

TRICARE INPATIENT SATISFACTION SURVEY (TRISS)

Annual Report of Findings
(April 2016–March 2017)

Appendices

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APPENDIX A. DIRECT CARE FACILITIES AND SAMPLING PLAN DATA

Facility	DMIS ID	Service Branch	Number of Eligible Discharges Surveyed	Anticipated Yield	Medicine	Surgery	Ob/GYN
Bassett Army Community Hospital, Ft. Wainwright	0005	Army	812	337	72	49	216
Evans Army Community Hospital, Ft. Carson	0032	Army	3567	1189	344	298	547
Eisenhower Army Medical Center, Ft. Gordon	0047	Army	3056	1260	808	450	0
Martin Army Community Hospital, Ft. Benning	0048	Army	2466	848	406	156	285
Winn Army Community Hospital, Ft. Stewart	0049	Army	2078	675	187	126	362
Tripler Army Medical Center, Ft. Shafter	0052	Army	6214	2276	726	648	895
Irwin Army Community Hospital, Ft. Riley	0057	Army	1519	558	145	115	298
Blanchfield Army Community Hospital, Ft. Campbell	0060	Army	2632	1004	261	164	578
Ireland Army Community Hospital, Ft. Knox	0061	Army	672	270	99	108	62
Bayne Jones Army Community Hospital, Ft. Polk	0064	Army	771	286	88	20	176
L. Wood Army Community Hospital, Ft. Leonard Wood	0075	Army	1727	621	338	127	156
Keller Army Community Hospital, West Point	0086	Army	674	198	39	115	44
Womack Army Medical Center, Ft. Bragg	0089	Army	6588	2425	1194	449	774
Reynolds Army Community Hospital, Ft. Sill	0098	Army	805	302	113	40	147
Moncrief Army Community Hospital, Ft. Jackson	0105	Army	242	64	13	51	0
William Beaumont Army Medical Center, Ft. Bliss	0108	Army	4525	1622	655	525	437
Brooke Army Medical Center, Ft. Sam Houston	0109	Army	14217	6445	3780	2203	458
Darnall Army Medical Center, Ft. Hood	0110	Army	4494	1376	465	231	678
Madigan Army Medical Center, Ft. Lewis	0125	Army	8721	3790	1801	1370	607
Weed Army Community Hospital, Ft. Irwin	0131	Army	382	116	23	20	73
Landstuhl Regional Medical Center	0607	Army	2835	401	135	180	85
Brian Allgood Army Community Hospital, Seoul	0612	Army	612	76	20	26	30
Army Total	—	—	69609	26139	11712	7471	6908

Facility	DMIS ID	Service Branch	Number of Eligible Discharges Surveyed	Anticipated Yield	Medicine	Surgery	Ob/GYN
Naval Hospital Camp Pendleton	0024	Navy	2940	1037	465	108	457
Naval Medical Center San Diego	0029	Navy	10591	3686	1726	1140	805
Naval Hospital Twentynine Palms	0030	Navy	635	221	80	20	121
Naval Hospital Pensacola	0038	Navy	1029	487	232	123	127
Naval Hospital Jacksonville	0039	Navy	2286	897	507	171	218
Naval Hospital Camp Lejeune	0091	Navy	3632	1082	401	142	537
Naval Hospital Beaufort	0104	Navy	94	15	5	10	0
Naval Medical Center Portsmouth	0124	Navy	9304	3007	1204	1052	743
Naval Hospital Bremerton	0126	Navy	1059	418	121	67	230
Naval Hospital Oak Harbor	0127	Navy	281	82	4	0	78
Naval Hospital Guantanamo Bay	0615	Navy	51	4	2	1	1
Naval Hospital Naples	0617	Navy	184	18	3	9	6
Naval Hospital Rota	0618	Navy	139	14	4	1	9
Naval Hospital Guam	0620	Navy	836	282	141	35	105
Naval Hospital Okinawa	0621	Navy	1764	147	34	37	75
Naval Hospital Yokosuka	0622	Navy	616	60	16	8	35
Naval Hospital Sigonella	0624	Navy	138	10	4	1	5
Navy Total	—	—	35579	11467	4949	2925	3552
Walter Reed National Medical Center	0067	NCR	8653	3620	1904	1269	394
Ft. Belvoir Community Hospital	0123	NCR	4073	1644	735	397	510
National Capital Region Total	—	—	12726	5264	2639	1666	904
Elmendorf Medical Center (673rd Medical Group)	0006	Air Force	1671	741	285	200	254
Travis Medical Center (60th Medical Group)	0014	Air Force	2771	1266	698	405	133
Eglin Medical Center (96th Medical Group)	0042	Air Force	2682	1168	652	262	246
Mountain Home (366th Medical Group)	0053	Air Force	35	11	1	3	7
Keesler Medical Center (81st Medical Group)	0073	Air Force	1876	916	565	228	123
O'Callaghan Hospital (99th Medical Group)	0079	Air Force	2419	1136	739	206	190
Wright-Patterson Medical Center (88th Medical Group)	0095	Air Force	2555	1379	832	384	146
Langley-Eustis Medical Center (633rd Medical Group)	0120	Air Force	1792	628	228	122	278
Lakenheath Medical Center (48th Medical Group)	0633	Air Force	595	73	23	3	47

Facility	DMIS ID	Service Branch	Number of Eligible Discharges Surveyed	Anticipated Yield	Medicine	Surgery	Ob/GYN
Osan Air Base (51st Medical Group)	0638	Air Force	46	1	1	0	0
Misawa Air Base (35th Medical Group)	0639	Air Force	227	19	6	0	13
Yokota Air Base (374th Medical Group)	0640	Air Force	144	15	0	2	13
Aviano Air Base (31st Medical Group)	0808	Air Force	240	29	0	5	24
Air Force Total	—	—	17056	7384	4032	1820	1474
Direct Care Total	—	—	134970	50254	23332	13882	12838

—Indicates no information/data included.

APPENDIX B. PURCHASED CARE FACILITIES AND SAMPLING PLAN DATA

Hospital	Hospital ID	TRO Region	Predicted # of 2016 Eligible Discharges	2015 Yield Rate (%)	Sampling Rate (%)	Anticipated Number of Completes Total
Sentara Virginia Beach General Hospital	P301	North	877	51.5	76	343
Sentara Leigh Hospital	P302	North	1,032	45.1	100	465
Sentara Norfolk General Hospital	P303	North	1,080	44.1	100	476
Cape Fear Valley Medical Center	P306	North	1,176	35.5	100	417
Inova Fairfax Hospital	P315	North	848	53.4	85	385
Onslow Memorial Hospital	P316	North	775	30.6	100	237
CarolinaEast Health System	P319	North	1,007	42.7	87	374
New Hanover Regional Medical Center	P327	North	746	42.8	100	319
Chesapeake General Hospital	P329	North	1,208	38	100	459
Samaritan Medical Center	P332	North	987	31.9	100	315
Riverside Regional Medical Center	P335	North	1,010	43.7	100	441
St. Elizabeth’s Hospital	P342	North	653	45	100	294
Vidant Medical Center	P353	North	370	56.5	100	209
Wayne Memorial Hospital	P365	North	559	41.5	100	232
Mary Washington Hospital	P368	North	952	46.3	100	441
University of North Carolina Hospitals	P369	North	823	39.7	100	327
Norton Hospital	P371	North	738	47.8	100	353
FirstHealth Moore Regional Hospital	P372	North	1,123	47.6	66	353
Sentara Princess Anne Hospital	P401**	North	2108	45	50	474
Hardin Memorial Hospital	P402**	North	1064	45	75	359
Kent General Hospital	P403**	North	924	45	75	312
Anne Arundel Medical Center	P404**	North	800	45	90	324
Sentara Northern Virginia Medical Center	P405**	North	676	45	100	304
North Total/Percent Average	—	—	21,536	43.86	—	8215
Florida Hospital Orlando	P304	South	737	47.2	100	348
Methodist Hospital	P305	South	1,044	54.4	55	312
Trident Medical Center	P309*	South	841	43.6	53	194
Scott & White Memorial Hospital	P310	South	1,386	41.9	65	377

Hospital	Hospital ID	TRO Region	Predicted # of 2016 Eligible Discharges	2015 Yield Rate (%)	Sampling Rate (%)	Anticipated Number of Completes Total
Metroplex Adventist Hospital	P311	South	761	37.1	100	282
Baptist Health Medical Center	P313	South	698	42	100	293
Willis-Knighton Medical Center	P314	South	921	42.7	100	393
Sacred Heart Hospital	P317	South	781	41.6	100	325
Baptist Medical Center, TX	P318	South	1,200	50.2	73	440
Fort Walton Beach Medical Center	P320*	South	921	45.2	69	287
Palmetto Health Richland	P323	South	802	42.6	100	342
Memorial Health University Medical	P324	South	1,019	38.1	94	365
Holmes Regional Medical Center	P328	South	1,012	53.3	71	383
St. Vincent's Medical Center Riverside	P330	South	818	51.6	100	422
Gateway Medical Center	P331	South	1,095	39.8	100	436
Brandon Regional Hospital	P333*	South	887	44.2	100	392
Huntsville Hospital	P334	South	1,058	51.9	73	401
University of Alabama Hospital	P336*	South	397	62.7	100	249
Vanderbilt University Hospital	P337	South	799	48.2	95	366
Orange Park Medical Center	P338*	South	882	47.8	100	422
Comanche County Memorial Hospital	P339	South	710	42.7	100	303
Bay Medical Center	P340*	South	884	48.4	100	428
Baptist Medical Center, FL	P341	South	966	44.7	100	432
St. Francis Hospital	P343*	South	807	45.6	100	368
West Florida Hospital	P344	South	936	54.4	87	443
United Regional Health Care System	P345	South	702	45.2	100	317
Flowers Hospital	P346	South	718	48.7	100	350
Providence Hospital	P348*	South	478	52.7	100	252
Midwest Regional Medical Center	P349	South	419	43	100	180
Tampa General Hospital	P350	South	787	44.3	100	349
Tuomey Regional Medical Center	P351*	South	478	40.8	100	195
South Georgia Medical Center	P354	South	741	39.7	100	294
Orlando Regional Medical Center	P356*	South	727	44.7	100	325
Gulf Coast Medical Center	P357	South	938	41.5	100	389

Hospital	Hospital ID	TRO Region	Predicted # of 2016 Eligible Discharges	2015 Yield Rate (%)	Sampling Rate (%)	Anticipated Number of Completes Total
Beaufort Memorial Hospital	P359	South	720	37.6	100	271
Wellstar Kennestone Hospital	P366*	South	734	50.3	100	369
Texas Health Harris Methodist Hospital	P367	South	898	44.9	100	403
Baptist Memorial Hospital	P373*	South	680	45.9	100	312
South Total/Percent Average	—	—	31,382	45.82	—	13010
Penrose Hospital	P307	West	1,020	50.1	91	465
Memorial Hospital	P308	West	1,850	41.5	54	415
Presbyterian Healthcare Services	P312	West	709	52.6	100	373
Sierra Medical Center	P321	West	728	41.8	100	304
Tucson Medical Center	P322	West	1,004	46.2	73	339
Carondelet St. Joseph's Hospital	P325	West	739	46.4	100	343
University of Colorado Hospital	P326	West	454	37.2	100	169
Community Hospital Monterey Peninsula	P347	West	695	46	100	320
Sharp Memorial Hospital	P352	West	964	38	100	366
St. Luke's Regional Medical Center	P355	West	810	49.8	85	343
Rapid City Regional Hospital	P360	West	659	48.4	100	319
Southwest Healthcare System	P361*	West	476	30.5	100	145
Yuma Regional Medical Center	P362	West	753	44.5	100	335
Sharp Grossmont Hospital	P363	West	730	47.1	100	344
Sacred Heart Medical Center	P364	West	740	52.2	100	386
Las Palmas Medical Center	P370*	West	546	37.7	100	206
Mercy Hospital Springfield	PW02	West	694	55.8	100	387
Providence Alaska Medical Center	P406**	West	492	45	100	221
Scripps Memorial Hospital La Jolla	P407**	West	788	45	100	355
Sutter Roseville Medical Center	P408**	West	944	45	90	382
UCSD Medical Center, Hillcrest	P409**	West	736	45	100	331
The Queens Medical Center	P410*	West	628	45	100	283
Benefis Hospital	P411**	West	808	45	90	327
Bellevue Medical Center	P412**	West	936	45	90	379

Hospital	Hospital ID	TRO Region	Predicted # of 2016 Eligible Discharges	2015 Yield Rate (%)	Sampling Rate (%)	Anticipated Number of Completes Total
Cheyenne Regional Medical Center	P413**	West	672	45	100	302
Providence St. Peter Hospital	P414**	West	740	45	100	333
West Total/Percent Average	—	—	20,315	45.03	—	8472
Purchased Care Total/Percent Average	—	—	73,233	44.90	—	29697

—Indicates no information/data included.

