

TRICARE Users Consumer Watch

West ♦ Quarter 1 FY 2009

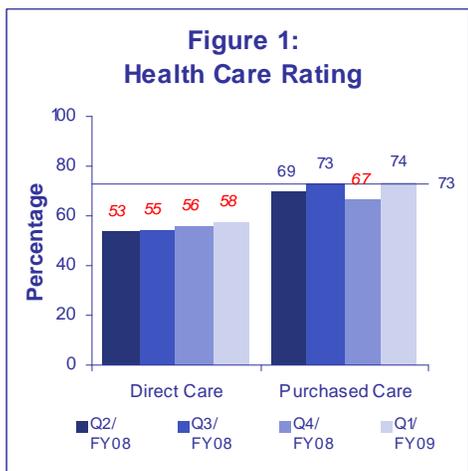
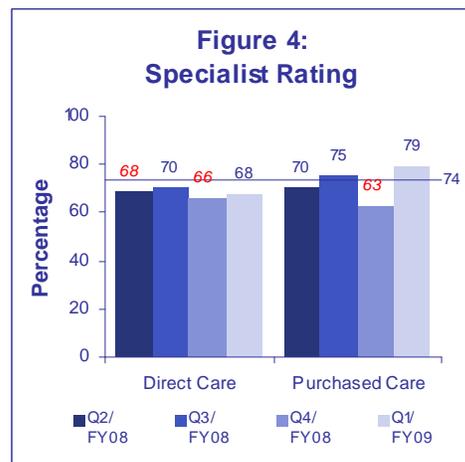
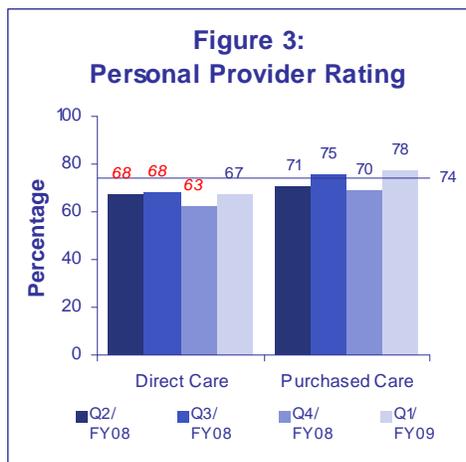
HEALTH PROGRAM ANALYSIS & EVALUATION DIRECTORATE

Source: Health Care Survey of DoD Beneficiaries

Inside Consumer Watch

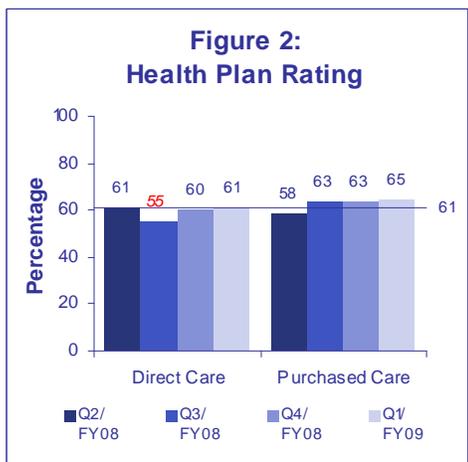
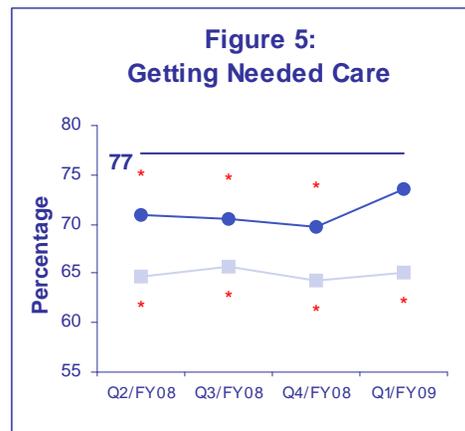
TRICARE Consumer Watch is a brief summary of what TRICARE users in your region say about their healthcare. Data are taken from the Health Care Survey of DoD Beneficiaries (HCSDB). The HCSDB includes questions from the Consumer Assessment of Healthcare Providers and Systems (CAHPS), a survey designed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

