

TRICARE Users Consumer Watch

USA MHS ♦ Quarter 3 FY 2009

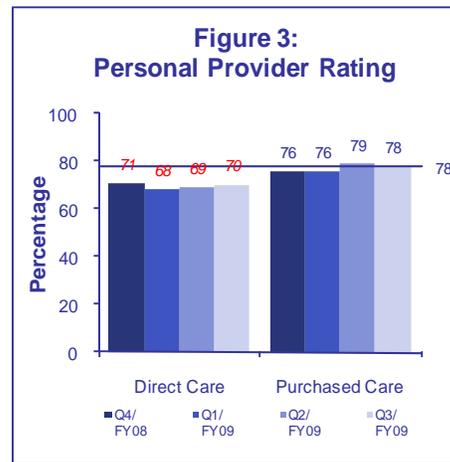
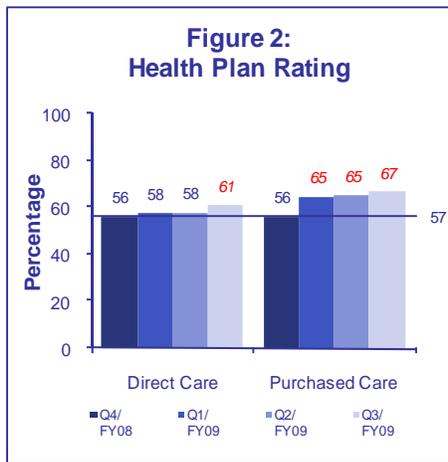
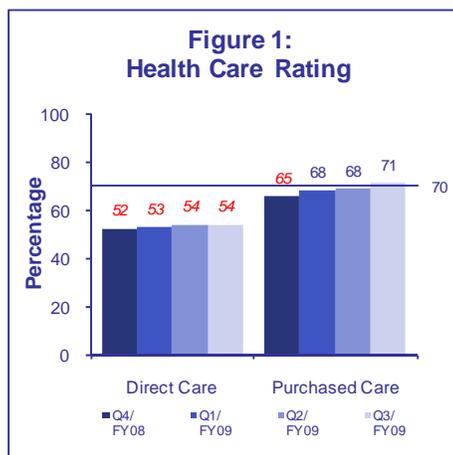
HEALTH PROGRAM ANALYSIS & EVALUATION DIRECTORATE

Source: Health Care Survey of DoD Beneficiaries

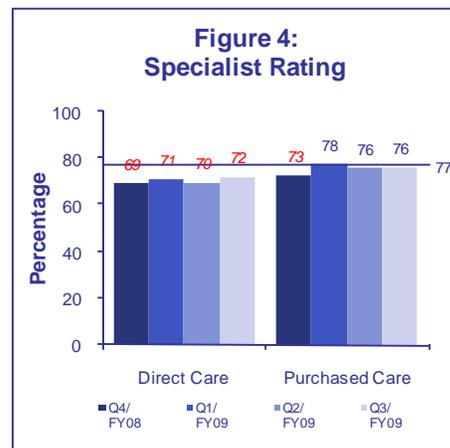
Inside Consumer Watch

TRICARE Consumer Watch is a brief summary of what TRICARE users in USA 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.

Rates are compared with averages taken from the 2008 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. In 2009, questions from a new version of CAHPS (Version 4) were used. The graphs here include adjusted values for comparable questions from CAHPS Version 3, where they could be found.



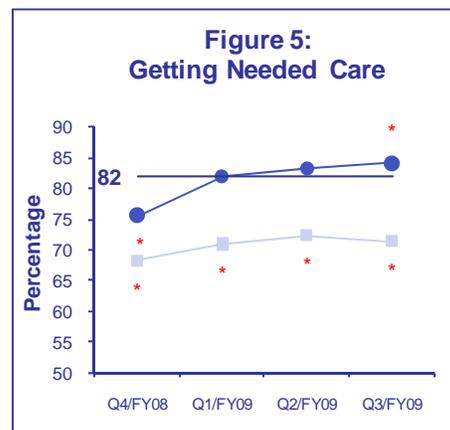
Figures 1 through 4 show the proportion of Prime enrollees with a military PCM (direct care), or enrolled to a civilian PCM, or using Standard/Extra for most of their care in the past year (purchased care) who respond 8 or above when asked to give a rating on a 0 to 10 scale (0 is bad, and 10 is good), for Health Care, Health Plan, Personal Doctor, or the Specialist they see most often. Rates are adjusted for age and health status.