*Indicates hospital removed from sample frame in FY2017

**Indicates hospital added to sample frame in FY2017

APPENDIX C. MEANS USED TO CONDUCT PATIENT AND MODE MIXED ADJUSTMENTS

“Top-Box” HCAHPS Patient-Mix Adjustment	Com. with Nurses (%)	Comm. with Doctors (%)	Responsive-ness of Hospital Staff (%)	Pain Management (%)	Comm. About Medicine (%)	Cleanliness of Hospital Env. (%)	Quietness of Hospital Env. (%)	Discharge Information (%)	Overall Hospital Rating (%)	Recommend the Hospital (%)	Care Transition (%)
Education (per level; 1 = 8th grade or less and 6 = more than 4-year college degree)	1.59	1.58	2.38	2.23	2.82	1.46	3.55	0.50	2.67	1.10	-0.46
Self-rated health (per level; 1 = Excellent and 5 = poor)	4.68	4.70	5.99	6.45	4.78	4.05	4.20	1.04	6.03	5.23	6.10
Response percentile (per 1% of response percentile)	0.19	0.17	0.23	0.17	0.19	0.07	0.03	0.03	0.17	0.19	0.17
Language Spoken at Home											
Spanish	-0.40	-2.17	-1.06	-4.32	-2.36	1.01	-5.37	-1.02	-11.79	-8.28	1.62
Chinese	7.60	6.83	7.57	8.20	4.58	4.59	-2.33	-2.47	5.29	3.91	13.41
Russian, Vietnamese, Other	0.58	0.52	1.69	1.44	0.16	3.13	-5.96	-0.02	1.59	-0.51	6.66
English (Reference)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Age											
18-24	1.97	1.05	3.66	4.60	-10.17	0.75	-6.24	-3.36	15.44	12.37	-8.80
25-34	-0.42	-0.96	-2.70	1.36	-11.78	0.13	-7.39	-4.11	11.88	7.23	-12.19
35-44	-1.54	-1.98	-4.12	-0.19	-12.24	0.32	-5.65	-4.47	8.96	5.26	-12.25
45-54	-3.72	-3.89	-6.02	-2.70	-13.18	-0.18	-4.29	-5.05	4.10	1.61	-13.03
55-64	-4.87	-4.73	-6.80	-4.16	-12.25	-0.26	-2.7	-5.46	0.43	-0.42	-12.51
65-74	-5.13	-5.39	-6.02	-5.40	-10.07	0.56	-2.27	-4.86	-2.08	-1.57	-10.82
75-84	-3.12	-3.17	-3.56	-3.26	-5.27	1.03	-0.61	-2.35	-1.71	-1.16	-4.70
85+ (Reference)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Product Line											
Obstetric	-6.49	-13.26	-14.46	-13.26	-11.76	1.34	-11.30	-5.84	-13.39	-14.14	-5.62
Surgical	0.22	-8.58	-0.89	-2.54	-1.80	0.33	-1.89	-4.23	-5.87	-4.92	-3.26
Medical (Reference)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Interactions											
Surgical line × Age	-0.13	0.43	-0.29	-0.56	0.01	-0.39	0.03	-0.22	0.36	0.22	0.01
Obstetric line × Age	1.16	1.51	1.44	1.81	2.51	0.84	0.91	1.39	2.31	2.42	1.54

Note: July 2015 to June 2016 discharges.

APPENDIX D. TRISS SURVEY INSTRUMENT

The TRISS survey instrument is available for download from <https://trissreports.com>.



DEFENSE HEALTH AGENCY

TRICARE Inpatient Satisfaction Survey



RCS Number: DD-HA (A) 2076
OMB# 0938-0981

Survey Instructions

- Please answer the questions in the survey about your stay at the hospital named on the cover letter.
- Do not include any other hospital stays in your answers.
- You should only fill out this survey if you were the patient during the hospital stay named in the cover letter. Do not fill out this survey if you were not the patient.
- Answer all the questions by checking the box to the left of your answer.
- You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

Yes

No → If No, Go to Question 1

According to the Privacy Act of 1974, as amended, the Department of Defense is required to inform you of the purposes and use of this survey. Please read this Privacy Act Statement carefully.

AUTHORITY: 10 U.S.C. 138, Under Secretary of Defense for Personnel and Readiness; 10 U.S.C. 1071 (NOTE), Annual Beneficiary Survey; 10 U.S.C. Chapter 55, Medical and Dental Care; 42 U.S.C. 11131-11152, Health Care Improvement Act of 1986; 32 CFR 199.16, TRICARE Program; and DoDD 6025.13, Medical Quality Assurance (MQA) in the Military Health System (MHS).

PURPOSE: The information collected in this survey helps health policy makers gauge beneficiary satisfaction with inpatient care within the Military Health System's direct care and the purchased care network facilities. Responses will be used to facilitate beneficiary comparisons of hospitals, guide Military Treatment Facility quality improvement efforts, and improve the Military Health System.

ROUTINE USES: None

DISCLOSURE: Voluntary. Failure to respond will not result in any penalty to the respondent. However, maximum participation is encouraged so that data will be as complete and representative as possible.

Please answer the questions in this survey about your stay at the hospital named on the cover letter. Do not include any other hospital stays in your answers.

YOUR CARE FROM NURSES

1. During this hospital stay, how often did nurses treat you with courtesy and respect?
 - Never
 - Sometimes
 - Usually
 - Always
2. During this hospital stay, how often did nurses listen carefully to you?
 - Never
 - Sometimes
 - Usually
 - Always
3. During this hospital stay, how often did nurses explain things in a way you could understand?
 - Never
 - Sometimes
 - Usually
 - Always

4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?
 - Never
 - Sometimes
 - Usually
 - Always
 - I never pressed the call button

YOUR CARE FROM DOCTORS

5. During this hospital stay, how often did doctors treat you with courtesy and respect?
 - Never
 - Sometimes
 - Usually
 - Always
6. During this hospital stay, how often did doctors listen carefully to you?
 - Never
 - Sometimes
 - Usually
 - Always

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7. During this hospital stay, how often did doctors explain things in a way you could understand?

- Never
- Sometimes
- Usually
- Always

THE HOSPITAL ENVIRONMENT

8. During this hospital stay, how often were your room and bathroom kept clean?

- Never
- Sometimes
- Usually
- Always

9. During this hospital stay, how often was the area around your room quiet at night?

- Never
- Sometimes
- Usually
- Always

YOUR EXPERIENCES IN THIS HOSPITAL

10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?

- Yes
- No → If No, Go to Question 12

11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

- Never
- Sometimes
- Usually
- Always

12. During this hospital stay, did you need medicine for pain?

- Yes
- No → If No, Go to Question 15

13. During this hospital stay, how often was your pain well controlled?

- Never
- Sometimes
- Usually
- Always

14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

- Never
- Sometimes
- Usually
- Always

15. During this hospital stay, were you given any medicine that you had not taken before?

- Yes
- No → If No, Go to Question 18

16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?

- Never
- Sometimes
- Usually
- Always

17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

- Never
- Sometimes
- Usually
- Always

WHEN YOU LEFT THE HOSPITAL

18. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?

- Own home
- Someone else's home
- Another health facility → If Another, Go to Question 21

19. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

- Yes
- No

20. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

- Yes
- No

OVERALL RATING OF HOSPITAL

Please answer the following questions about your stay at the hospital named on the cover letter. Do not include any other hospital stays in your answers.

21. Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?
- 0 Worst hospital possible
 - 1
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8
 - 9
 - 10 Best hospital possible
22. Would you recommend this hospital to your friends and family?
- Definitely no
 - Probably no
 - Probably yes
 - Definitely yes

UNDERSTANDING YOUR CARE WHEN YOU LEFT THE HOSPITAL

23. During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left.
- Strongly disagree
 - Disagree
 - Agree
 - Strongly agree
24. When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.
- Strongly disagree
 - Disagree
 - Agree
 - Strongly agree
25. When I left the hospital, I clearly understood the purpose for taking each of my medications.
- Strongly disagree
 - Disagree
 - Agree
 - Strongly agree
 - I was not given any medication when I left the hospital

YOUR HEALTH CARE

This next set of questions is to provide the hospital additional feedback about your hospital stay.

26. During this hospital stay, when doctors, nurses or other hospital staff first came to your room, how often did they introduce themselves?
- Never
 - Sometimes
 - Usually
 - Always
27. During this hospital stay, how often did you feel there was good communication between team members about your health care needs?
- Never
 - Sometimes
 - Usually
 - Always
28. Did staff allow family members or someone close to you to be with you when you wanted them there?
- Yes
 - No
 - Not applicable to my situation
29. Which best describes your hospital room?
- Private
 - Semi-private (two patients in one room)
 - Bay (three or more patients in a room)
30. For this stay, were you admitted to the hospital for childbirth (including C-section), a surgical procedure or operation, or another medical condition or illness?
- Childbirth (including C-section)
 - Surgical procedure or operation
 - Another medical condition or illness

CHILDBIRTH

31. If you were just beginning your pregnancy, and you had a choice, would you use the same hospital for your OB care?
- Yes
 - No
 - Not sure
32. Were you offered education or support about breastfeeding while in the hospital?
- Yes
 - No

PATIENT SAFETY

33. How often did your staff wash or sanitize their hands before touching you?
- Never
 - Sometimes
 - Usually
 - Always
 - I was not treated or checked by staff
 - I don't know
34. How often did staff ask your name, check your ID band, or confirm who you were before giving you any medications, treatments, or tests?
- Never
 - Sometimes
 - Usually
 - Always

NURSING CARE

35. Using any number from 0 to 10, where 0 is the worst nursing care possible and 10 is the best nursing care possible, what number would you use to rate the care you received during your stay?
- 0 Worst nursing care possible
 - 1
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8
 - 9
 - 10 Best nursing care possible

ABOUT YOU

There are only a few remaining items left.

36. During this hospital stay, were you admitted to this hospital through the Emergency Room?
- Yes
 - No
37. In general, how would you rate your overall health?
- Excellent
 - Very good
 - Good
 - Fair
 - Poor

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38. In general, how would you rate your overall mental or emotional health?

- Excellent
- Very good
- Good
- Fair
- Poor

39. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

40. Are you of Spanish, Hispanic or Latino origin or descent?

- No, not Spanish/Hispanic/Latino
- Yes, Puerto Rican
- Yes, Mexican, Mexican American, Chicano
- Yes, Cuban
- Yes, other Spanish/Hispanic/Latino

41. What is your race? Please choose one or more.

- White
- Black or African American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native

42. What language do you mainly speak at home?

- English
- Spanish
- Chinese
- Russian
- Vietnamese
- Portuguese
- Some other language (please print):

COMMENT

43. Do you have any comments regarding your inpatient care or suggestions for improvement?

THANK YOU

Please return the complete survey in the postage-paid envelope.
 TRICARE Inpatient Satisfaction Survey
 c/o Survey Processing Center
 PO Box 5030
 Chicago, IL 60680-9858

APPENDIX E. SCORES BY FACILITY, CARE TYPE, AND TRO

Facility Name	DMS ID	Overall Hospital Rating (%)	Recommend the Hospital (%)	Comm. with Nurses (%)	Comm. with Doctors (%)	Responsiveness of Staff (%)	Pain Management (%)	Comm. about Medicine (%)	Discharge Information (%)	Care Transition (%)	Cleanliness of Hospital Env. (%)	Quietness of Hospital Env. (%)
Bassett Army Community Hospital, Ft. Wainwright	5	73.04	74.51	85.53	84.93	82.00	73.95	77.62	93.19	61.07	81.58	68.45
673rd Medical Group, Elmendorf	6	75.33	76.81	87.29	85.51	81.01	75.28	76.92	92.80	64.37	76.38	66.53
60th Medical Group, Travis	14	75.88	79.91	87.89	88.92	76.86	74.93	76.24	92.11	63.92	73.70	53.96
Naval Hospital Camp Pendleton	24	73.82	70.46	85.24	86.00	78.13	73.27	75.43	91.60	58.27	74.33	73.02
Naval Medical Center San Diego	29	67.87	73.05	83.34	84.17	74.76	70.01	73.11	89.44	58.22	73.23	54.94
Naval Hospital Twentynine Palms	30	72.31	71.15	90.34	91.18	85.26	75.29	81.15	94.78	62.58	68.37	65.78
Evans Army Community Hospital, Ft. Carson	32	73.52	73.61	84.80	86.19	76.87	73.82	74.33	91.21	60.17	79.86	74.78
Naval Hospital Pensacola	38	81.75	81.73	89.67	90.21	83.23	77.12	78.13	93.39	68.45	79.23	77.51
Naval Hospital Jacksonville	39	73.68	75.83	86.63	86.32	83.04	74.44	76.08	92.14	61.59	79.25	77.23
96th Medical Group, Eglin	42	76.00	79.96	89.22	89.93	82.59	74.46	76.94	91.16	63.79	74.12	71.83
Eisenhower Army Medical Center, Ft. Gordon	47	77.40	78.95	86.05	90.20	76.73	72.39	78.26	89.79	65.21	77.26	60.60
Martin Army Community Hospital, Ft. Benning	48	77.18	78.00	82.44	89.71	75.59	74.81	72.74	89.71	63.12	80.84	78.48
Winn Army Community Hospital, Ft. Stewart	49	63.87	60.92	84.85	83.49	77.13	71.25	71.23	88.64	55.69	74.16	66.32
Tripler Army Medical Center, Ft. Shafter	52	62.24	63.64	83.60	82.68	76.02	70.47	71.22	89.64	54.46	73.20	54.91
366th Medical Group, Mountain Home	53	-	-	-	-	-	-	-	-	-	-	-
Irwin Army Community Hospital, Ft. Riley	57	68.99	71.17	86.40	86.73	77.83	75.00	73.95	91.37	58.05	77.99	73.00
Blanchfield Army Community Hospital, Ft. Campbell	60	71.46	71.52	84.92	85.58	76.15	75.43	74.13	88.11	57.36	81.44	73.70

