

## **APPENDIX F**

### **WEB SPECIFICATIONS FOR CHILD TRICARE CONSUMER REPORTS**



# Web Specifications for Child TRICARE Consumer Reports

## I. INTRODUCTION

This document provides technical background for the programming and development of the 1999 children's report card. The following are key elements to keep in mind:

CAHPS 2.0—Report card estimates should be developed using CAHPS 2.0 methods.

Case mix adjustments—All survey findings should be adjusted for child's age, child's health status, parent's age, and parent's education (as implemented in CAHPS 2.0).

Two survey versions—Two versions of the survey were fielded and their findings must be merged to develop estimates for the report card.

CAHPS benchmarks—Two age-specific benchmarks will be developed for each reported estimate; one for children under age 6 and one for children 6 to 12. Except for differences in variable names, the same methods should be used to develop estimates for DOD survey findings and CAHPS benchmarks.

## II. 1999 HCSDB CHILD QUESTIONNAIRE

### A. Survey Instrument

The 1999 HCSDB questionnaire for children was closely modeled on the CAHPS 2.0H survey instruments so that findings for children in the MHS could be compared with the results of CAHPS surveys of privately insured children in the civilian sector. Most survey questions are identical to the CAHPS questions, a few are "CAHPS-like" but are modified slightly to better fit the MHS context, and some questions are unique to issues related to TRICARE.

Two versions of the DOD questionnaire were fielded. The two versions are identical except for the series of questions in the section, Your Child's Health. In the first version, Your Child's Health includes questions 61 through 67. There is an additional question in the second version (Q68). Consequently, question numbers for the subsequent section, "About You and Your Child," differ in the two versions. Having two survey versions should have minimal implications for the programming and development of the child report cards because none of the questions from the section, "Your Child's Health," will be part of the analysis. Note, however, that several questions from the subsequent section, "About Your and You Child," will be used for casemix adjustments (as described below).

### B. Child Sample

The sample for the 1999 HCSDB for children included 16,000 children who resided in the U.S. and were eligible for MHS benefits on July 1, 1999. The sample was randomly divided into two sub-samples of approximately 8,000 children; one group received the version-1 questionnaire and the other group received version-2. MHS children in OCONUS regions were not included in the survey. For further details, see "1999 Health Care Survey of DoD Beneficiaries: Child Survey Administration," Data Recognition Corporation, March 31, 2000.

## III. CHILD REPORT CARD

### A. Background

The child report card will appear on the TMA web site and will exist principally in electronic format. There will be four versions of the first and second level report cards. The versions will differ only in the population presented in the card

which should be reflected in the title of the card. There will be cards for CONUS MHS overall plus one card for each of the three “super” regional groups (see below). The reader will be able to “drill down” through the column headings in the first-level report to obtain further detail on the reported composite scores. Readers will be able to print the reports locally. Table 1 provides an illustration of the first-level report card.

The reader will access the report card through the menu presented in Table 2. The menu requires the reader to first choose a group of children: all children in CONUS MHS or a regional subgroup; children in “new” regions (1, 2, and 5), “mature” regions (6, 9-12, and 16), or “other” regions (3,4,7, and 8).

## **B. Case-Mix Adjustment**

The survey findings will be adjusted for child's age, child's health status, parent's age, and parent's education (according to CAHPS 2.0 methods).

## **C. Independent Variables**

Two independent variables will be displayed in the report card rows; age group and enrollment status:

Age Groups—The four age groups are under age 6, 6 to 12 years, and 13 to 17 years, and all ages

Enrollment Status—Enrollment status has four possible values: enrolled in TRICARE Prime, enrolled in TRICARE Prime with a military primary care manager (PCM), enrolled in TRICARE Prime with a civilian PCM, and not enrolled in TRICARE Prime.

## **D. Cahps Benchmarking**

DOD and CAHPS benchmarks will be compared for children in two age groups, under age 6 and 6 to 12 years. Statistically significant differences will be highlighted in the report cards with the same color presentation conventions used in the adult cards. Benchmarks for older children are not feasible because CAHPS does not survey parents of 13- to 17-year-olds.

