

TRICARE Users Consumer Watch

North ♦ Quarter 4 FY 2008

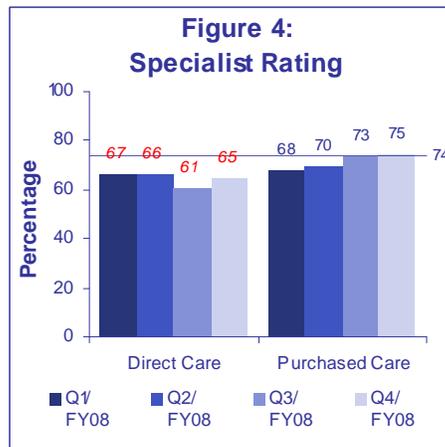
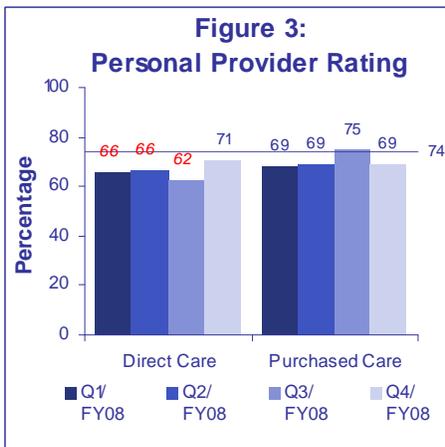
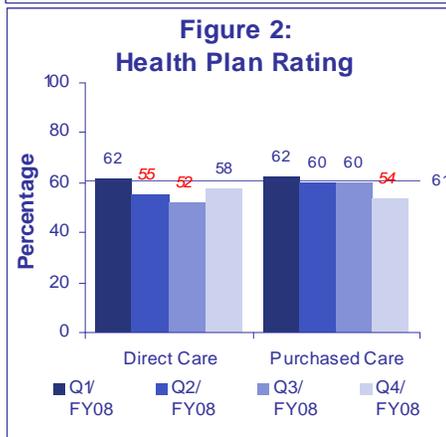
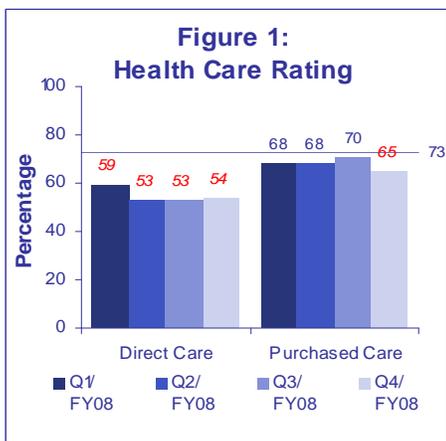
HEALTH PROGRAM ANALYSIS & EVALUATION DIRECTORATE

Source: Health Care Survey of DoD Beneficiaries

Inside Consumer Watch

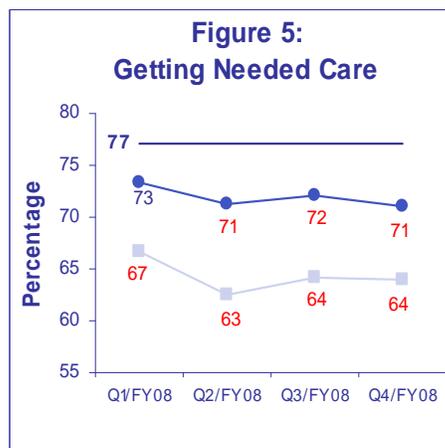
TRICARE Consumer Watch is a brief summary of what TRICARE users in your region say about their healthcare. Data are taken from the Health Care Survey of DoD Beneficiaries (HCSDB). The HCSDB includes questions from the Consumer Assessment of Healthcare Providers and Systems (CAHPS), a survey designed 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.