Facility Name	DMS ID	Overall Hospital Rating (%)	Recommend the Hospital (%)	Comm. with Nurses (%)	Comm. with Doctors (%)	Responsiveness of Staff (%)	Pain Management (%)	Comm. about Medicine (%)	Discharge Information (%)	Care Transition (%)	Cleanliness of Hospital Env. (%)	Quietness of Hospital Env. (%)
Ireland Army Community Hospital, Ft. Knox	61	75.44	75.17	87.21	89.63	89.40	69.35	-	88.42	55.38	80.74	77.41
Bayne Jones Army Community Hospital, Ft. Polk	64	69.48	67.08	84.58	85.13	79.34	73.27	76.80	90.35	58.46	85.92	72.28
Walter Reed National Medical Center	67	72.10	77.63	82.12	85.89	71.34	69.10	72.03	88.58	61.46	67.46	57.85
81st Medical Group, Keesler	73	85.43	85.82	88.78	90.79	85.21	76.86	81.11	92.56	67.12	81.36	70.04
L. Wood Army Community Hospital, Ft. Leonard Wood	75	70.22	72.72	85.28	89.62	78.46	72.33	75.56	89.03	61.04	77.27	70.53
99th Medical Group, O'Callaghan Hospital	79	74.80	76.61	87.03	88.75	79.43	72.92	76.14	90.60	62.37	70.40	64.99
Keller Army Community Hospital, West Point	86	69.84	73.84	89.62	90.23	90.63	75.96	79.10	94.81	60.25	82.55	79.86
Womack Army Medical Center, Ft. Bragg	89	71.96	72.94	86.58	87.09	76.34	74.22	74.88	90.95	60.85	80.01	64.63
Naval Hospital Camp Lejeune	91	64.30	66.96	81.56	81.14	73.80	67.04	71.48	89.92	55.66	66.16	51.86
88th Medical Group, Wright-Patterson	95	82.24	82.14	89.92	90.30	83.10	77.92	77.79	93.28	67.11	80.61	74.64
Reynolds Army Community Hospital, Ft. Sill	98	80.58	71.49	89.84	91.29	79.40	82.27	77.76	93.98	63.03	87.40	81.11
Naval Hospital Beaufort	104	-	-	-	-	-	-	-	-	-	-	-
William Beaumont Army Medical Center, Ft. Bliss	108	62.36	63.39	83.25	85.17	70.75	70.70	73.56	89.09	56.09	75.20	60.92
Brooke Army Medical Center, Ft. Sam Houston	109	82.45	84.92	86.41	87.54	78.19	72.54	76.81	90.88	66.02	81.17	61.15
Darnall Army Medical Center, Ft. Hood	110	71.16	69.26	82.80	83.84	73.60	71.07	73.40	89.37	56.72	76.69	75.39
633rd Medical Group, Langley-Eustis	120	73.69	74.93	87.25	86.34	75.19	70.30	74.39	88.91	59.83	71.31	65.10
Ft. Belvoir Community Hospital	123	81.69	84.33	87.29	87.99	80.87	76.49	75.82	89.66	64.56	77.66	76.49
Naval Medical Center Portsmouth	124	68.91	73.22	83.92	86.13	77.38	72.26	73.01	90.61	58.31	72.80	68.24

Facility Name	DMS ID	Overall Hospital Rating (%)	Recommend the Hospital (%)	Comm. with Nurses (%)	Comm. with Doctors (%)	Responsiveness of Staff (%)	Pain Management (%)	Comm. about Medicine (%)	Discharge Information (%)	Care Transition (%)	Cleanliness of Hospital Env. (%)	Quietness of Hospital Env. (%)
Madigan Army Medical Center, Ft. Lewis	125	75.14	77.81	86.39	87.17	73.30	73.13	74.94	91.71	61.80	77.00	58.39
Naval Hospital Bremerton	126	72.13	71.68	87.00	83.69	80.24	78.00	73.73	90.52	58.65	67.96	68.10
Naval Hospital Oak Harbor	127	44.20	51.84	80.86	85.46	80.30	72.98	77.33	87.49	61.95	68.17	66.13
Weed Army Community Hospital, Ft. Irwin	131	65.69	61.56	85.78	90.55	74.76	71.98	74.60	91.41	55.31	73.29	72.55
Landstuhl Regional Medical Center	607	74.49	81.51	90.25	89.24	83.85	78.69	78.56	93.91	65.02	82.97	64.51
Brian Allgood Army Community Hospital, Seoul	612	80.38	86.14	90.25	90.83	87.88	78.42	82.63	91.85	63.48	82.06	79.74
Naval Hospital Guantanamo Bay	615	-	-	-	-	-	-	-	-	-	-	-
Naval Hospital Naples	617	79.25	75.74	89.66	87.37	86.89	77.87	-	93.60	61.73	82.72	87.70
Naval Hospital Rota	618	85.28	79.49	89.13	86.96	83.64	76.88	78.99	97.27	66.97	86.76	79.36
Naval Hospital Guam	620	82.53	84.62	87.64	88.27	77.88	76.01	73.09	89.97	60.13	68.74	73.47
Naval Hospital Okinawa	621	75.78	78.10	85.95	86.85	78.58	74.73	78.96	91.97	60.78	74.44	71.29
Naval Hospital Yokosuka	622	69.53	74.87	89.19	84.66	74.30	80.88	81.76	91.23	54.24	74.69	53.05
Naval Hospital Sigonella	624	60.32	77.76	88.56	86.78	86.29	83.81	-	87.34	65.29	52.94	70.33
48th Medical Group, Lakenheath	633	76.81	78.19	88.32	90.97	85.05	75.70	77.84	95.23	68.52	69.35	75.71
51st Medical Group, Osan Air Base	638	-	-	-	-	-	-	-	-	-	-	-
35th Medical Group, Misawa Air Base	639	-	-	-	-	-	-	-	-	-	-	-
374th Medical Group, Yokota Air Base	640	62.36	70.38	80.78	82.91	78.72	78.08	-	87.20	60.88	69.57	74.96
31st Medical Group, Aviano Air Base	808	84.61	87.22	87.72	82.28	80.74	78.12	72.62	93.41	68.75	86.93	77.96
Sentara Virginia Beach General Hospital	P301	73.78	76.75	84.17	80.88	67.33	73.00	68.70	92.82	58.11	75.86	59.36
Sentara Leigh Hospital	P302	83.15	83.11	83.90	83.80	67.74	78.19	69.39	94.27	64.14	77.13	72.74
Sentara Norfolk General Hospital	P303	68.27	76.01	79.74	81.29	63.95	71.54	68.49	90.87	57.89	71.37	62.75

Facility Name	DMS ID	Overall Hospital Rating (%)	Recommend the Hospital (%)	Comm. with Nurses (%)	Comm. with Doctors (%)	Responsiveness of Staff (%)	Pain Management (%)	Comm. about Medicine (%)	Discharge Information (%)	Care Transition (%)	Cleanliness of Hospital Env. (%)	Quietness of Hospital Env. (%)
Florida Hospital Orlando	P304	74.55	78.55	82.71	77.31	65.89	68.71	69.32	90.80	57.64	74.32	63.35
Methodist Hospital, San Antonio, TX	P305	67.11	70.41	79.59	81.46	64.16	74.55	64.59	87.72	56.83	68.76	57.92
Cape Fear Valley Medical Center	P306	66.70	63.62	78.43	78.14	66.66	66.20	69.20	86.77	50.12	67.54	60.71
Penrose Hospital, Colorado Springs, CO	P307	79.53	82.70	83.40	83.87	70.94	76.32	70.55	92.34	61.88	75.49	69.90
Memorial Hospital, Colorado Springs, CO	P308	80.28	80.12	82.78	84.29	74.31	74.51	74.49	90.77	63.89	76.92	60.97
Trident Medical Center, Charleston, SC	P309	59.85	58.15	76.92	80.80	68.15	66.01	63.40	87.30	57.51	61.55	52.93
Scott & White Memorial Hospital, Temple, TX	P310	76.82	76.84	84.19	83.83	66.93	71.18	73.96	91.38	59.26	75.68	65.74
Metroplex Adventist Hospital, Killeen, TX	P311	72.63	76.86	85.48	88.12	80.54	72.48	-	94.67	63.01	73.02	60.45
Presbyterian Healthcare Services, Albuquerque, NM	P312	74.26	73.69	80.78	84.84	65.33	71.41	74.06	89.55	57.85	76.07	55.73
Baptist Health Medical Center, North Little Rock, AR	P313	77.43	82.80	84.07	85.63	73.44	78.19	74.13	90.76	63.70	78.25	55.92
Willis-Knighton Medical Center, Shreveport, LA	P314	69.21	75.28	78.95	84.40	66.46	75.56	70.94	85.32	56.01	70.33	60.96
Inova Fairfax Hospital, Falls Church, VA	P315	81.47	84.78	82.21	81.95	64.11	70.81	73.09	89.19	59.40	84.93	65.30
Onslow Memorial Hospital, Jacksonville, NC	P316	59.59	59.75	85.46	82.36	77.09	78.34	69.31	94.36	58.63	79.38	59.86
Sacred Heart Hospital, Pensacola, FL	P317	68.43	76.52	78.67	80.02	65.16	69.18	69.07	90.16	55.20	70.44	63.30
Baptist Medical Center, San Antonio, TX	P318	67.40	71.18	79.58	83.33	70.13	75.36	64.95	87.17	58.75	75.44	61.27
CarolinaEast Health System	P319	69.44	73.06	80.26	80.74	66.16	69.94	70.17	90.60	56.97	67.62	56.20
Fort Walton Beach Medical Center	P320	66.86	66.47	79.57	82.77	77.95	70.18	65.67	88.80	45.68	66.67	68.49
Sierra Medical Center, El Paso, TX	P321	72.81	68.61	80.14	82.30	63.35	76.32	63.91	86.70	51.66	78.32	58.84
Tucson Medical Center	P322	70.21	72.06	76.15	79.20	64.29	74.07	73.18	88.84	58.52	73.47	55.61

Facility Name	DMS ID	Overall Hospital Rating (%)	Recommend the Hospital (%)	Comm. with Nurses (%)	Comm. with Doctors (%)	Responsiveness of Staff (%)	Pain Management (%)	Comm. about Medicine (%)	Discharge Information (%)	Care Transition (%)	Cleanliness of Hospital Env. (%)	Quietness of Hospital Env. (%)
Palmetto Health Richland	P323	70.79	74.28	82.42	83.95	69.83	72.03	68.80	91.00	57.29	70.62	54.74
Memorial Health University Medical, Savannah, GA	P324	64.59	70.19	78.68	78.80	68.79	67.38	70.28	85.87	58.88	67.14	59.50
Carondelet St Josephs Hospital, Tucson, AZ	P325	65.88	67.72	76.17	76.48	60.61	69.37	66.94	89.17	55.81	74.85	51.54
University Of Colorado Hospital	P326	87.33	89.51	86.96	85.65	74.38	79.20	77.82	93.47	70.18	78.93	72.77
New Hanover Regional Medical Center	P327	78.95	85.36	83.53	85.82	73.13	75.89	73.36	92.94	63.23	78.07	71.70
Holmes Regional Medical Center, Melbourne, FL	P328	66.30	72.11	77.27	78.13	60.67	70.84	60.21	88.12	51.53	73.19	54.84
Chesapeake General Hospital	P329	66.11	67.82	77.63	84.60	62.82	63.31	68.87	91.34	54.47	68.23	54.24
St. Vincent's Medical Center Riverside, Jacksonville, FL	P330	71.49	76.28	80.64	80.33	58.93	71.22	65.74	89.62	59.40	71.90	55.15
Gateway Medical Center, Clarksville, TN	P331	58.42	55.99	73.38	81.28	68.68	68.84	62.91	83.52	49.72	64.62	57.66
Samaritan Medical Center, Watertown, NY	P332	55.70	46.94	80.59	81.04	79.14	64.91	68.07	90.34	47.56	80.51	68.38
Brandon Regional Hospital	P333	60.04	58.15	72.45	72.58	65.38	70.07	60.57	90.00	55.96	73.82	49.24
Huntsville Hospital	P334	76.73	79.59	85.03	85.24	69.04	75.89	72.15	91.12	60.01	75.49	63.96
Riverside Regional Medical Center, Newport News, VA	P335	72.85	75.83	76.51	84.85	67.59	68.97	67.53	90.95	59.78	73.73	59.99
University Of Alabama Hospital	P336	87.13	86.73	88.18	88.72	71.95	70.84	69.19	92.04	62.88	79.87	69.79
Vanderbilt University Hospital	P337	86.15	89.18	88.95	86.57	79.68	78.87	77.36	91.42	70.49	74.72	61.16
Orange Park Medical Center, Orange Park, FL	P338	57.91	60.84	75.34	71.45	57.71	61.25	68.82	88.09	59.08	65.09	53.51
Comanche County Memorial Hospital	P339	63.29	69.81	80.83	81.47	70.94	72.74	78.21	87.87	58.97	80.40	58.26
Bay Medical Center, Panama City, FL	P340	72.22	64.92	80.90	78.35	62.80	74.11	70.00	89.09	50.28	65.00	56.58
Baptist Medical Center, Jacksonville, FL	P341	73.25	77.61	79.52	82.24	67.02	73.12	73.09	92.07	63.47	71.89	62.10