TRICARE composites will not be benchmarked since these composites are based on unique DOD survey questions that do not appear in the CAHPS survey instrument. See more on TRICARE composite measures below.

# **IV. COMPOSITES AND SATISFACTION RATINGS**

The report cards will display CAHPS-based composites, TRICARE-specific composites, and global parent satisfaction ratings.

## **A. CAHPS Composites**

There are five CAHPS-based composites: Getting Needed Care; Getting Care Without Long Waits; How Well Doctors Communicate; Courtesy, Respect & Helpfulness; and Health Plan Customer Service. These composites will be developed using CAHPS methodology (see the CAHPS 2.0 analysis guidelines in the CAHPS 2.0 Survey and Reporting Kit). Table 3 presents the survey questions, relevant skip patterns, and valid response categories for both DOD and CAHPS composites.

### **1. Skip Patterns**

Some survey questions should be answered only by respondents who responded in a particular way to an earlier question or questions. The fourth and fifth columns in Table 3 indicate the appropriate skip patterns for the DOD and CAHPS questions used in the CAHPS composites.

## **2. Valid Response Categories**

All the survey questions contain one response category for respondents who did not follow the preceding skip patterns as directed. These responses should not be included in the analysis. See the last column in Table 3 for the valid response categories.

### **B. TRICARE Composites**

There are three TRICARE-specific composites: Primary Care Manager, Attitudes Toward TRICARE Prime, and Waiting Times. Table 4 presents the survey questions, relevant skip patterns, and valid response categories used for each TRICARE composite. The composites should be developed using the general approach employed in the CAHPS composites (e.g., equal weighting for each question and response category).

#### **1. Target Population**

The TRICARE composites focus on different groups of TRICARE children or aspects of MHS care:

**Primary Care Manager**—This composite measure targets MHS children enrolled in TRICARE Prime (as indicated by the child's DEERS record). Children not enrolled in Prime should be excluded from the analysis.

**Attitudes Toward TRICARE Prime**—This composite includes all MHS children regardless of enrollment status.

**Waiting Times**—This composite provides an aggregate measure of TRICARE performance *vis a vis* TRICARE access waiting time standards; 7 days for routine care (Q21), same day for urgent care (Q24), and 4 weeks for well-child care (Q27). All MHS children are included.

#### **2. Skip Patterns**

Note that all respondents should have answered Q60a -Q60d, the basis for the composite measure, "Attitudes Toward TRICARE Prime." The relevant skips for the other TRICARE composites are outlined in Table 4.

#### **3. Valid Response Categories**

All the TRICARE-specific survey questions contain one response category for respondents who did not follow the preceding skip patterns as directed. These responses should not be included in the analysis. See the last column in Table 4 for details.

### **C. Global Parents' Satisfaction Ratings**

There are three satisfaction ratings in the report cards: Child's Personal Doctor or Nurse, All the Child's Health Care, and Child's Health Plan. There is no "drill down" for these estimates, since each rating is a measure derived from only one survey question. Table 5 present further details.

## **V. NAVIGATING REPORT CARD LEVELS**

The reader will be able to find the survey results, for the individual survey questions used in developing each composite measure, by clicking on the column headings for composite scores in the first-level report card. These second-level reports are presented in Tables 6-13.



