The percent of pregnant women who had a prenatal visit during their first trimester of pregnancy
- If access to prenatal care varies by region
- If Region 12 and the MHS overall meet the Healthy People 2000 goal that at least 90 percent of pregnant women get care in their first trimester

Findings:

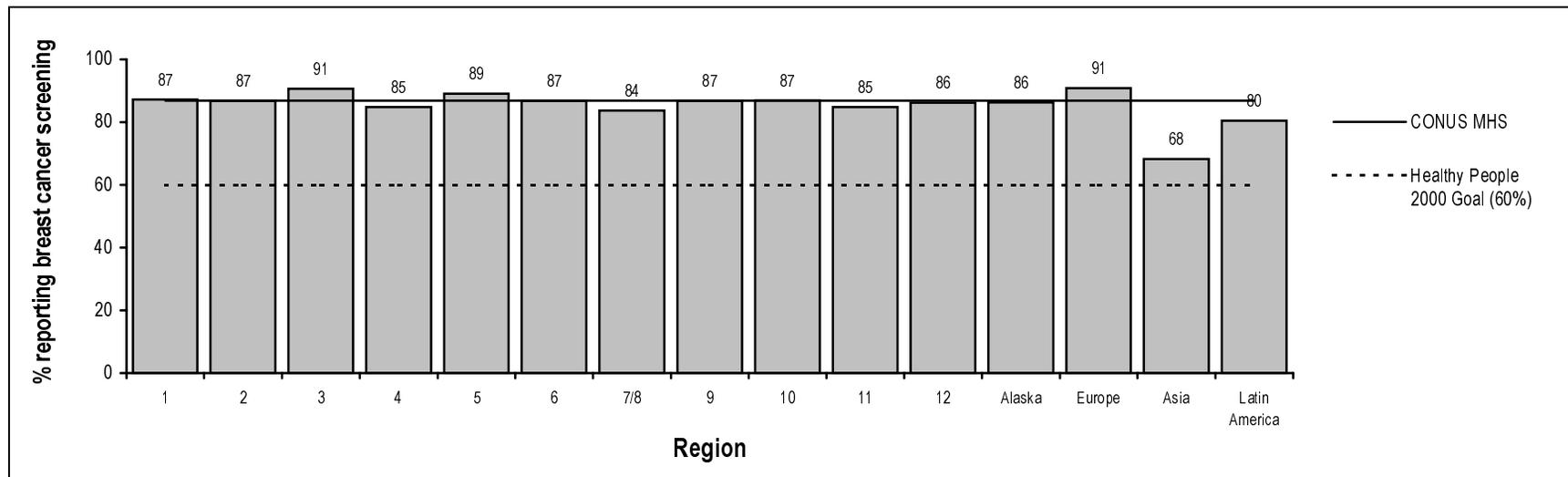
Ninety-three percent of pregnant women in Region 12 reported first trimester prenatal care. This is similar to the proportion of pregnant women in CONUS MHS overall (92 percent) and the Healthy People 2000 goal.

First trimester prenatal care ranged from a low of 87 percent in Asia, Alaska and Region 11 to 95 percent in Regions 4 and 9.

Twelve Regions met or exceeded the Healthy People 2000 goal.

6.2 Breast Cancer Screening in the Past 2 Years, by Region

Q.29b: When was the last time your breasts were checked by mammography or other x-ray like procedure?



Population:

Female beneficiaries age 50 and over

Sample size:

9,431

Vertical axis:

Percent who reported having a "mammography or other x-ray like procedure" in the past 2 years

Horizontal axis:

All regions

What the exhibit shows:

- The percent of women age 50 and over who were screened for breast cancer in the past 2 years
- If Region 12 and other regions meet the Healthy People 2000 goal that at least 60 percent of women age 50 and over have been screened for breast cancer in the past 2 years

Findings:

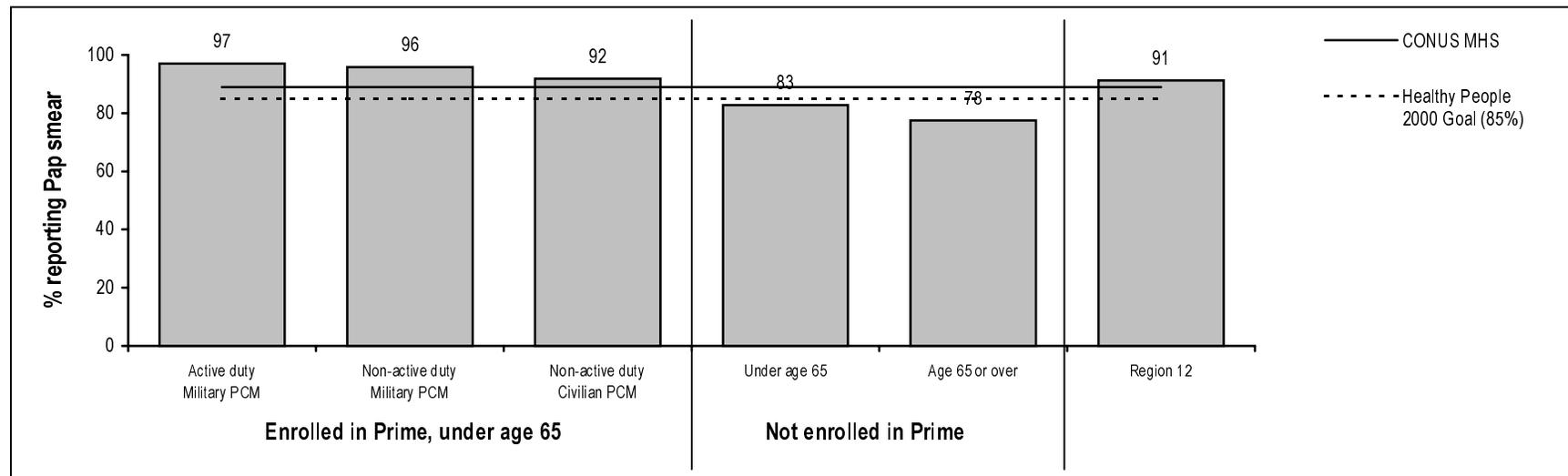
Almost 9 in 10 women age 50 and over in Region 12 (86 percent) were screened for breast cancer in the past two years.

All regions surpassed the Healthy People 2000 goal of 60 percent.

Regional mammography rates ranged from 68 percent in Asia to 91 percent in Europe.

6.3 Cervical Cancer Screening in the Past 3 Years, by Enrollment Status

Q.28: When did you last have a routine female examination with a Pap smear?



Population:

Female beneficiaries age 18 and over

Sample size:

863

Vertical axis:

Percent who reported having a “routine physical examination with a Pap smear” in the past 3 years

Horizontal axis:

Active duty status, TRICARE Prime enrollment, military or civilian PCM, and Region 12 overall

What the exhibit shows:

- The percent of women in Region 12 who have been screened for cervical cancer in the past 3 years
- If some groups of women in Region 12 are more likely to be screened than other women
- If Region 12 meets the Healthy People 2000 goal that at least 85 percent of women have had a Pap smear in the past 3 years

Findings:

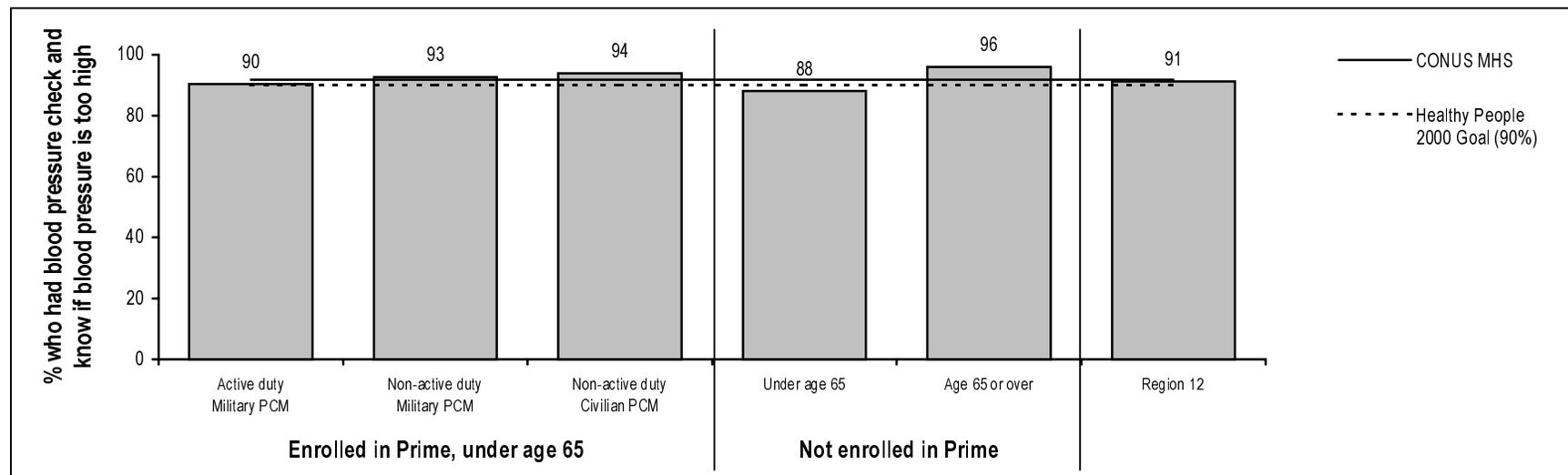
Ninety-one percent of women in Region 12 have had a Pap smear in the past 3 years, exceeding the Healthy People 2000 goal.