Facility Name	DMS ID	Overall Hospital Rating (%)	Recommend the Hospital (%)	Comm. with Nurses (%)	Comm. with Doctors (%)	Responsiveness of Staff (%)	Pain Management (%)	Comm. about Medicine (%)	Discharge Information (%)	Care Transition (%)	Cleanliness of Hospital Env. (%)	Quietness of Hospital Env. (%)
St. Elizabeth's Hospital, Belleville, IL	P342	60.60	68.04	82.31	79.99	69.73	67.22	76.44	92.76	57.36	64.24	64.10
West Florida Hospital	P344	76.61	76.93	81.58	76.80	69.98	74.12	69.82	89.75	61.67	71.38	63.47
United Regional Health Care System, Wichita Falls, TX	P345	77.52	74.71	84.95	77.48	76.67	77.85	70.20	92.35	60.23	77.85	66.71
Flowers Hospital, Dothan, AL	P346	71.17	77.54	81.74	84.70	65.53	73.49	72.12	93.20	56.92	66.85	63.77
Community Hospital Of The Monterey Peninsula	P347	77.84	82.98	79.90	83.17	66.98	70.80	66.01	91.37	61.16	79.34	62.56
Providence Hospital, Columbia, SC	P348	-	-	-	-	-	-	-	-	-	-	-
Midwest Regional Medical Center, Oklahoma City, OK	P349	51.62	46.85	67.19	66.70	-	-	-	80.80	44.18	64.98	53.17
Tampa General Hospital	P350	74.45	87.74	86.11	84.92	65.51	68.70	72.92	94.37	59.54	71.81	53.20
Tuomey Regional Medical Center, Sumter, SC	P351	-	-	-	-	-	-	-	-	-	-	-
Sharp Memorial Hospital, San Diego, CA	P352	83.97	85.91	85.54	83.87	72.96	78.20	71.47	92.61	64.77	83.18	58.05
Vidant Medical Center, Greenville, NC	P353	75.75	77.30	82.43	81.79	70.88	75.10	73.98	90.68	56.40	67.75	56.50
South Georgia Medical Center	P354	58.89	54.64	75.17	79.67	65.57	64.67	64.35	90.83	47.54	73.64	63.96
St. Luke's Regional Medical Center, Boise, ID	P355	82.67	83.21	83.34	85.92	68.63	78.19	68.72	92.55	64.76	84.58	59.06
Orlando Regional Medical Center	P356	73.21	80.54	84.12	84.20	73.76	75.01	69.95	92.35	61.26	71.62	56.14
Gulf Coast Medical Center	P357	61.69	66.74	78.81	75.11	63.00	75.56	63.69	90.52	46.79	66.25	53.06
Beaufort Memorial Hospital	P359	64.20	70.17	82.03	84.77	70.73	72.16	71.96	91.58	58.96	75.88	61.00
Rapid City Regional Hospital	P360	69.45	64.05	78.52	82.50	71.54	68.32	68.93	91.30	57.39	71.28	53.62
Southwest Healthcare System, Murrieta, CA	P361	55.96	65.58	71.35	78.06	-	-	-	88.45	51.49	62.97	53.52
Yuma Regional Medical Center	P362	57.14	60.71	71.71	68.73	62.59	61.99	65.12	83.23	47.00	70.13	56.87
Sharp Grossmont Hospital	P363	71.11	77.35	79.11	79.83	69.73	72.33	65.19	89.41	60.43	79.26	47.50

Facility Name	DMS ID	Overall Hospital Rating (%)	Recommend the Hospital (%)	Comm. with Nurses (%)	Comm. with Doctors (%)	Responsiveness of Staff (%)	Pain Management (%)	Comm. about Medicine (%)	Discharge Information (%)	Care Transition (%)	Cleanliness of Hospital Env. (%)	Quietness of Hospital Env. (%)
Sacred Heart Medical Center, Spokane, WA	P364	79.80	82.05	84.74	86.00	72.88	71.79	71.99	91.85	62.23	81.77	60.20
Wayne Memorial Hospital, Goldsboro, NC	P365	61.90	53.87	79.84	80.73	65.04	66.14	59.40	89.47	52.70	72.57	59.95
Wellstar Kennestone Hospital, Marietta, GA	P366	82.53	76.26	80.65	86.32	70.87	76.70	71.12	92.55	66.84	73.02	59.50
Texas Health Harris Methodist Hospital, Fort Worth, TX	P367	70.95	76.12	82.53	81.59	73.50	69.70	72.85	90.43	57.57	79.14	55.02
Mary Washington Hospital	P368	63.84	67.58	79.71	82.02	62.69	73.66	69.44	88.94	59.23	72.76	52.63
University Of North Carolina Hospitals	P369	84.82	85.81	84.31	87.74	70.95	71.82	69.97	94.38	67.58	74.41	63.18
Las Palmas Medical Center	P370	63.90	71.49	78.20	80.49	59.69	-	72.16	89.88	54.06	73.00	58.42
Norton Hospital, Louisville, KY	P371	73.37	73.45	83.66	83.19	68.08	73.82	69.93	90.59	63.41	71.25	55.79
FirstHealth Moore Regional Hospital, Pinehurst, NC	P372	78.21	82.94	86.32	86.26	77.11	74.59	69.75	90.76	65.18	79.74	61.34
Baptist Memorial Hospital, Memphis, TN	P373	78.80	83.26	79.30	81.25	65.49	68.96	57.51	89.67	48.43	71.37	68.19
Sentara Princess Anne Hospital	P401	77.55	79.00	80.97	84.55	70.00	77.28	70.73	91.83	60.57	70.97	65.81
Hardin Memorial Hospital	P402	66.27	66.32	84.29	85.68	72.63	75.80	74.92	89.28	57.80	71.21	58.27
Kent General Hospital	P403	70.73	66.82	83.90	83.44	69.58	64.75	69.02	87.26	55.70	78.83	53.57
Anne Arundel Medical Center	P404	76.22	81.87	81.60	82.27	67.54	70.28	67.48	92.31	62.13	71.87	56.47
Sentara Northern Virginia Medical Center	P405	74.35	75.28	84.02	83.25	69.23	75.54	68.00	89.63	60.92	78.87	60.82
Providence Alaska Medical Center	P406	82.19	86.47	85.49	86.93	78.35	79.48	77.46	96.60	63.37	75.60	64.20
Scripps Memorial Hospital, La Jolla, CA	P407	83.99	84.00	85.66	84.05	64.47	80.57	65.29	89.38	59.47	74.60	60.31
Sutter Roseville Medical Center	P408	68.70	71.60	74.23	79.42	60.55	62.89	60.91	87.65	52.53	67.69	54.84
UCSD Medical Center, Hillcrest, CA	P409	77.90	78.30	85.82	82.25	70.90	73.00	72.14	89.05	63.21	65.11	54.53

Facility Name	DMS ID	Overall Hospital Rating (%)	Recommend the Hospital (%)	Comm. with Nurses (%)	Comm. with Doctors (%)	Responsiveness of Staff (%)	Pain Management (%)	Comm. about Medicine (%)	Discharge Information (%)	Care Transition (%)	Cleanliness of Hospital Env. (%)	Quietness of Hospital Env. (%)
The Queens Medical Center	P410	75.84	90.25	85.33	84.44	75.08	77.53	70.95	91.03	58.16	72.16	53.87
Benefis Hospitals	P411	78.32	74.30	83.93	81.94	67.98	81.59	70.64	93.35	57.66	76.11	62.41
Bellevue Medical Center	P412	80.33	79.24	86.17	86.21	70.01	77.89	70.86	91.52	63.28	79.91	68.31
Cheyenne Regional Medical Center	P413	69.02	63.60	77.19	74.69	69.12	67.47	70.44	87.91	53.86	73.38	49.70
Providence St. Peter Hospital	P414	79.41	83.91	83.42	84.31	70.00	81.06	73.94	92.12	59.09	79.13	55.17
Mercy Hospital Springfield	PW02	78.92	81.56	82.56	83.65	72.66	76.76	75.21	90.99	60.67	75.25	60.16
North	-	71.31	72.69	81.66	82.72	69.14	71.32	69.83	90.87	58.27	73.77	61.65
South	-	69.98	73.18	80.67	81.12	67.77	71.84	69.04	89.70	57.34	72.01	60.07
West	-	76.36	77.98	81.48	82.47	69.23	74.14	70.80	90.61	60.38	76.30	59.87
Air Force	-	76.98	79.01	88.07	88.66	80.74	74.92	76.76	91.61	63.98	75.26	67.59
Army	-	73.05	74.46	85.54	86.65	76.70	73.31	75.00	90.59	60.74	78.69	65.30
Navy	-	69.93	72.92	84.58	85.22	77.48	72.39	74.19	90.68	58.71	72.75	64.13
NCR	-	75.47	79.99	83.94	86.63	74.71	71.75	73.31	88.98	62.55	71.05	64.40
Direct Care	-	73.01	75.22	85.47	86.55	77.26	73.13	74.82	90.59	60.82	75.94	65.21
Purchased Care	-	72.09	74.32	81.18	81.96	68.59	72.31	69.77	90.30	58.43	73.68	60.49

*Data cells that are shaded green indicate that the score is significantly higher than the benchmark.

**Data cells that are shaded red indicate that the score is significantly lower than the benchmark.

—Indicates no information/data included.

APPENDIX F. DEPARTMENT OF DEFENSE QUESTION SCORES

Facility Name	DMIS ID	Family Member Stayed (%)	Staff Check ID (%)	Comm. Among Staff (%)	Staff Introduced Self (%)	Overall Nursing Care (%)	Staff Washed Hands (%)	Education on Breast-Feeding (%)	OB Repeat Care (%)
Bassett Army Community Hospital, Ft. Wainwright	0005	98.57	78.72	72.93	78.84	82.00	87.45	93.25	87.04
673rd Medical Group, Elmendorf	0006	97.77	86.42	69.49	80.15	83.11	93.07	96.42	82.98
60th Medical Group, Travis	0014	99.30	86.97	71.55	79.17	82.85	87.28	98.14	85.46
Naval Hospital Camp Pendleton	0024	99.03	81.31	66.19	82.34	79.88	90.31	92.37	81.39
Naval Medical Center San Diego	0029	98.98	81.81	65.86	79.88	76.87	88.04	93.24	79.77
Naval Hospital Twentynine Palms	0030	97.43	85.64	75.04	83.67	86.86	95.68	99.03	94.31
Evans Army Community Hospital, Ft. Carson	0032	98.95	85.64	70.55	82.01	80.85	90.92	97.92	85.75
Naval Hospital Pensacola	0038	99.48	88.44	81.85	81.25	87.68	93.42	97.10	93.57
Naval Hospital Jacksonville	0039	98.68	89.75	74.32	85.24	83.92	87.42	96.54	81.32
96th Medical Group, Eglin	0042	98.97	84.16	71.72	82.04	81.98	89.98	96.61	89.81
Eisenhower Army Medical Center, Ft. Gordon	0047	98.56	88.77	74.92	82.81	82.38	88.41	-	-
Martin Army Community Hospital, Ft. Benning	0048	98.95	84.53	71.66	80.80	79.53	88.54	91.52	92.10
Winn Army Community Hospital, Ft. Stewart	0049	98.73	84.43	68.44	84.96	78.86	89.58	95.41	75.29
Tripler Army Medical Center, Ft. Shafter	0052	97.97	78.67	64.08	80.85	75.41	86.52	92.77	80.75
366th Medical Group, Mountain Home	0053	-	-	-	-	-	-	-	-
Irwin Army Community Hospital, Ft. Riley	0057	98.67	81.35	74.60	82.34	82.07	89.06	95.26	89.88
Blanchfield Army Community Hospital, Ft. Campbell	0060	99.00	86.24	71.28	85.26	79.09	87.21	92.08	84.50
Ireland Army Community Hospital, Ft. Knox	0061	100.00	87.28	81.88	83.10	85.58	94.32	-	-
Bayne Jones Army Community Hospital, Ft. Polk	0064	98.88	80.74	68.29	81.02	79.48	87.85	82.44	80.40
Walter Reed National Medical Center	0067	99.06	77.05	62.96	76.82	75.43	85.05	93.84	80.36
81st Medical Group, Keesler	0073	99.32	90.01	78.73	80.48	87.26	91.44	91.23	79.77

Facility Name	DMIS ID	Family Member Stayed (%)	Staff Check ID (%)	Comm. Among Staff (%)	Staff Introduced Self (%)	Overall Nursing Care (%)	Staff Washed Hands (%)	Education on Breast-Feeding (%)	OB Repeat Care (%)
L. Wood Army Community Hospital, Ft. Leonard Wood	0075	98.14	79.60	70.46	77.93	77.39	89.15	92.78	95.35
99th Medical Group, O'Callaghan Hospital	0079	99.01	86.28	72.54	81.41	83.26	92.12	96.31	82.34
Keller Army Community Hospital, West Point	0086	97.48	80.82	71.71	85.57	76.88	89.91	98.35	86.13
Womack Army Medical Center, Ft. Bragg	0089	98.76	86.15	71.32	84.63	79.75	89.08	98.69	81.32
Naval Hospital Camp Lejeune	0091	97.71	83.14	63.31	79.95	75.86	88.80	96.18	87.53
88th Medical Group, Wright-Patterson	0095	99.61	86.87	73.30	80.20	87.38	90.20	96.50	86.10
Reynolds Army Community Hospital, Ft. Sill	0098	98.84	91.21	79.21	84.84	86.79	91.80	93.85	74.04
Naval Hospital Beaufort	0104	-	-	-	-	-	-	-	-
William Beaumont Army Medical Center, Ft. Bliss	0108	98.01	81.89	66.62	80.09	72.45	85.35	94.63	80.43
Brooke Army Medical Center, Ft. Sam Houston	0109	98.87	89.02	69.18	80.92	84.46	87.90	96.61	76.50
Darnall Army Medical Center, Ft. Hood	0110	98.23	86.03	68.38	80.66	78.85	87.89	97.23	83.02
633rd Medical Group, Langley-Eustis	0120	99.38	82.27	68.20	77.92	80.68	89.01	93.26	82.90
Ft. Belvoir Community Hospital	0123	99.45	82.25	68.90	82.69	83.75	89.88	94.16	87.56
Naval Medical Center Portsmouth	0124	98.14	87.25	65.50	81.04	74.95	87.74	95.88	78.25
Madigan Army Medical Center, Ft. Lewis	0125	98.85	85.16	70.83	81.52	81.11	87.46	98.47	84.32
Naval Hospital Bremerton	0126	99.44	84.09	69.17	75.96	82.34	89.48	91.38	85.18
Naval Hospital Oak Harbor	0127	100.00	75.30	66.45	77.04	72.38	92.59	85.25	85.16
Weed Army Community Hospital, Ft. Irwin	0131	98.13	79.86	73.94	79.10	76.84	89.62	93.80	90.12
Landstuhl Regional Medical Center	0607	98.22	86.33	70.47	83.34	83.10	89.95	96.23	90.10
Brian Allgood Army Community Hospital, Seoul	0612	98.24	84.38	76.95	85.92	86.87	89.32	93.63	91.44
Naval Hospital Guantanamo Bay	0615	-	-	-	-	-	-	-	-
Naval Hospital Naples	0617	100.00	89.82	66.23	77.12	86.17	88.04	-	-
Naval Hospital Rota	0618	100.00	86.91	84.17	93.27	89.08	92.84	100.00	98.08