TABLE 1

FIRST-LEVEL CHILD REPORT CARD  
ALL CONUS MHS CHILDREN

	Ease of Access		Communication and Customer Service			Parents' Satisfaction Ratings			TRICARE Prime		
	Getting needed care	Getting care without long waits	How well doctors communicate	Courtesy, respect, & helpfulness of staff	Health plan customer services	Child's personal doctor or nurse	All the child's health care	Child's health plan	Primary Care Manager	Attitudes toward TRICARE Prime	Waiting times
All CONUS MHS Children											
<b>Age Group</b>											
Under Age 6											
Benchmark									NA	NA	NA
6-12 Years											
Benchmark									NA	NA	NA
13-17 Years*											

\*Benchmark is not available for 13- to 17-year-olds

<b>Enrollment Group</b>											
Enrolled in TRICARE Prime											
Military PCM											
Civilian PCM											
Not Enrolled in TRICARE Prime											

TABLE 2

MENU FOR CHILDREN'S REPORT CARDS

**1999 HEALTH CARE SURVEY OF DoD  
BENEFICIARIES: CHILDREN**

*THIS REPORT PRESENTS FINDINGS ON FOUR TOPICS CONCERNING THE MHS  
EXPERIENCES OF CHILDREN AND THEIR PARENTS:*

- EASE OF ACCESS
- COMMUNICATION AND CUSTOMER SERVICE
- PARENTS' SATISFACTION RATINGS
- TRICARE PRIME

***CLICK ON THE GROUP OF CHILDREN YOU ARE INTERESTED IN...***

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TABLE 3  
CAHPS-BASED CHILD COMPOSITE MEASURES

CAHPS Composite	Question no.		Preceding skip		Question wording
	DOD	CAHPS	DOD	CAHPS	
Getting needed care	Q5	Q6	Q4 = yes	Q5 = yes	With the choices your child's health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse for whom you are happy with?
	Q13	Q11	Q12 = yes	Q10 = yes	In the last 12 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?
	Q30	Q23	Q29 >= 1	Q22 >=1	In the last 12 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?
	Q31	Q24	Q29>= 1 Q30 = b, s, or n	Q22>=1 Q23 = b, s, or n	In the last 12 months, how much of a problem, if any, were there in your child's health care while you waited for approval from your health plan?
Getting care without long waits	Q18	Q16	Q17 = yes	Q15 = yes	In the last 12 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?
	Q20	Q18	Q19 = yes	Q17 = yes	In the last 12 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?
	Q23	Q20	Q22 = yes	Q20 = yes	In the last 12 months, when your child needed care right away because of an illness or injury, how often did your child get care as soon as you wanted?
	Q32	Q25	Q29> = 1	Q22 >= 1	In the last 12 months, how often did your child wait in the waiting room or clinic more than 30 minutes ( 15 for CAHPS) past the appointment time to see the person your child went to see?
CAHPS Composite	Question no.		Preceding skip		Question wording
How well doctors communicate	Q35	Q28	Q29> = 1	Q22 >= 1	In the last 12 months, how often did your child's doctors or health care providers listen carefully to you?

	Q36	Q29	Q29 > = 1	Q22 >= 1	In the last 12 months, how often did your child's doctors or providers explain things in a way you could understand?
	Q37	Q30	Q29 > = 1	Q22 >= 1	In the last 12 months, how often did your child's doctors or providers show respect for what you had to say?
	Q39	Q32	Q29 > = 1	Q22 >= 1	In the last 12 months, how often did doctors or other health explain things in a way your child could understand?
	Q40	Q33	Q29 > = 1	Q22 >= 1	In the last 12 months, how often did doctors or other health spend enough time with your child?

Courtesy, respect, and helpfulness	Q33	Q26	Q29 > = 1	Q22 >= 1	In the last 12 months, how often did office staff at your office or clinic treat you and your child with courtesy and
	Q34	Q27	Q29 > = 1	Q22 >= 1	In the last 12 months, how often were office staff at your office or clinic as helpful as you thought they should be?
Health plan customer service	Q49	Q36	Q48 = yes	Q 35 = yes	In the last 12 months, how much of a problem, if any, was understand information in the written materials?
	Q51	Q38	Q50 = yes	Q37 = yes	In the last 12 months, how much of a problem, if any, was help you needed when you called your child's health plan's service?
	Q56	Q40	Q55 =yes	Q39 = yes	In the last 12 months, how much of a problem, if any, did paperwork for your child's health plan?