Active duty TRICARE Prime enrollees with military PCMs were most likely to report a Pap smear (97 percent), while women age 65 or over and not enrolled in Prime were least likely (78 percent), compared with other beneficiary groups.

6.4 Hypertension Screening in the Past 2 Years, by Enrollment Status

Q.17a: When did you last have a blood pressure reading?

Q.17b: Do you know if your blood pressure is too high or not?



Population:

All beneficiaries

Sample size:

1,800

Vertical axis:

Percent who had a “blood pressure reading” in the past 2 years and know if their blood pressure is too high

Horizontal axis:

Active duty status, military or civilian PCM, TRICARE Prime enrollment, age, and Region 12 overall

What the exhibit shows:

- Percent of beneficiaries in Region 12 who had a blood pressure reading in the past 2 years and know if their blood pressure is too high
- If some groups of MHS beneficiaries in Region 12 are more likely than others to be aware of their risk for hypertension
- If Region 12 meets the Healthy People 2000 goal that 90 percent of adults had a blood pressure check in the past 2 years *and* know if it is too high

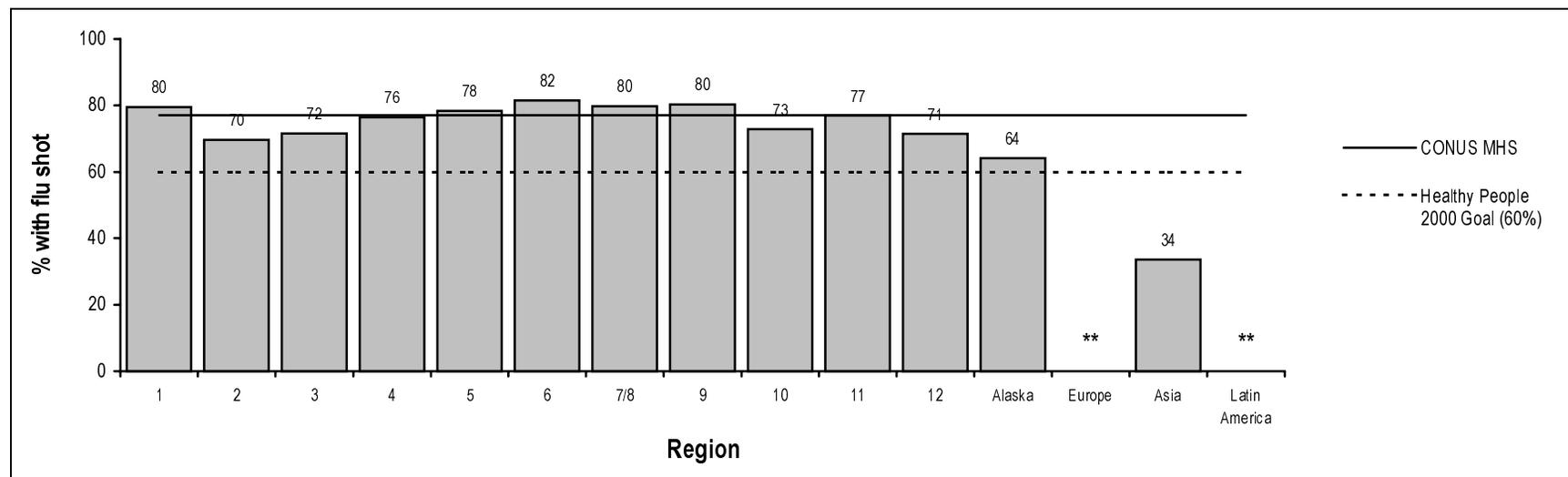
Findings:

The proportion of Region 12 beneficiaries who had their blood pressure tested in the last 2 years and knew if it was too high year (91 percent) meets the Healthy People 2000 goal.

Ninety-six percent of Region 12 beneficiaries age 65 or over had their blood pressure tested in the past 2 years and knew if it was too high, the highest rate for any beneficiary group in Region 12.

6.5 Flu Shots Among Population Age 65 and Over in the Past 12 Months, by Region

Q.19: When did you last have a flu shot?



Population:

Beneficiaries age 65 and over

Sample size:

7,075

Vertical axis:

Percent who had a flu shot less than 12 months ago

Horizontal axis:

All regions

Double Asterisks ():**

Indicates the value is suppressed because of insufficient sample size

What the exhibit shows:

- The percent of beneficiaries age 65 and over who had a flu shot in the past 12 months
- If some regions are more likely than others to provide flu shots to elderly beneficiaries
- If Region 12 and other regions meet the Healthy People 2000 goal that 60 percent of persons age 65 or over get an annual flu shot

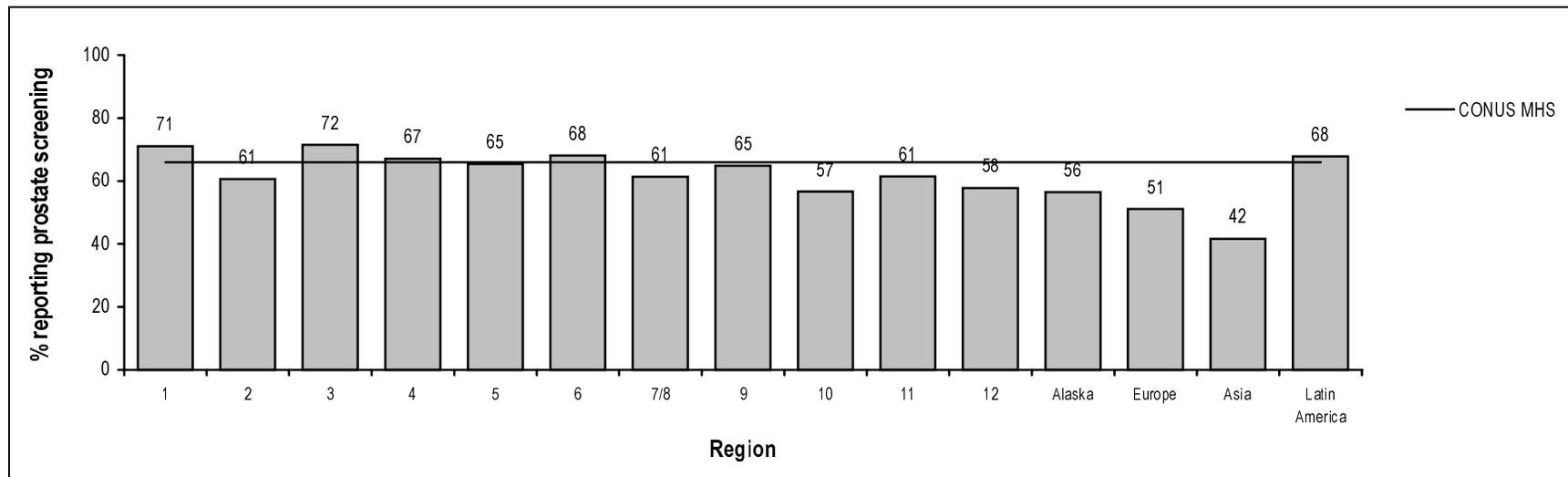
Findings:

Seventy-one percent of beneficiaries 65 or over had a flu shot in the past 12 months, exceeding the Healthy People 2000 goal of 60 percent.