Facility Name	DMIS ID	Family Member Stayed (%)	Staff Check ID (%)	Comm. Among Staff (%)	Staff Introduced Self (%)	Overall Nursing Care (%)	Staff Washed Hands (%)	Education on Breast-Feeding (%)	OB Repeat Care (%)
Naval Hospital Guam	0620	97.97	78.39	79.35	81.77	85.70	88.29	95.79	95.73
Naval Hospital Okinawa	0621	99.42	88.03	71.71	78.07	80.80	92.23	90.97	91.67
Naval Hospital Yokosuka	0622	100.00	87.88	80.52	85.93	83.72	93.30	93.69	88.71
Naval Hospital Sigonella	0624	100.00	70.87	64.36	90.65	82.11	94.72	-	-
48th Medical Group, Lakenheath	0633	99.35	82.72	74.07	78.71	83.00	93.26	98.31	92.84
51st Medical Group, Osan Air Base	0638	-	-	-	-	-	-	-	-
35th Medical Group, Misawa Air Base	0639	-	-	-	-	-	-	-	-
374th Medical Group, Yokota Air Base	0640	100.00	84.05	68.50	83.95	74.27	90.27	86.32	86.32
31st Medical Group, Aviano Air Base	0808	100.00	76.36	78.12	86.49	92.54	94.33	97.81	95.69
Sentara Virginia Beach General Hospital	P301	99.73	87.50	68.99	76.98	78.86	83.07	-	-
Sentara Leigh Hospital	P302	100.00	92.87	74.58	80.16	87.39	87.82	-	-
Sentara Norfolk General Hospital	P303	100.00	91.09	68.59	79.32	75.84	85.28	-	-
Florida Hospital Orlando	P304	99.62	89.17	61.28	75.78	82.17	83.48	-	-
Methodist Hospital, San Antonio, TX	P305	99.10	91.33	60.38	70.95	75.92	83.64	-	-
Cape Fear Valley Medical Center	P306	97.28	90.30	63.70	77.13	78.11	84.71	97.82	82.77
Penrose Hospital, Colorado Springs, CO	P307	99.50	93.84	71.88	83.69	85.75	91.53	97.48	90.24
Memorial Hospital, Colorado Springs, CO	P308	99.44	91.26	70.64	78.99	82.49	87.40	92.73	86.39
Trident Medical Center, Charleston, SC	P309	100.00	87.96	66.94	74.49	72.54	84.89	-	-
Scott & White Memorial Hospital, Temple, TX	P310	98.42	91.01	69.62	84.05	82.18	91.64	-	-
Metroplex Adventist Hospital, Killeen, TX	P311	100.00	94.13	82.87	82.45	84.15	88.09	-	-
Presbyterian Healthcare Services, Albuquerque, NM	P312	98.46	89.87	64.11	78.53	82.41	84.97	100.00	94.35
Baptist Health Medical Center, North Little Rock, AR	P313	98.99	88.18	68.95	78.43	79.91	87.51	-	-
Willis-Knighton Medical Center, Shreveport, LA	P314	99.76	86.43	65.43	74.82	70.35	77.93	100.00	89.92

Facility Name	DMIS ID	Family Member Stayed (%)	Staff Check ID (%)	Comm. Among Staff (%)	Staff Introduced Self (%)	Overall Nursing Care (%)	Staff Washed Hands (%)	Education on Breast-Feeding (%)	OB Repeat Care (%)
Inova Fairfax Hospital, Falls Church, VA	P315	99.77	90.47	66.07	75.55	84.99	90.44	-	-
Onslow Memorial Hospital, Jacksonville, NC	P316	98.65	94.22	69.09	81.96	77.66	91.52	96.99	81.05
Sacred Heart Hospital, Pensacola, FL	P317	99.66	96.13	64.76	75.11	80.98	84.96	100.00	88.35
Baptist Medical Center, San Antonio, TX	P318	99.46	90.49	67.09	79.16	77.47	86.74	-	-
CarolinaEast Health System	P319	98.80	85.15	69.26	77.30	81.06	82.82	92.54	89.19
Fort Walton Beach Medical Center	P320	98.60	93.88	64.05	74.37	72.35	91.78	-	-
Sierra Medical Center, El Paso, TX	P321	100.00	83.58	63.22	71.98	78.09	84.65	-	-
Tucson Medical Center	P322	100.00	91.46	61.60	77.56	76.90	84.67	92.89	90.26
Palmetto Health Richland	P323	99.57	91.19	68.53	81.89	77.29	83.83	-	-
Memorial Health University Medical, Savannah, GA	P324	99.33	90.15	64.85	78.00	72.75	86.45	100.00	86.14
Carondelet St Josephs Hospital, Tucson, AZ	P325	98.21	88.40	61.48	71.16	74.76	84.52	-	-
University Of Colorado Hospital	P326	98.72	90.85	76.00	84.37	90.45	91.58	-	-
New Hanover Regional Medical Center	P327	99.66	89.24	71.94	82.01	88.01	89.43	94.69	91.03
Holmes Regional Medical Center, Melbourne, FL	P328	99.05	92.87	61.40	69.87	74.76	83.64	-	-
Chesapeake General Hospital	P329	99.10	92.07	61.93	75.35	75.41	77.86	-	-
St. Vincent's Medical Center Riverside, Jacksonville, FL	P330	99.32	93.96	67.31	77.32	78.88	87.72	-	-
Gateway Medical Center, Clarksville, TN	P331	97.68	92.36	62.48	74.34	70.90	84.60	90.89	87.08
Samaritan Medical Center, Watertown, NY	P332	97.74	90.10	64.13	79.68	69.13	88.28	86.55	82.46
Brandon Regional Hospital	P333	100.00	93.15	59.57	78.64	70.81	89.10	-	-
Huntsville Hospital	P334	99.31	97.71	71.95	77.65	85.19	89.33	-	-
Riverside Regional Medical Center, Newport News, VA	P335	100.00	92.18	65.03	72.68	74.78	83.27	-	-
University Of Alabama Hospital	P336	100.00	88.29	86.03	75.69	95.31	89.15	-	-
Vanderbilt University Hospital	P337	98.87	93.13	78.07	83.24	87.49	92.25	-	-

Facility Name	DMIS ID	Family Member Stayed (%)	Staff Check ID (%)	Comm. Among Staff (%)	Staff Introduced Self (%)	Overall Nursing Care (%)	Staff Washed Hands (%)	Education on Breast-Feeding (%)	OB Repeat Care (%)
Orange Park Medical Center, Orange Park, FL	P338	98.69	86.32	56.66	74.53	74.24	82.35	-	-
Comanche County Memorial Hospital	P339	100.00	89.26	65.11	76.56	74.01	84.77	-	-
Bay Medical Center, Panama City, FL	P340	100.00	92.08	58.87	78.73	79.11	92.82	-	-
Baptist Medical Center, Jacksonville, FL	P341	99.70	88.90	64.41	77.74	76.70	87.05	-	-
St. Elizabeth's Hospital, Belleville, IL	P342	99.01	96.76	64.23	80.31	78.45	89.32	95.16	84.30
West Florida Hospital	P344	98.04	91.20	72.41	77.33	84.86	83.69	-	-
United Regional Health Care System, Wichita Falls, TX	P345	96.53	88.39	68.85	71.90	84.97	88.78	-	-
Flowers Hospital, Dothan, AL	P346	100.00	90.73	70.05	74.59	79.03	87.29	-	-
Community Hospital Of The Monterey Peninsula	P347	100.00	91.82	64.77	73.70	77.28	83.16	97.53	94.43
Providence Hospital, Columbia, SC	P348	-	-	-	-	-	-	-	-
Midwest Regional Medical Center, Oklahoma City, OK	P349	100.00	78.94	52.02	63.25	60.65	80.58	-	-
Tampa General Hospital	P350	99.32	91.99	63.46	79.36	84.68	87.90	-	-
Tuomey Regional Medical Center, Sumter, SC	P351	-	-	-	-	-	-	-	-
Sharp Memorial Hospital, San Diego, CA	P352	98.97	95.10	74.79	83.67	87.89	92.74	97.87	91.95
Vidant Medical Center, Greenville, NC	P353	98.24	91.62	64.17	79.67	78.76	87.88	-	-
South Georgia Medical Center	P354	99.44	91.83	57.99	69.65	76.27	84.74	87.79	78.20
St. Luke's Regional Medical Center, Boise, ID	P355	99.38	92.15	69.70	81.52	86.22	90.33	100.00	96.86
Orlando Regional Medical Center	P356	98.99	91.21	69.15	78.89	77.81	90.74	-	-
Gulf Coast Medical Center	P357	98.84	86.43	59.65	70.10	76.95	84.94	98.28	100.00
Beaufort Memorial Hospital	P359	99.56	89.93	69.80	79.30	81.11	85.44	86.71	90.19
Rapid City Regional Hospital	P360	98.89	93.07	65.14	77.44	78.59	86.11	98.02	97.17
Southwest Healthcare System, Murrieta, CA	P361	95.42	93.10	61.84	64.89	64.46	78.45	-	-
Yuma Regional Medical Center	P362	98.18	82.15	52.94	69.02	70.97	84.78	88.42	82.71

Facility Name	DMIS ID	Family Member Stayed (%)	Staff Check ID (%)	Comm. Among Staff (%)	Staff Introduced Self (%)	Overall Nursing Care (%)	Staff Washed Hands (%)	Education on Breast-Feeding (%)	OB Repeat Care (%)
Sharp Grossmont Hospital	P363	98.71	91.20	67.29	77.00	81.38	87.47	-	-
Sacred Heart Medical Center, Spokane, WA	P364	100.00	91.23	73.70	78.93	85.34	89.69	95.69	92.70
Wayne Memorial Hospital, Goldsboro, NC	P365	97.48	92.93	66.76	72.56	80.62	83.24	100.00	70.03
Wellstar Kennestone Hospital, Marietta, GA	P366	100.00	93.29	70.65	80.41	81.93	86.34	-	-
Texas Health Harris Methodist Hospital, Fort Worth, TX	P367	99.04	95.18	68.07	78.06	79.45	87.72	-	-
Mary Washington Hospital	P368	100.00	90.60	64.53	78.85	75.71	86.05	-	-
University Of North Carolina Hospitals	P369	99.64	91.81	71.78	80.66	86.20	89.83	-	-
Las Palmas Medical Center	P370	100.00	87.68	73.26	77.29	72.38	92.22	-	-
Norton Hospital, Louisville, KY	P371	100.00	93.83	69.96	74.80	80.05	90.29	-	-
FirstHealth Moore Regional Hospital, Pinehurst, NC	P372	99.08	93.29	75.54	82.66	84.27	89.27	98.67	91.53
Baptist Memorial Hospital, Memphis, TN	P373	99.22	85.96	58.60	77.80	85.11	85.79	-	-
Sentara Princess Anne Hospital	P401	99.57	95.30	71.94	80.40	80.46	86.47	95.48	94.00
Hardin Memorial Hospital	P402	98.54	94.22	68.99	76.82	79.65	84.12	-	-
Kent General Hospital	P403	98.80	89.75	69.00	78.26	82.87	85.96	-	-
Anne Arundel Medical Center	P404	100.00	89.09	70.31	80.72	80.08	89.36	-	-
Sentara Northern Virginia Medical Center	P405	100.00	94.11	77.03	86.32	85.45	91.41	-	-
Providence Alaska Medical Center	P406	100.00	94.01	79.28	88.43	83.60	89.29	-	-
Scripps Memorial Hospital, La Jolla, CA	P407	100.00	80.91	71.89	80.73	86.14	88.64	-	-
Sutter Roseville Medical Center	P408	100.00	85.90	63.03	69.22	80.14	82.22	-	-
UCSD Medical Center, Hillcrest, CA	P409	100.00	89.05	72.69	85.96	82.61	86.81	-	-
The Queens Medical Center	P410	99.04	89.73	75.63	86.34	77.63	88.87	-	-
Benefis Hospitals	P411	97.73	94.58	69.06	72.31	86.14	92.97	-	-
Bellevue Medical Center	P412	99.31	93.97	67.54	76.22	84.94	88.19	97.33	82.85
Cheyenne Regional Medical Center	P413	99.13	95.93	60.10	75.60	85.40	88.55	-	-

Facility Name	DMIS ID	Family Member Stayed (%)	Staff Check ID (%)	Comm. Among Staff (%)	Staff Introduced Self (%)	Overall Nursing Care (%)	Staff Washed Hands (%)	Education on Breast-Feeding (%)	OB Repeat Care (%)
Providence St. Peter Hospital	P414	100.00	93.64	68.31	77.84	88.32	90.73	-	-
Mercy Hospital Springfield	PW02	99.32	91.17	73.46	77.48	84.88	88.62	-	-
Direct Care		98.71	84.34	69.21	81.15	79.99	88.56	94.88	84.05
Purchased Care		99.17	91.11	67.27	77.62	79.96	86.78	94.80	88.47
Air Force		99.16	85.56	72.49	80.52	83.56	90.48	95.11	85.57
Army		98.59	85.02	69.84	81.90	80.21	88.15	95.29	83.47
Navy		98.53	84.50	67.90	80.85	78.39	89.06	94.32	84.35
NCR		99.20	78.88	65.05	78.89	78.35	86.78	94.01	84.27
North		99.07	91.40	68.28	78.55	80.01	86.57	94.30	85.04
South		99.19	91.00	65.83	76.44	78.56	86.20	95.38	90.23
West		99.26	90.95	68.45	78.48	82.16	87.97	94.74	90.15

—Indicates no data/information included.