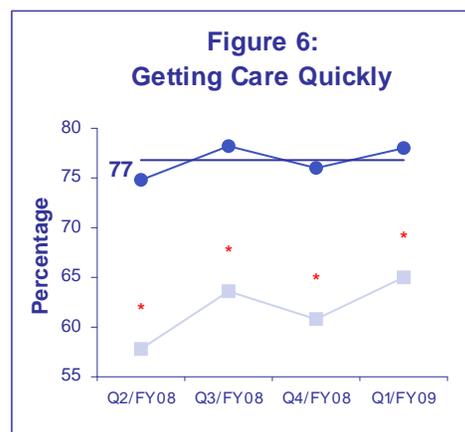


Health Care Topics

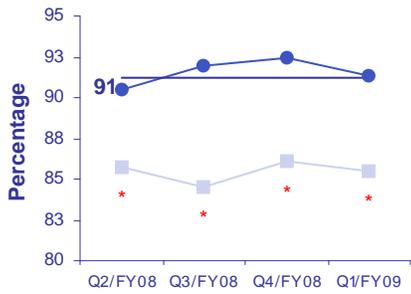
Health Care Topics scores average together results for related questions. Each score is the percentage who “usually” or “always” got treatment they wanted or had “no problem” getting a desired service. Asterisks show values significantly different from the NCBD benchmark ($p < .05$).

Figure 5 presents the composite “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.

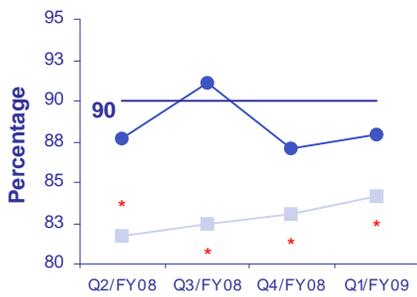


**Figure 7:
Courteous & Helpful Staff**



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

**Figure 8:
Doctors' Communication**



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:
Customer Service**

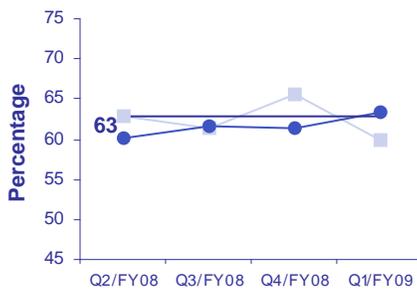
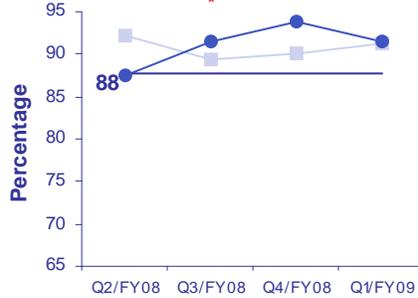


Figure 9 shows “Customer service” scores, which concern patients’ ability

**Figure 10:
Claims Processing**



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 2 FY 2008	Qtr 3 FY 2008	Qtr 4 FY 2008	Qtr 1 FY 2009	Healthy People 2010 Goal
Mammography (women > 40)					
Direct Care	<i>86</i>	<i>88</i>	<i>83</i>	<i>85</i> (374)	70
Purchased Care	76	<i>89</i>	<i>84</i>	<i>80</i> (188)	
Pap Smear (women > 18)					
Direct Care	<i>94</i>	<i>93</i>	92	<i>93</i> (953)	90
Purchased Care	<i>83</i>	85	84	<i>82</i> (367)	
Hypertension Screen (adults)					
Direct Care	<i>91</i>	<i>86</i>	<i>87</i>	<i>87</i> (2644)	95
Purchased Care	93	93	91	94 (546)	
Prenatal Care (in 1st trimester)					
Direct Care	<i>70</i>	89	<i>78</i>	84 (103)	90
Purchased Care	88	.	.	92 (47)	
Percent Not Obese (adults)					
Direct Care	<i>80</i>	<i>81</i>	<i>82</i>	<i>80</i> (1276)	85
Purchased Care	<i>73</i>	<i>68</i>	<i>69</i>	<i>74</i> (247)	
Non-Smokers (adults)					
Direct Care	<i>79</i>	<i>79</i>	<i>82</i>	<i>80</i> (1275)	88
Purchased Care	86	<i>83</i>	87	88 (252)	
Counseled to Quit (adults)					
Direct Care	62	71	65	64 (205)	-
Purchased Care	73	80	77	84 (34)	