TABLE 4  
TRICARE SPECIFIC COMPOSITE MEASURES

Composite measure	Question No.	Preceding Skip	Question Wording	Target Population
Primary Care Manager	Q8	NA	For members of TRICARE Prime, the primary point of contact regarding your child's health is called a <i>primary care manager or PCM</i> . This may be the same person as your child's personal doctor or nurse. Does your child have a TRICARE primary care manager?	Child TRICARE Prime
	Q9	Q8 = yes	Do you know the name of your child's TRICARE primary care manager?	Child TRICARE Prime
	Q10	Q8 = yes	In the last 12 months, how much of a problem was it for your child to see his or her TRICARE primary care manager?	Child TRICARE Prime
Attitudes toward TRICARE Prime	60a	NA	TRICARE Prime makes it hard to get the health care services my child needs	All COI
	60b	NA	TRICARE Prime makes it hard for my child to see the doctor I prefer	All COI
	60c	NA	TRICARE Prime's health benefits do not meet my child's needs	All COI
	60d	NA	TRICARE Prime provides high quality health care	All COI
Waiting time for routine, urgent, and well-child care	Q21	Q19 = yes Q20 = n, s, u, a	In the last 12 months, how many <i>days</i> did your child usually have to wait between making an appointment for <i>regular or routine</i> care and actually seeing a provider?	All COI
	Q24	Q22 = yes Q23 = n, s, u, a	In the last 12 months, how long did your child usually have to wait between trying to get care and actually seeing a provider for an <i>illness or injury</i> ?	All COI
	Q27	Q25 = yes Q26 = n, s, u, a	In the last 12 months, when your child needed an appointment for <i>well-patient care</i> , how long did your child have to wait between trying to get care and actually seeing a provider?	All COI

TABLE 5  
GLOBAL PARENT SATISFACTION RATINGS

Satisfaction rating	Question number		Preceding Skip		Question Wording
	DOD	CAHPS	DOD	CAHPS	
Overall health care	Q41	Q34	Q29=yes	Q22=yes	Use any number from 0 to 10 where 0 is the worst health care and 10 is the best health care possible. How would you rate all health care?
Personal doctor or nurse	Q7	Q9	Q4=yes Q5=b, s, n	Q7=yes Q6=b, s, n	Use any number from 0 to 10 where 0 is the worst personal doctor or nurse and 10 is the best personal doctor or nurse possible. How would you rate your child's personal doctor or nurse now?
Health plan	Q57	Q41	NA	NA	Use any number from 0 to 10 where 0 is the worst health plan possible and 10 is the best health plan possible. How would you rate your health plan now?

TABLE 6  
GETTING NEEDED CARE

Percentage Who Usually or Always had a Big Problem...				
	Finding a Personal Doctor or Nurse They Liked	Getting a Referral to a Specialist Their Child Needed to See	Getting Care They or Their Doctor Believed Necessary	Getting Care Approved by the Health Plan without Delays
All CONUS MHS Children				
<b>Age Group</b>				
Under age 6				
Benchmark				
6-12 years				
Benchmark				
13-17 years*				

\*Benchmark is not available for 13- to 17-year-olds

<b>Enrollment Group</b>				
Enrolled in TRICARE Prime				
Military PCM				
Civilian PCM				
Not Enrolled in TRICARE Prime				

TABLE 7  
GETTING CARE WITHOUT LONG WAITS

	Percentage Who Usually or Always...			
	Got Needed Help or Advice When Calling the Doctor's Office	Got Care for an Illness or Injury As Soon As Parent Wanted	Got Appointment for Regular or Routine Care As Soon As Parent Wanted	Waited 30 Minutes or Less Past Appointment Time
All CONUS MHS Children				
<b>Age Group</b>				
Under Age 6				
Benchmark				
6-12 Years				
Benchmark				
13-17 Years*				
*Benchmark is not available for 13- to 17-year-olds				
<b>Enrollment Group</b>				
Enrolled in TRICARE Prime				
Military PCM				
Civilian PCM				
Not Enrolled in TRICARE Prime				