APPENDIX G. DIRECT CARE RESPONSE AND ELIGIBILITY RATES

Y2016 Q3 and Q4 and Y2017 Q1 and Q2 Overall Direct Care Response and Eligibility Rates

	Eligible Sample Selected					Response Rate Calculation		
	Total	Y2016 Q3	Y2016 Q4	Y2017 Q1	Y2017 Q2	Completed	Response Rate (%)	Ineligible Rate (%)
Total Direct Care	133,987	35,816	31,910	31,396	34,865	49,607	39.74	6.83
Service Facility								
Army	67,976	18,197	16,032	15,952	17,795	25,762	40.50	6.43
National Capital Region	13,450	3,686	3,164	3,107	3,493	5,385	43.50	7.96
Navy	35,487	9,438	8,763	8,153	9,133	11,320	35.00	8.86
Air Force	17,074	4,495	3,951	4,184	4,444	7,140	43.25	3.31
CONUS/OCONUS								
OCONUS	8,901	2,363	2,209	2,057	2,272	2,646	32.04	7.21
CONUS	125,086	33,453	29,701	29,339	32,593	46,961	40.28	6.80

Y2016 Q3 and Q4 and Y2017 Q1 and Q2 Direct Care Facility Level Response and Eligibility Rates

	DMIS ID/ PC ID	Service Branch	CONUS/ OCONUS	Eligible Sample Selected					Response Rate Calculation		
				Y2016 Q3	Y2016 Q4	Y2017 Q1	Y2017 Q2	Total	Completes	Response Rate (%)	Ineligible Rate (%)
Bassett Army Community Hospital, Ft. Wainwright	5	Army	CONUS	194	190	221	183	788	299	38.48	1.4
Evans Army Community Hospital, Ft. Carson	32	Army	CONUS	845	831	907	924	3,507	1,302	37.72	1.57
Eisenhower Army Medical Center, Ft. Gordon	47	Army	CONUS	851	699	726	926	3,202	1,406	50.09	12.34
Martin Army Community Hospital, Ft. Benning	48	Army	CONUS	723	603	546	561	2,433	849	37.07	5.88
Winn Army Community Hospital, Ft. Stewart	49	Army	CONUS	425	442	500	475	1,842	608	35.19	6.19
Tripler Army Medical Center, Ft. Shafter	52	Army	CONUS	1563	1,401	1,405	1,596	5,965	2,118	38.11	6.82
Irwin Army Community Hospital, Ft. Riley	57	Army	CONUS	400	304	296	286	1,286	466	36.75	1.4
Blanchfield Army Community Hospital, Ft. Campbell	60	Army	CONUS	699	716	691	705	2,811	1,028	37.05	1.28
Ireland Army Community Hospital, Ft. Knox	61	Army	CONUS	107	32	0	0	139	51	36.69	0
Bayne Jones Army Community Hospital, Ft. Polk	64	Army	CONUS	204	222	208	208	842	287	34.45	1.07
L. Wood Army Community Hospital, Ft. Leonard Wood	75	Army	CONUS	438	383	391	464	1,676	596	37	3.88
Keller Army Community Hospital, West Point	86	Army	CONUS	174	186	179	219	758	205	27.08	0.13
Womack Army Medical Center, Ft. Bragg	89	Army	CONUS	1780	1,494	1,500	1,618	6,392	2,347	39.11	6.12
Reynolds Army Community Hospital, Ft. Sill	98	Army	CONUS	190	141	0	0	331	112	34.36	1.51

	DMIS ID/ PC ID	Service Branch	CONUS/ OCONUS	Eligible Sample Selected					Response Rate Calculation		
				Y2016 Q3	Y2016 Q4	Y2017 Q1	Y2017 Q2	Total	Completes	Response Rate (%)	Ineligible Rate (%)
Moncrief Army Community Hospital, Ft. Jackson	105	Army	CONUS	1	0	0	0	1	0	0	0
William Beaumont Army Medical Center, Ft. Bliss	108	Army	CONUS	1077	995	1,049	1,265	4,386	1,611	40.02	8.23
Brooke Army Medical Center, Ft. Sam Houston	109	Army	CONUS	3947	3,427	3,390	3,821	14,585	6,156	44.87	5.94
Darnall Army Medical Center, Ft. Hood	110	Army	CONUS	1087	1,013	1,009	1,216	4,325	1,289	32.06	7.05
Madigan Army Medical Center, Ft. Lewis	125	Army	CONUS	2393	2,060	2,088	2,310	8,851	3,839	47.61	8.9
Weed Army Community Hospital, Ft. Irwin	131	Army	CONUS	93	98	74	89	354	113	32.19	0.85
Landstuhl Regional Medical Center	607	Army	OCONUS	783	640	612	742	2,777	881	35.58	10.84
Brian Allgood Army Community Hospital, Seoul	612	Army	OCONUS	223	155	160	187	725	199	31.79	13.66
Naval Hospital Camp Pendleton	24	Navy	CONUS	642	679	665	680	2,666	890	34.19	2.36
Naval Medical Center San Diego	29	Navy	CONUS	2954	2,653	2,523	2,725	10,855	3,563	37.47	12.39
Naval Hospital Twentynine Palms	30	Navy	CONUS	141	166	164	154	625	191	30.76	0.64
Naval Hospital Pensacola	38	Navy	CONUS	225	208	208	228	869	358	41.77	1.38
Naval Hospital Jacksonville	39	Navy	CONUS	596	553	508	577	2,234	836	37.95	1.39
Naval Hospital Camp Lejeune	91	Navy	CONUS	1065	964	884	1090	4,003	1,103	31.01	11.14
Naval Hospital Beaufort	104	Navy	CONUS	22	38	38	20	118	12	10.17	0
Naval Medical Center Portsmouth	124	Navy	CONUS	2423	2,151	1,897	2,334	8,805	2,747	35.25	11.49
Naval Hospital Bremerton	126	Navy	CONUS	271	237	247	257	1,012	360	36.04	1.28
Naval Hospital Oak Harbor	127	Navy	CONUS	65	70	75	44	254	82	32.28	0

	DMIS ID/ PC ID	Service Branch	CONUS/ OCONUS	Eligible Sample Selected					Response Rate Calculation		
				Y2016 Q3	Y2016 Q4	Y2017 Q1	Y2017 Q2	Total	Completes	Response Rate (%)	Ineligible Rate (%)
Naval Hospital Guantanamo Bay	615	Navy	OCONUS	18	24	11	12	65	7	10.94	1.54
Naval Hospital Naples	617	Navy	OCONUS	50	48	37	41	176	45	26.47	3.41
Naval Hospital Rota	618	Navy	OCONUS	43	48	43	35	169	51	30.72	1.78
Naval Hospital Guam	620	Navy	OCONUS	286	265	249	256	1056	356	35.64	5.4
Naval Hospital Okinawa	621	Navy	OCONUS	424	414	386	475	1,699	509	31.71	5.53
Naval Hospital Yokosuka	622	Navy	OCONUS	187	202	186	172	747	170	24.57	7.36
Naval Hospital Sigonella	624	Navy	OCONUS	26	43	32	33	134	40	30.53	2.24
Walter Reed National Medical Center	67	NCR	CONUS	2412	2,074	2,054	2,283	8,823	3,577	43.77	7.38
Ft. Belvoir Community Hospital	123	NCR	CONUS	1274	1,090	1,053	1,210	4,627	1,808	42.98	9.08
Elmendorf Medical Center (673rd Medical Group)	6	Air Force	CONUS	410	339	344	344	1,437	530	39.35	6.26
Travis Medical Center (60th Medical Group)	14	Air Force	CONUS	715	585	675	698	2,673	1,173	46.46	5.54
Eglin Medical Center (96th Medical Group)	42	Air Force	CONUS	731	613	646	716	2,706	1,135	42.93	2.29
Mountain Home (366th Medical Group)	53	Air Force	CONUS	9	11	8	1	29	11	37.93	0
Keesler Medical Center (81st Medical Group)	73	Air Force	CONUS	499	409	442	495	1,845	876	49.52	4.12
O'Callaghan Hospital (99th Medical Group)	79	Air Force	CONUS	645	570	653	705	2,573	1,113	44.57	2.95
Wright-Patterson Medical Center (88th Medical Group)	95	Air Force	CONUS	690	598	630	694	2,612	1,309	51.66	2.99
Langley-Eustis Medical Center (633rd Medical Group)	120	Air Force	CONUS	473	456	445	472	1,846	605	32.99	0.65
Lakenheath Medical Center (48th Medical Group)	633	Air Force	OCONUS	162	160	147	143	612	204	33.55	0.65

	DMIS ID/ PC ID	Service Branch	CONUS/ OCONUS	Eligible Sample Selected					Response Rate Calculation		
				Y2016 Q3	Y2016 Q4	Y2017 Q1	Y2017 Q2	Total	Completes	Response Rate (%)	Ineligible Rate (%)
Osan Air Base (51st Medical Group)	638	Air Force	OCONUS	14	20	19	9	62	16	26.23	1.61
Misawa Air Base (35th Medical Group)	639	Air Force	OCONUS	47	68	63	66	244	26	10.97	2.87
Yokota Air Base (374th Medical Group)	640	Air Force	OCONUS	47	53	47	51	198	42	22.22	4.55
Aviano Air Base (31st Medical Group)	808	Air Force	OCONUS	53	69	65	50	237	100	42.55	0.84
Total/Percent Average	—	—	—	35,816	31,910	31,396	34,865	133,987	49,607	39.74	6.83

—Indicates no information/data included.

APPENDIX H. PURCHASED CARE RESPONSE AND ELIGIBILITY RATES

Y2016 Q3 and Q4 and Y2017 Q1 and Q2 Overall Purchased Care Response and Eligibility Rates

Facility	Sample Frame	Eligible Sample Selected	Completed	Response Rate (%)	Ineligibles	Ineligible Rate (%)
Total Purchased Care	66,822	43,203	18,401	43.98	1,365	3.4
TRICARE Region						
North	20,081	13,231	5,497	42.62	334	2.5
South	28,838	17,326	7,374	44.16	629	3.6
West	17,903	12,646	5,530	45.16	402	3.2

Y2016 Q3 and Q4 and Y2017 Q1 and Q2 Facility Level Purchased Care Response and Eligibility Rates

Facility	PC ID	TRICARE Region	Sample Frame	Eligible Sample Selected	Completes	Response Rate (%)	Ineligible Rate (%)
Sentara Leigh Hospital	P302	North	1131	733	344	48.04	2.3
Sentara Norfolk General Hospital	P303	North	1094	726	304	42.64	1.8
Cape Fear Valley Medical Center	P306	North	2166	727	262	37.11	2.9
Inova Fairfax Hospital, Falls Church, VA	P315	North	1040	644	304	49.84	5.3
Onslow Memorial Hospital, Jacksonville, NC	P316	North	652	494	130	27.66	4.9
Carolinaeast Health System	P319	North	1015	684	283	42.18	1.9
New Hanover Regional Medical Center	P327	North	1226	714	327	47.05	2.7
Chesapeake General Hospital	P329	North	1037	703	250	36.39	2.3
Samaritan Medical Center, Watertown, NY	P332	North	776	552	154	28.05	0.5
Riverside Regional Medical Center, Newport News, VA	P335	North	953	682	286	42.88	2.2
St Elizabeths Hospital, Belleville, IL	P342	North	542	471	179	38.58	1.5
Vidant Medical Center, Greenville, NC	P353	North	476	419	214	52.97	3.6
Wayne Memorial Hospital, Goldsboro, NC	P365	North	568	491	193	40.55	3.1
Mary Washington Hospital	P368	North	864	636	277	45.19	3.6
University Of North Carolina Hospitals	P369	North	822	614	234	38.61	1.3
Norton Hospital, Louisville, KY	P371	North	774	552	239	44.01	1.6
Firsthealth Moore Regional Hospital, Pinehurst, NC	P372	North	1247	782	368	47.61	1.2
Sentara Princess Anne Hospital	P401	North	934	504	211	42.54	1.6
Hardin Memorial Hospital	P402	North	566	387	184	49.07	3.1
Kent General Hospital	P403	North	437	401	153	38.73	1.5
Anne Arundel Medical Center	P404	North	368	330	139	43.57	3.3
Sentara Northern Virginia Medical Center	P405	North	362	335	152	47.2	3.9
Florida Hospital Orlando	P304	South	2504	681	282	43.05	3.8

