

TRICARE Users Consumer Watch

CONUS MHS ♦ Quarter 4 FY 2008

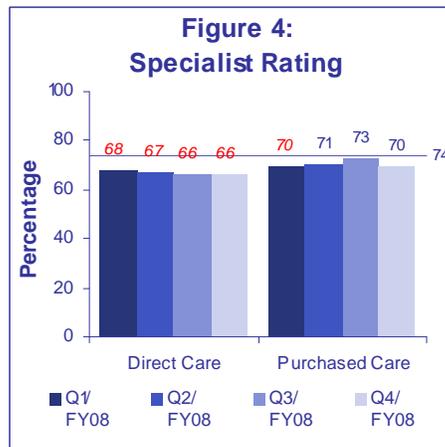
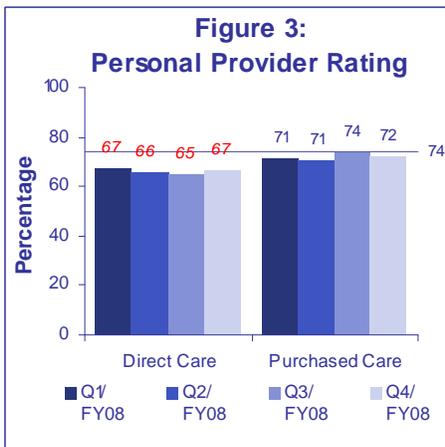
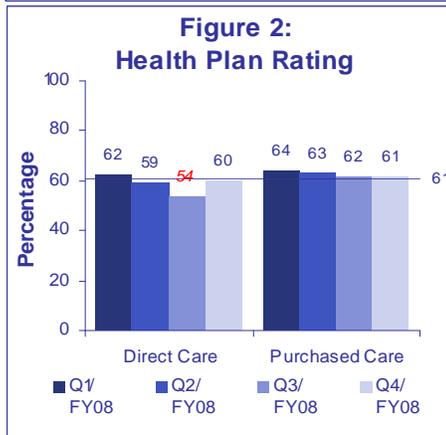
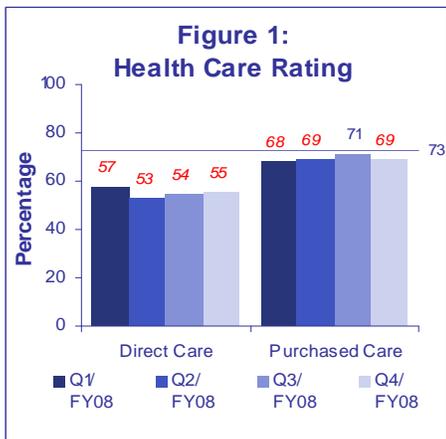
HEALTH PROGRAM ANALYSIS & EVALUATION DIRECTORATE

Source: Health Care Survey of DoD Beneficiaries

Inside Consumer Watch

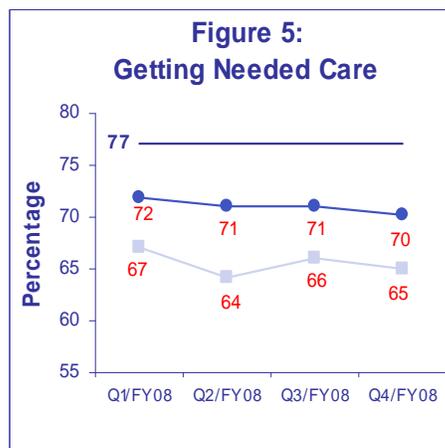
TRICARE Consumer Watch is a brief summary of what TRICARE users in CONUS MHS say about their healthcare. Data are taken from the Health Care Survey of DoD Beneficiaries (HCSDB). The HCSDB includes questions from the Consumer Assessment of Healthcare Providers and Systems (CAHPS), a survey designed to help consumers choose among health plans.

Figures 1 through 4 show the proportion of Prime enrollees with a military PCM (direct care), or enrolled to a civilian PCM, or using Standard/Extra for most of their care in the past year (purchased care) who respond 8 or above when asked to give a rating on a 0 to 10 scale (0 is bad, and 10 is good), for Health Care,



Health Plan, Personal Doctor, or the Specialist they see most often. Rates are adjusted for age and health status.

Rates are compared with averages taken from the 2006 National CAHPS Benchmarking Database (NCBD), which contains results from surveys given to beneficiaries by civilian health plans. Rates differing significantly from the benchmark are bolded and shown in red.