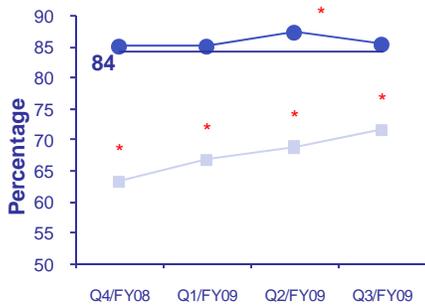
Health Care Topics

Health Care Topics scores average together results for related questions. Each score is the percentage who “usually” or “always” got treatment they wanted. 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 getting needed treatment.

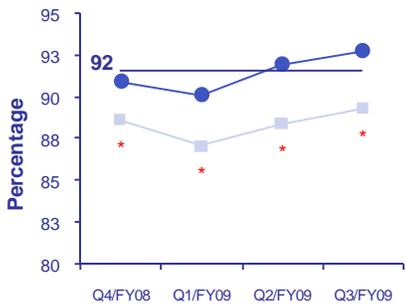


**Figure 6:
Getting Care Quickly**



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

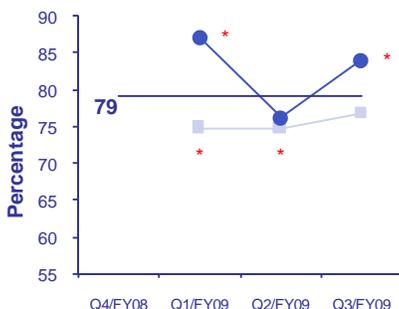
**Figure 7:
Doctors' Communication**



Scores in Figure 7, “Doctor’s communication” are based on whether the doctor spends enough time with patients, treats them respectfully and answers their questions.

Figure 8 shows “Customer service” scores, which concern patients’

**Figure 8:
Customer Service**



ability to get information about their health plan.

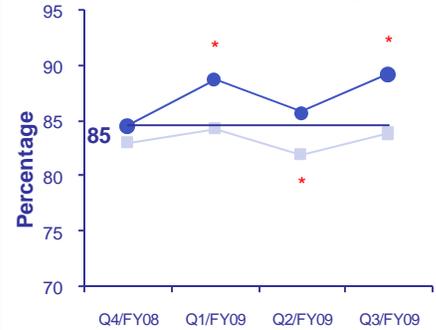
“Claims processing” scores in Figure 9 are based on the timeliness and correctness of plan’s claims handling.

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. A new metric for the non-smoking rate is used: current non-smokers.

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

**Figure 9:
Claims Processing**



Legend:

- Direct Care
- Purchased Care
- Benchmark

Preventive Care					
Type of Care	Qtr 4 FY 2008	Qtr 1 FY 2009	Qtr 2 FY 2009	Qtr 3 FY 2009	Healthy People 2010 Goal
Mammography (women > 40)					
Direct Care	84	87	86	88	70
Purchased Care	83	83	86	84	
Pap Smear (women > 18)					
Direct Care	91	92	92	92	90
Purchased Care	86	85	86	86	
Hypertension Screen (adults)					
Direct Care	88	88	88	86	95
Purchased Care	93	93	94	91	
Prenatal Care (in 1st trimester)					
Direct Care	81	87	88	87	90
Purchased Care	91	87	84	83	
Percent Not Obese (adults)					
Direct Care	82	81	80	79	85
Purchased Care	68	71	71	71	
Non-Smokers (adults)					
Direct Care	83	82	81	83	88
Purchased Care	83	87	84	88	
Counseled to Quit (adults)					
Direct Care	67	73	71	74	-
Purchased Care	71	80	79	78	