All CONUS MHS rates exceed the Healthy People 2000 goal. Flu shot rates ranged from 34 percent in Asia to 82 percent in Region 6.

6.6 Prostate Disease Screening in the Past 12 Months, by Region

Q.27: When was the last time you had a prostate gland examination or blood test for prostate disease?



Population:

Male beneficiaries age 50 and over

Sample size:

10,999

Vertical axis:

Percent who had a "prostate gland examination or blood test for prostate disease" in the past 12 months.

Horizontal axis:

All regions

What the exhibit shows:

- Percent of men age 50 and over who had a prostate exam in the past 12 months
- If some regions are more likely than other regions to screen men for prostate disease

Findings:

The American Cancer Society recommends annual screening for prostate disease for men age 50 and over.

Fifty-eight percent of Region 12 men age 50 and above were screened for cancer in the past 12 months.

Prostate screening ranged from 42 percent in Asia to 72 percent in Region 3.

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Chapter
7

Performance Improvement Plan

This chapter presents a performance improvement plan (PIP) for Region 12. In summarizing the satisfaction questions in the 1998 HCSDB, the purpose of the PIP is to identify: (1) the key aspects of services or care that most influence beneficiary satisfaction in the region and (2) those aspects that need to be improved in order to increase beneficiary satisfaction.

Each point in Exhibit 7.1 represents one of the questions about satisfaction with military health care, Questions 100a-s. For example, point H represents beneficiary satisfaction with the length of the wait in the provider's office, as indicated by the key to the right of the plot. The "importance" score in the figure (Y-axis) is the correlation of overall satisfaction with ratings of these individual aspects of health care. (A correlation was developed for each item.) For example, the correlation for office waiting time would indicate how "important" office waiting time is in determining the respondent's overall satisfaction with military care. The closer a point is to the top of the exhibit, the more important the item is to overall satisfaction with military health care.

Services above the horizontal line, in the middle of the exhibit, are of greater importance to beneficiaries than those below the horizontal line, and they are noteworthy for their contribution to overall satisfaction. Services that beneficiaries are less satisfied with lie to the left of the vertical line, and those they are more satisfied with lie to the right of the line.

The quadrants may be interpreted as follows:

- **Top priority improvement opportunities are in the top left quadrant.** These aspects of health care should receive top priority for improvement because they are the ones with which beneficiaries are relatively dissatisfied and are important to overall satisfaction. These areas offer the greatest potential for increasing overall beneficiary satisfaction.
- **Top priority aspects of care to maintain are in the top right quadrant.** These are aspects of health care with which beneficiaries are relatively satisfied and that are important to overall satisfaction. The current level of care in these areas should be maintained.
- **Secondary priority improvement opportunities are in the bottom left quadrant.** These aspects of health care may need to be improved because beneficiaries are dissatisfied with them, but the priority for attending to them is relatively low because they are not especially important to overall satisfaction.

- **Secondary priority aspects of care to maintain are in the bottom right quadrant.** These are aspects of health care with which beneficiaries are relatively satisfied but are not especially important to overall satisfaction. To the extent that these aspects of care meet beneficiaries' expectations, they should be maintained at their current level, but because they have relatively less to do with overall satisfaction, they can receive secondary priority.