TABLE 8  
HOW WELL DOCTORS COMMUNICATE

<b>Child's Doctors or Other Health Providers Usually or Always...</b>					
	<b>Listened Carefully to You</b>	<b>Explained Things in a Way You Could Understand</b>	<b>Explained Things So Your Child Could Understand</b>	<b>Showed Respect for What You Had to Say</b>	<b>Spent Enough Time with Your Child</b>
All CONUS MHS Children					
<b>Age Group</b>					
Under Age 6					
Benchmark					
6-12 Years					
Benchmark					
13-17 Years*					

\*Benchmark is not available for 13- to 17-year-olds

<b>Enrollment Group</b>					
Enrolled in TRICARE Prime					
Military PCM					
Civilian PCM					
Not Enrolled in TRICARE Prime					

TABLE 9  
COURTESY, RESPECT, AND HELPFULNESS

<b>Office Staff Usually or Always...</b>		
<b>Treated Parent and Child with Courtesy and Respect</b>		<b>Were as Helpful as They Should Be</b>
All CONUS MHS Children		
<b>Age Group</b>		
Under Age 6		
Benchmark		
6-12 Years		
Benchmark		
13-17 Years*		

\*Benchmark is not available for 13- to 17-year-olds

<b>Enrollment Group</b>		
Enrolled in TRICARE Prime		
Military PCM		
Civilian PCM		
Not Enrolled in TRICARE Prime		

TABLE 10  
HEALTH PLAN CUSTOMER SERVICE

Percentage Who Had a “Big Problem” ...			
	Getting Help When They Called Their Child’s Health Plan Customer Service	Finding Information in the Materials from Their Child’s Health plan	With Paperwork for Their Child’s Health Plan
All CONUS MHS Children			
<b>Age Group</b>			
Under Age 6			
Benchmark			
6-12 Years			
Benchmark			
13-17 Years*			

\*Benchmark is not available for 13- to 17-year-olds

Enrollment Group			
Enrolled in TRICARE Prime			
Military PCM			
Civilian PCM			
Not Enrolled in TRICARE Prime			

TABLE 11  
PRIMARY CARE MANAGER (PCM)

Percentage of Children Enrolled in TRICARE Prime Who...			
	Had a TRICARE PCM	Parent Knows Child's PCM's Name	Had a "Big Problem" Getting to See PCM
All CONUS MHS Children			
<b>Age Group</b>			
Under Age 6			
Benchmark	NA	NA	
6-12 Years			
Benchmark	NA	NA	
13-17 Years*			

\*Benchmark is not available for 13- to 17-year-olds

Enrollment Group			
Enrolled in TRICARE Prime			
Military PCM			
Civilian PCM			
Not Enrolled in TRICARE Prime			

TABLE 12  
ATTITUDES TOWARD TRICARE PRIME

Percentage Who Agree or Strongly Agree that TRICARE Prime...				
	Makes It Hard to Get Needed Health Services	Makes It Hard to See the Doctor the Parent Prefers	Health Benefits Do Not Meet Child's Needs	Provides High-Quality Health Care
All CONUS MHS Children				
<b>Age Group</b>				
Under Age 6				
6-12 Years				
13-17 Years				
<b>Enrollment Group</b>				
Enrolled in TRICARE Prime				
Military PCM				
Civilian PCM				
Not Enrolled in TRICARE Prime				

TABLE 13  
WAITING TIME FOR ROUTINE, URGENT, AND WELL-CHILD CARE

Percentage Who Received...			
	Regular or Routine Care within 7 Days	Illness or Injury (Urgent) Care on Same Day	Well-Child Care in Less Than 4 Weeks
All CONUS MHS Children			
<b>Age Group</b>			
Under Age 6			
6-12 Years			
13-17 Years			
<b>Enrollment Group</b>			
Enrolled in TRICARE Prime			
Military PCM			
Civilian PCM			
Not Enrolled in TRICARE Prime			