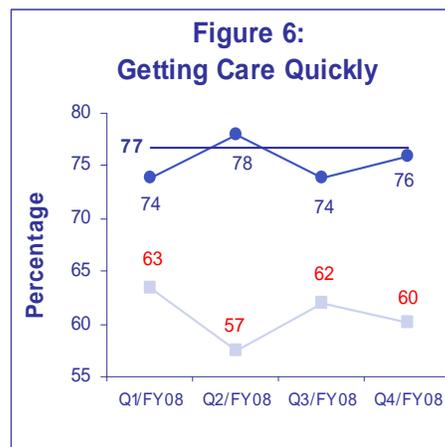


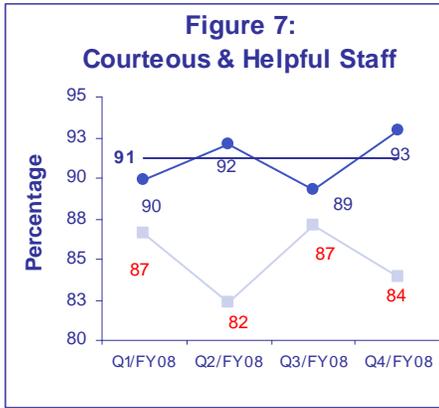
Health Care Topics

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 ($p < .05$).

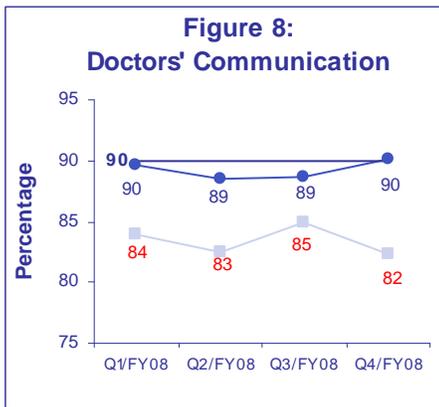
Figure 5 presents the composites “Getting needed care”. Scores are based on patients’ problems getting referrals and approvals and finding a good doctor.

“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.

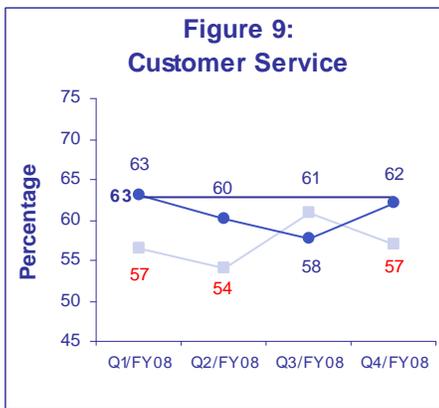
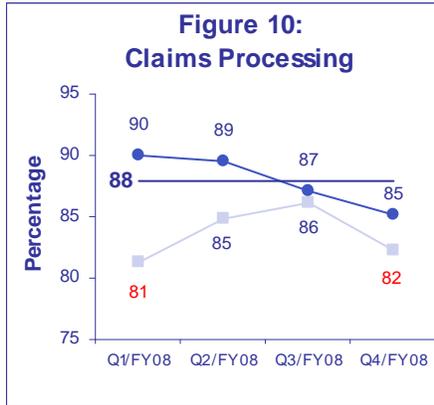


Figure 9 shows “Customer service”

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	89	89	88	80 (297)	70
Purchased Care	84	80	82	80 (163)	
Pap Smear (women > 18)					
Direct Care	93	94	91	90 (598)	90
Purchased Care	89	91	83	87 (302)	
Hypertension Screen (adults)					
Direct Care	90	86	85	86 (1561)	95
Purchased Care	94	94	92	93 (435)	
Prenatal Care (in 1st trimester)					
Direct Care	88	88	89	70 (64)	90
Purchased Care	.	100	74	95 (35)	
Percent Not Obese (adults)					
Direct Care	83	80	83	82 (1514)	85
Purchased Care	77	74	71	67 (418)	
Non-Smokers (adults)					
Direct Care	74	75	78	79 (1510)	88
Purchased Care	79	78	82	80 (424)	
Counseled to Quit (adults)					
Direct Care	66	72	64	64 (223)	-
Purchased Care	82	78	79	70 (75)	