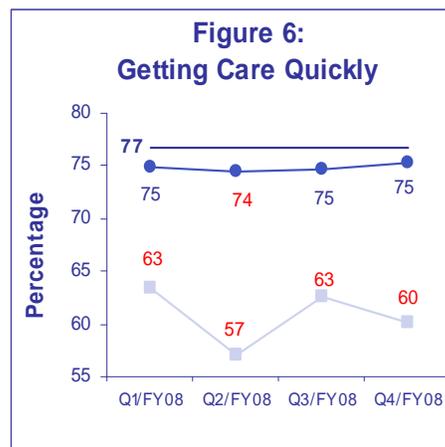


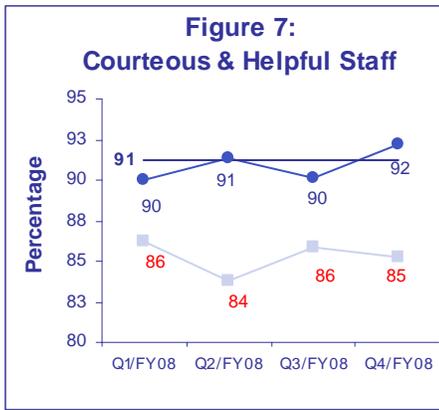
Health Care Topics

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

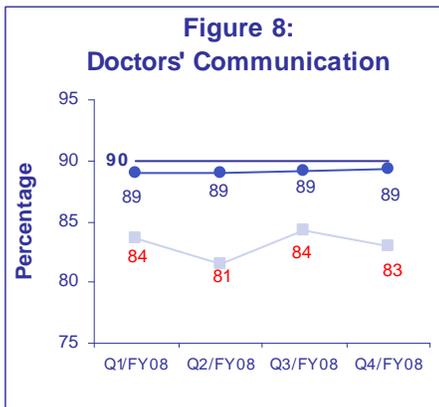
Figure 5 presents the composites “Getting needed care”. Scores are based on patients’ problems getting referrals and approvals and finding a good doctor.

“Getting care quickly”, shown in Figure 6 scores concern how long patients wait for an appointment or wait in the doctor’s office.





“Courteous and helpful staff” scores, shown in Figure 7, measure the courtesy and helpfulness of doctor’s office staff.



Scores in Figure 8, “How well doctors communicate” are based on whether the doctor spends enough time with patients, treats them respectfully and answers their questions.

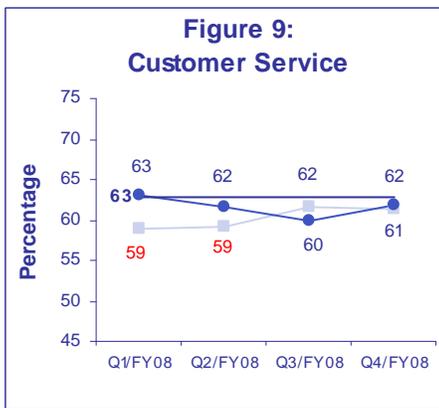
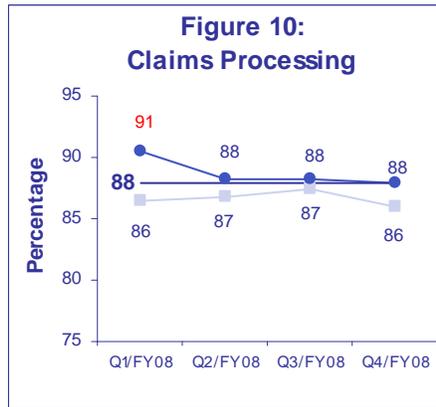


Figure 9 shows “Customer service”

scores, which concern patients’ ability to get information about their health plan and manage its paperwork.



“Claims processing” scores in Figure

10 are based on the timeliness and correctness of plan’s claims handling.

Preventive Care

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

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

Legend:

- Direct Care
- ◆ Purchased Care
- Benchmark

Preventive Care					
Type of Care	Qtr 1 FY 2008	Qtr 2 FY 2008	Qtr 3 FY 2008	Qtr 4 FY 2008	Healthy People 2010 Goal
Mammography (women > 40)					
Direct Care	88	87	89	84	70
Purchased Care	85	82	85	83	
Pap Smear (women > 18)					
Direct Care	92	94	91	91	90
Purchased Care	86	88	85	86	
Hypertension Screen (adults)					
Direct Care	88	89	85	88	95
Purchased Care	93	93	92	93	
Prenatal Care (in 1st trimester)					
Direct Care	87	81	89	81	90
Purchased Care	79	93	83	91	
Percent Not Obese (adults)					
Direct Care	81	79	82	82	85
Purchased Care	77	72	69	68	
Non-Smokers (adults)					
Direct Care	76	78	79	80	88
Purchased Care	81	80	81	82	
Counseled to Quit (adults)					
Direct Care	69	69	66	64	-
Purchased Care	78	70	79	70	