Facility	PC ID	TRICARE Region	Sample Frame	Eligible Sample Selected	Completes	Response Rate (%)	Ineligible Rate (%)
Methodist Hospital, San Antonio, TX	P305	South	1633	659	327	52.07	4.7
Scott & White Memorial Hospital, Temple, TX	P310	South	1763	842	341	41.59	2.6
Baptist Health Medical Center, North Little Rock, TX	P313	South	599	512	215	43.7	3.9
Willis-Knighton Medical Center, Shreveport, LA	P314	South	875	650	265	42.74	4.6
Sacred Heart Hospital, Pensacola, FL	P317	South	1252	695	267	40.15	4.3
Baptist Medical Center, San Antonio, TX	P318	South	1213	633	315	50.72	1.9
Palmetto Health Richland	P323	South	749	599	247	42.81	3.7
Memorial Health University Medical, Savannah, GA	P324	South	962	673	252	38.18	1.9
Holmes Regional Medical Center, Melbourne, FL	P328	South	1300	708	361	53.64	4.9
St Vincents Medical Center Riverside, Jacksonville, FL	P330	South	1003	669	309	48.28	4.3
Gateway Medical Center, Clarksville, TN	P331	South	947	675	260	40.06	3.9
Huntsville Hospital	P334	South	1192	676	323	48.87	2.2
Vanderbilt University Hospital	P337	South	790	576	255	46.53	4.9
Comanche County Memorial Hospital	P339	South	809	610	248	42.91	5.2
Baptist Medical Center, Jacksonville, FL	P341	South	1081	724	290	41.61	3.7
West Florida Hospital	P344	South	1021	674	359	55.66	4.3
United Regional Health Care System, Wichita Falls, TX	P345	South	693	544	223	42.08	2.6
Flowers Hospital, Dothan, AL	P346	South	824	614	269	45.06	2.8
South Georgia Medical Center	P354	South	671	572	220	39.64	3.0
Gulf Coast Medical Center	P357	South	974	688	248	37.07	2.8
Beaufort Memorial Hospital	P359	South	682	549	194	36.13	2.2
Texas Health Harris Methodist Hospital, Fort Worth, TX	P367	South	876	650	272	43.59	4.0
Penrose Hospital, Colorado Springs, CO	P307	West	1760	745	357	49.38	3.0
Memorial Hospital, Colorado Springs, CO	P308	West	2178	1035	441	43.49	2.0

Facility	PC ID	TRICARE Region	Sample Frame	Eligible Sample Selected	Completes	Response Rate (%)	Ineligible Rate (%)
Presbyterian Healthcare Services, Albuquerque, NM	P312	West	758	577	277	49.55	3.1
Sierra Medical Center, El Paso, TX	P321	West	650	535	191	37.75	5.4
Tucson Medical Center	P322	West	1255	724	303	42.68	1.9
Carondelet St Josephs Hospital, Tucson, AZ	P325	West	601	481	224	48.7	4.4
University Of Colorado Hospital	P326	West	1114	660	321	50.47	3.6
Community Hospital Of The Monterey Peninsula	P347	West	628	508	241	49.39	3.9
Sharp Memorial Hospital, San Diego, CA	P352	West	959	700	264	38.82	2.9
St Luke's Regional Medical Center, Boise, ID	P355	West	875	649	341	53.7	2.2
Rapid City Regional Hospital	P360	West	676	557	265	48.62	2.2
Yuma Regional Medical Center	P362	West	692	562	233	42.06	1.4
Sharp Grossmont Hospital	P363	West	682	540	248	48.16	4.6
Sacred Heart Medical Center, Spokane, WA	P364	West	727	566	280	51.28	3.5
Providence Alaska Medical Center	P406	West	243	243	98	41.7	3.3
Scripps Memorial Hospital, La Jolla, CA	P407	West	356	326	117	37.14	3.4
Sutter Roseville Medical Center	P408	West	482	408	189	48.09	3.7
UCSD Medical Center, Hillcrest, CA	P409	West	368	323	98	32.03	5.3
The Queens Medical Center	P410	West	320	320	125	40.06	2.5
Benefis Hospitals	P411	West	352	320	117	38.11	4.1
Bellevue Medical Center	P412	West	509	421	158	38.54	2.6
Cheyenne Regional Medical Center	P413	West	301	281	113	41.09	2.1
Providence St. Peter Hospital	P414	West	310	310	147	49.66	4.5
Mercy Hospital Springfield	PW02	West	691	542	296	56.6	3.5

—Indicates no information/data included.

APPENDIX I. ANNOTATED TRISS SURVEY INSTRUMENT

This annotated survey reports the distribution of Direct Care and Purchased Care responses across each question and answer choice. All reported sample percentages and frequencies have been weighted.

1. During this hospital stay, how often did nurses treat you with courtesy and respect?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	258	0.2	177	0.3
Sometimes	2895	2.2	1,674	2.5
Usually	9550	7.2	6,276	9.4
Always	119110	90.2	58,699	87.7
Missing	301	0.2	138	0.2
Total	132,114	100.0	66,964	100.0

2. During this hospital stay, how often did nurses listen carefully to you?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	493	0.4	300	0.5
Sometimes	5,116	3.9	2,778	4.2
Usually	17,032	12.9	11,956	17.9
Always	109,196	82.7	51,758	77.3
Missing	277	0.2	172	0.3
Total	132,114	100.0	66,964	100.0

3. During this hospital stay, how often did nurses explain things in a way you could understand?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	641	0.5	508	0.8
Sometimes	4,263	3.2	2,693	4.0
Usually	16,152	12.2	11,368	17.0
Always	110,798	83.9	52,240	78.0
Missing	261	0.2	156	0.2
Total	132,114	100.0	66,964	100.0

4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	789	0.6	590	0.9
Sometimes	5,741	4.4	4,137	6.2
Usually	19,028	14.4	15,429	23.0
Always	83,509	63.2	36,565	54.6
I never pressed the call button	22,518	17.0	9,986	14.9
Missing	531	0.4	258	0.4
Total	132,114	100.0	66,964	100.0

5. During this hospital stay, how often did doctors treat you with courtesy and respect?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	480	0.4	388	0.6
Sometimes	2,870	2.2	1,684	2.5
Usually	7,959	6.0	6,052	9.0
Always	120,468	91.2	58,408	87.2
Missing	337	0.3	432	0.7
Total	132,114	100.0	66,964	100.0

6. During this hospital stay, how often did doctors listen carefully to you?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	900	0.7	719	1.1
Sometimes	4,975	3.8	2,817	4.2
Usually	12,739	9.6	9,789	14.6
Always	113,175	85.7	53,268	79.6
Missing	326	0.3	372	0.6
Total	132,114	100.0	66,964	100.0

7. During this hospital stay, how often did doctors explain things in a way you could understand?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	773	0.6	760	1.1
Sometimes	3,925	3.0	2,772	4.1
Usually	14,665	11.1	11,156	16.7
Always	112,390	85.1	51,822	77.4
Missing	361	0.3	454	0.7
Total	132,114	100.0	66,964	100.0

8. During this hospital stay, how often were your room and bathroom kept clean?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	2,672	2.0	1,175	1.8
Sometimes	7,679	5.8	3,718	5.6
Usually	18,703	14.2	11,404	17.0
Always	101,984	77.2	50,144	74.9
Missing	1,075	0.8	523	0.8
Total	132,114	100.0	66,964	100.0

9. During this hospital stay, how often was the area around your room quiet at night?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	2,400	1.8	1,161	1.7
Sometimes	8,835	6.7	4,342	6.5
Usually	26,674	20.2	19,074	28.5
Always	93,472	70.8	41,816	62.5
Missing	732	0.6	570	0.9
Total	132,114	100.0	66,964	100.0

10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Yes	65,923	49.9	37,218	55.6
No	64,641	48.9	28,290	42.3
Missing	1,551	1.2	1,456	2.2
Total	132,114	100.0	66,964	100.0

11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	575	0.4	425	0.6
Sometimes	4,553	3.5	2,753	4.1
Usually	7,905	6.0	7,094	10.6
Always	52,461	39.7	26,591	39.7
Not applicable	64,641	48.9	28,290	42.3
Missing	1,979	1.5	1,811	2.7
Total	132,114	100.0	66,964	100.0

12. During this hospital stay, did you need medicine for pain?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Yes	101,646	76.9	47,458	70.9
No	28,812	21.8	18,163	27.1
Missing	1,655	1.3	1,343	2.0
Total	132,114	100.0	66,964	100.0

13. During this hospital stay, how often was your pain well controlled?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	1,143	0.9	499	0.8
Sometimes	7,864	6.0	2,861	4.3
Usually	24,226	18.3	12,019	18.0
Always	67,889	51.4	31,802	47.5
Not applicable	28,812	21.8	18,163	27.1
Missing	2,179	1.7	1,620	2.4
Total	132,114	100.0	66,964	100.0

14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	553	0.4	250	0.4
Sometimes	4,278	3.2	1,872	2.8
Usually	11,939	9.0	6,722	10.0
Always	84,409	63.9	38,359	57.3
Not applicable	28,812	21.8	18,163	27.1
Missing	2,122	1.6	1,598	2.4
Total	132,114	100.0	66,964	100.0

15. During this hospital stay, were you given any medicine that you had not taken before?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Yes	69,267	52.4	37,074	55.4
No	59,419	45.0	27,542	41.1
Missing	3,428	2.6	2,347	3.5
Total	132,114	100.0	66,964	100.0

16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	756	0.6	705	1.1
Sometimes	2,225	1.7	1,768	2.6
Usually	5,035	3.8	4,068	6.1
Always	60,784	46.0	30,201	45.1
Not applicable	59,419	45.0	27,542	41.1
Missing	3,894	3.0	2,680	4.0
Total	132,114	100.0	66,964	100.0

17. Before give you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	6,495	4.9	4,960	7.4
Sometimes	5,894	4.5	3,489	5.2
Usually	9,468	7.2	6,873	10.3
Always	46,549	35.2	21,170	31.6
Not applicable	59,419	45.0	27,542	41.1
Missing	4,289	3.3	2,930	4.4
Total	132,114	100.0	66,964	100.0

18. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Own home	122,367	92.6	62,062	92.7
Someone else's home	3,324	2.5	1,666	2.5
Another health facility	4,978	3.8	2,811	4.2
Missing	1,446	1.1	425	0.6
Total	132,114	100.0	66,964	100.0

19. During this hospital stay, did doctors, nurses, or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Yes	106,702	80.8	54,706	81.7
No	15,554	11.8	7,420	11.1
Not applicable	4,978	3.8	2,811	4.2
Missing	4,880	3.7	2,027	3.0
Total	132,114	100.0	66,964	100.0

20. During this hospital stay, did you get information in writing about symptoms or health problems to look out for after you left the hospital?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Yes	116,924	88.5	57,669	86.1
No	6,320	4.8	4,464	6.7
Not applicable	4,978	3.8	2,811	4.2
Missing	3,892	3.0	2,020	3.0
Total	132,114	100.0	66,964	100.0

21. Using any number from 0 to 10, where 0 is the worst hospital and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
0 Worst hospital care possible	393	0.3	294	0.4
1	315	0.2	225	0.3
2	469	0.4	243	0.4
3	727	0.6	425	0.6
4	1,010	0.8	564	0.8
5	2,017	1.5	1,552	2.3
6	2,594	2.0	1,255	1.9
7	7,692	5.8	3,311	4.9
8	21,802	16.5	10,258	15.3
9	29,861	22.6	16,254	24.3
10 Best hospital care possible	64,259	48.6	32,058	47.9
Missing	973	0.7	524	0.8
Total	132,114	100.0	66,964	100.0

22. Would you recommend this hospital to your friends and family?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Definitely no	2,297	1.7	1,246	1.9
Probably no	3,677	2.8	1,865	2.8
Probably yes	25,721	19.5	13,172	19.7
Definitely yes	99,050	75.0	50,059	74.8
Missing	1,369	1.0	622	0.9
Total	132,114	100.0	66,964	100.0

23. During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left.

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Strongly disagree	1,607	1.2	807	1.2
Disagree	3,462	2.6	2,248	3.4
Agree	49,559	37.5	26,728	39.9
Strongly agree	74,814	56.6	35,613	53.2
Missing	2,672	2.0	1,567	2.3
Total	132,114	100.0	66,964	100.0

24. When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Strongly disagree	1,159	0.9	613	0.9
Disagree	2,251	1.7	1,511	2.3
Agree	37,629	28.5	22,641	33.8
Strongly agree	89,705	67.9	41,333	61.7
Missing	1,370	1.0	866	1.3
Total	132,114	100.0	66,964	100.0

25. When I left the hospital, I clearly understood the purpose for taking each of my medications.

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Strongly disagree	1,311	1.0	923	1.4
Disagree	1,280	1.0	993	1.5
Agree	26,640	20.2	14,879	22.2
Strongly agree	91,110	69.0	39,056	58.3
I was not given any medication when I left the hospital	10,122	7.7	10,041	15.0
Missing	1,652	1.3	1,071	1.6
Total	132,114	100.0	66,964	100.0

26. During this hospital stay, when doctors, nurses, or other hospital staff first came to your room, how often did they introduce themselves?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	354	0.3	287	0.4
Sometimes	5,391	4.1	2,943	4.4
Usually	18,876	14.3	11,579	17.3
Always	105,982	80.2	51,356	76.7
Missing	1,511	1.1	800	1.2
Total	132,114	100.0	66,964	100.0

27. During this hospital stay, how often did you feel there was good communication between team members about your health care needs?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	2,503	1.9	1,272	1.8
Sometimes	10,006	7.6	5,280	7.3
Usually	27,680	21.0	17,801	24.7
Always	90,341	68.4	46,927	65.1
Missing	1,584	1.2	831	1.2
Not fielded*	-	-	2,399	3.6
Total	132,114	100.0	66,964	100.0

*This item was removed from the questionnaire prior to the last 3 mailing periods, therefore some Purchased Care respondents were not asked this question.

28. Did staff allow family members or someone close to you to be with you when you wanted them there?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Yes	122,575	92.8	67,852	94.1
No	1,605	1.2	621	0.9
Not applicable to my situation	6,303	4.8	2,995	4.2
Missing	1,632	1.2	643	0.9
Not fielded*	-	-	2,399	3.6
Total	132,114	100.0	66,964	100.0

*This item was removed from the questionnaire prior to the last 3 mailing periods, therefore some Purchased Care respondents were not asked this question.