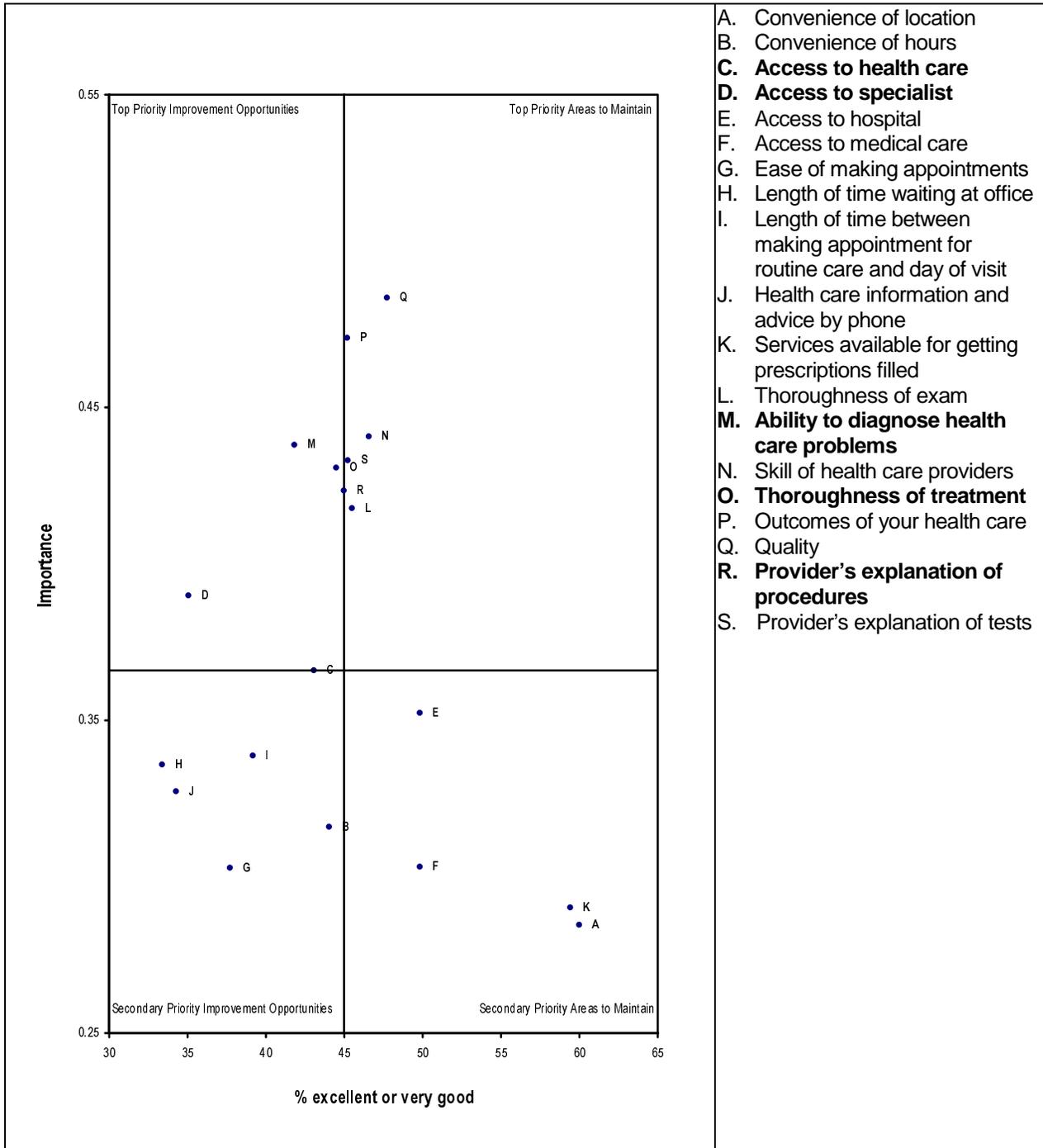
Performance Improvement Plan

The PIP analysis highlights the features of MHS health care that, if improved, can lead to greater beneficiary satisfaction. This year's HCSDB revealed that the following aspects of care were critical to overall beneficiary satisfaction in Region 12 but nevertheless received relatively low satisfaction ratings:

- Access to health care
- Access to specialists
- Ability to diagnose health care problems
- Thoroughness of treatment
- Provider's explanation of procedures

7.1 Performance Improvement Plan

Bold items in the key to the right of this Performance Improvement Plan (PIP) identify aspects of military health care in Region 12 that need remedial attention. This means that these aspects of care were important to overall beneficiary satisfaction but received relatively low satisfaction scores. The items fall into two categories: (1) access to system resources and appointments [items A – K] and (2) quality of care [item L – S].



- A. Convenience of location
- B. Convenience of hours
- C. Access to health care**
- D. Access to specialist**
- E. Access to hospital
- F. Access to medical care
- G. Ease of making appointments
- H. Length of time waiting at office
- I. Length of time between making appointment for routine care and day of visit
- J. Health care information and advice by phone
- K. Services available for getting prescriptions filled
- L. Thoroughness of exam
- M. Ability to diagnose health care problems**
- N. Skill of health care providers
- O. Thoroughness of treatment**
- P. Outcomes of your health care
- Q. Quality
- R. Provider's explanation of procedures**
- S. Provider's explanation of tests