29. Which best describes your hospital room?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Private	93,551	70.8	62,057	86.1
Semi-private (two patients in one room)	30,746	23.3	8,699	12.1
Bay (three or more patients in a room)	5,606	4.2	286	0.4
Missing	2,211	1.7	1,069	1.5
Not fielded*	-	-	2,399	3.6
Total	132,114	100.0	66,964	100.0

*This item was removed from the questionnaire prior to the last 3 mailing periods, therefore some Purchased Care respondents were not asked this question.

30. For this stay, were you admitted to the hospital for childbirth (including C-section), a surgical procedure or operation, or another medical condition or illness?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Childbirth (including C-section)	40,885	31.0	13,834	19.2
Surgical procedure or operation	40,513	30.7	23,187	32.2
Another medical condition or illness	44,609	33.8	30,238	41.9
Missing	6,107	4.6	4,852	6.7
Not fielded*	-	-	2,399	3.6
Total	132,114	100.0	66,964	100.0

*This item was removed from the questionnaire prior to the last 3 mailing periods, therefore some Purchased Care respondents were not asked this question.

31. If you were just beginning your pregnancy, and you had a choice, would you use the same hospital for your OB care?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Yes	34,258	25.9	12,234	17
No	4,902	3.7	1,009	1.4
Not sure	1,601	1.2	498	0.7
Not applicable	85,122	64.4	53,424	74.1
Missing	6,231	4.7	4,945	6.9
Not fielded*	-	-	2,399	3.6
Total	132,114	100.0	66,964	100.0

*This item was removed from the questionnaire prior to the last 3 mailing periods, therefore some Purchased Care respondents were not asked this question.

32. Were you offered education or support about breastfeeding while in the hospital?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Yes	38,590	29.2	12,866	17.8
No	2,081	1.6	889	1.2
Not applicable	85,122	64.4	53,424	74.1
Missing	6,322	4.8	4,932	6.8
Not fielded*	-	-	2,399	3.6
Total	132,114	100.0	66,964	100.0

*This item was removed from the questionnaire prior to the last 3 mailing periods, therefore some Purchased Care respondents were not asked this question.

33. How often did your staff wash or sanitize their hands before touching you?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	747	0.6	461	0.7
Sometimes	2,800	2.1	1,509	2.3
Usually	9,829	7.4	5,713	8.5
Always	103,495	78.3	50,453	75.3
I was not treated or checked by staff	1,189	0.9	477	0.7
Missing/I don't know	14,055	10.6	8,350	12.5
Total	132,114	100.0	66,964	100.0

34. How often did staff ask your name, check your ID band, or confirm who you were before giving you any medications, treatments, or tests?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	1,167	0.9	275	0.4
Sometimes	5,230	4.0	1,021	1.5
Usually	13,848	10.5	4,522	6.8
Always	109,061	82.6	59,607	89.0
Missing	2,809	2.1	1,538	2.3
Total	132,114	100.0	66,964	100.0

35. Using any number from 0 to 10, where 0 is the worst nursing care possible and 10 is the best nursing care possible, what number would you use to rate the care you received?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
0 Worst nursing care possible	316	0.2	152	0.2
1	259	0.2	171	0.3
2	381	0.3	216	0.3
3	570	0.4	353	0.5
4	740	0.6	434	0.7
5	1,594	1.2	1,097	1.6
6	1,944	1.5	922	1.4
7	5,352	4.1	2,488	3.7
8	14,877	11.3	7,366	11.0
9	26,652	20.2	14,790	22.1
10 Best nursing care possible	77,445	58.6	37,882	56.6
Missing	1,983	1.5	1,092	1.6
Total	132,114	100.0	66,964	100.0

36. During this hospital stay, were you admitted to this hospital through the Emergency Room?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Yes	53,205	40.3	35,604	53.2
No	76,668	58.0	30,217	45.1
Missing	2,241	1.7	1,143	1.7
Total	132,114	100.0	66,964	100.0

37. In general, how would you rate your overall health?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Excellent	27,298	20.7	10,010	15.0
Very good	42,501	32.2	19,626	29.3
Good	39,865	30.2	22,167	33.1
Fair	16,443	12.5	11,330	16.9
Poor	3,955	3.0	2,801	4.2
Missing	2,052	1.6	1,029	1.5
Total	132,114	100.0	66,964	100.0

38. In general, how would you rate your overall mental or emotional health?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Excellent	54,923	41.6	25,470	38.0
Very good	40,113	30.4	21,503	32.1
Good	25,815	19.5	13,949	20.8
Fair	7,850	5.9	4,368	6.5
Poor	1,434	1.1	627	0.9
Missing	1,979	1.5	1,048	1.6
Total	132,114	100.0	66,964	100.0

39. What is the highest grade or level of school that you have completed?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
8th grade or less	823	0.6	551	0.8
Some high school, but did not graduate	2,159	1.6	1,859	2.8
High school graduate or GED	25,576	19.4	14,760	22.0
Some college or 2-year degree	53,876	40.8	25,725	38.4
4-year college graduate	22,200	16.8	10,038	15.0
More than 4-year college degree	24,363	18.4	12,029	18.0
Missing	3,116	2.4	2,002	3.0
Total	132,114	100.0	66,964	100.0

40. Are you of Spanish, Hispanic or Latino origin or descent?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
No, not Spanish/Hispanic/Latino	108,022	81.8	57,329	85.6
Yes, Puerto Rican	3,422	2.6	1,136	1.7
Yes, Mexican, Mexican American, Chicano	8,738	6.6	2,178	3.3
Yes, Cuban	375	0.3	153	0.2
Yes, other Spanish/Hispanic/Latino	5,610	4.3	1,758	2.6
Missing	5,947	4.5	4,410	6.6
Total	132,114	100.0	66,964	100.0

41. What is your race? Please choose one or more.

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
White	89,938	68.1	53,910	80.5
Black or African American	23,391	17.7	7,561	11.3
Asian	9,761	7.4	2,409	3.6
Native Hawaiian or other Pacific Islander	4,076	3.1	811	1.2
American Indian or Alaska Native	5,766	4.4	1,950	2.9
Missing	9,763	7.4	3,061	4.6
Total	132,114	108.0**	66,964	104.1**

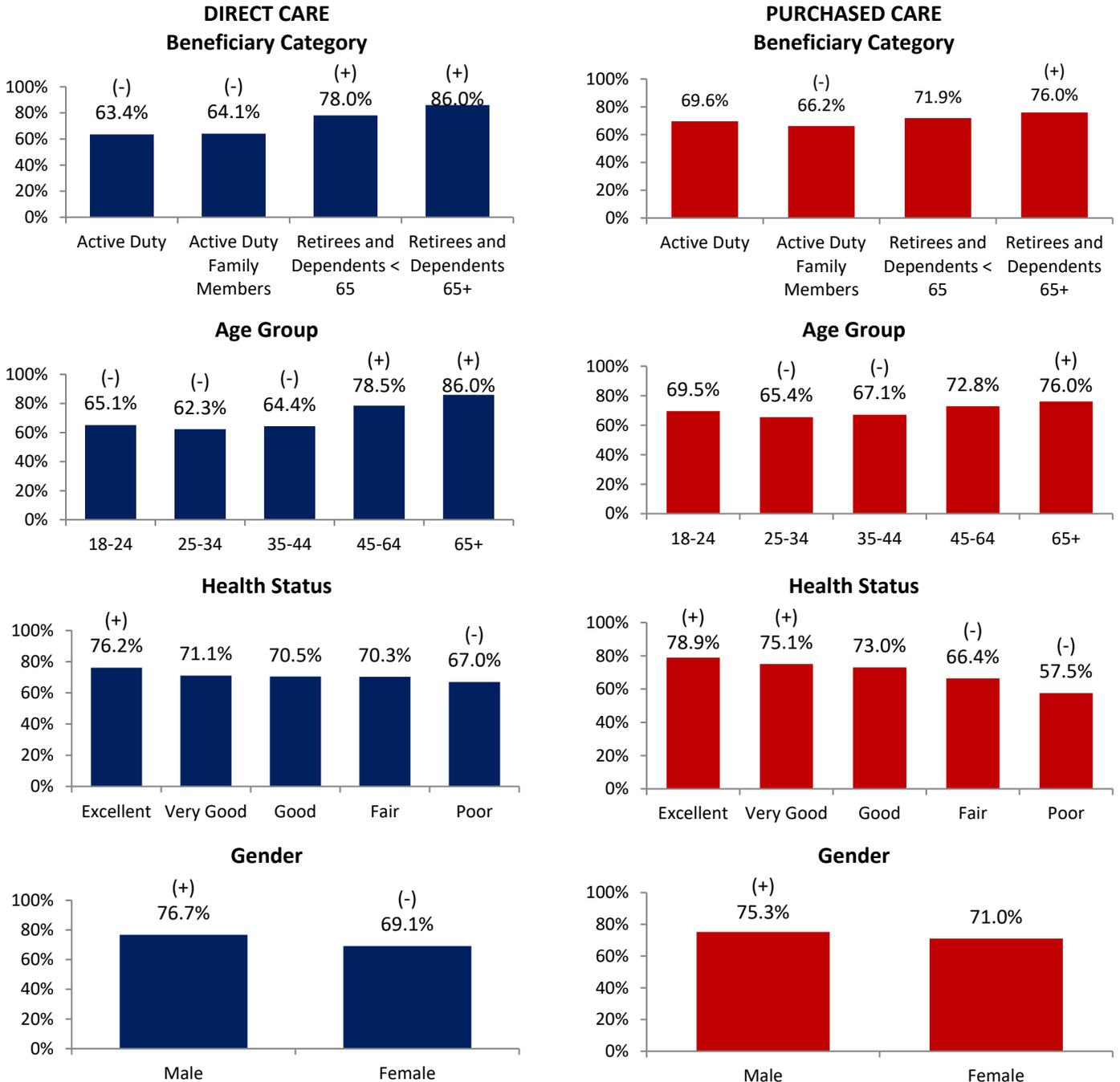
**Percentages do not add up to 100% as respondents can pick multiple race response options.

42. What language do you mainly speak at home?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
English	121,952	92.3	63,466	94.8
Spanish	2,320	1.8	613	0.9
Chinese	176	0.1	15	0.0
Russian	91	0.1	13	0.0
Vietnamese	87	0.1	2	0.0
Portuguese	54	0.0	4	0.0
Some other language (please print)	2,700	2.0	549	0.8
Missing	4,734	3.6	2,301	3.4
Total	132,114	100.0	66,964	100.0

APPENDIX J. GRAPHS FOR HCAHPS MEASURES

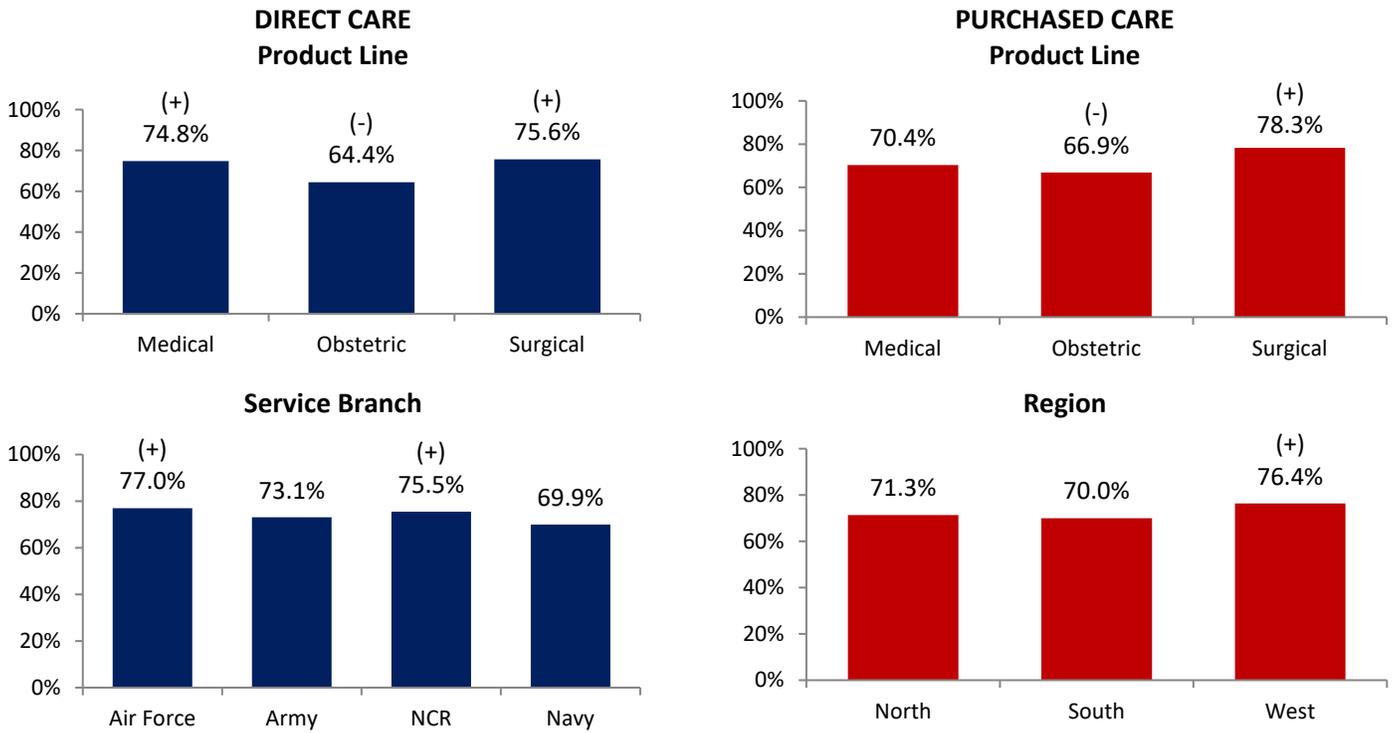
OVERALL HOSPITAL RATING



Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 1. Overall Hospital Rating Scores by Care Type and Demographic Group
(continued on next page).

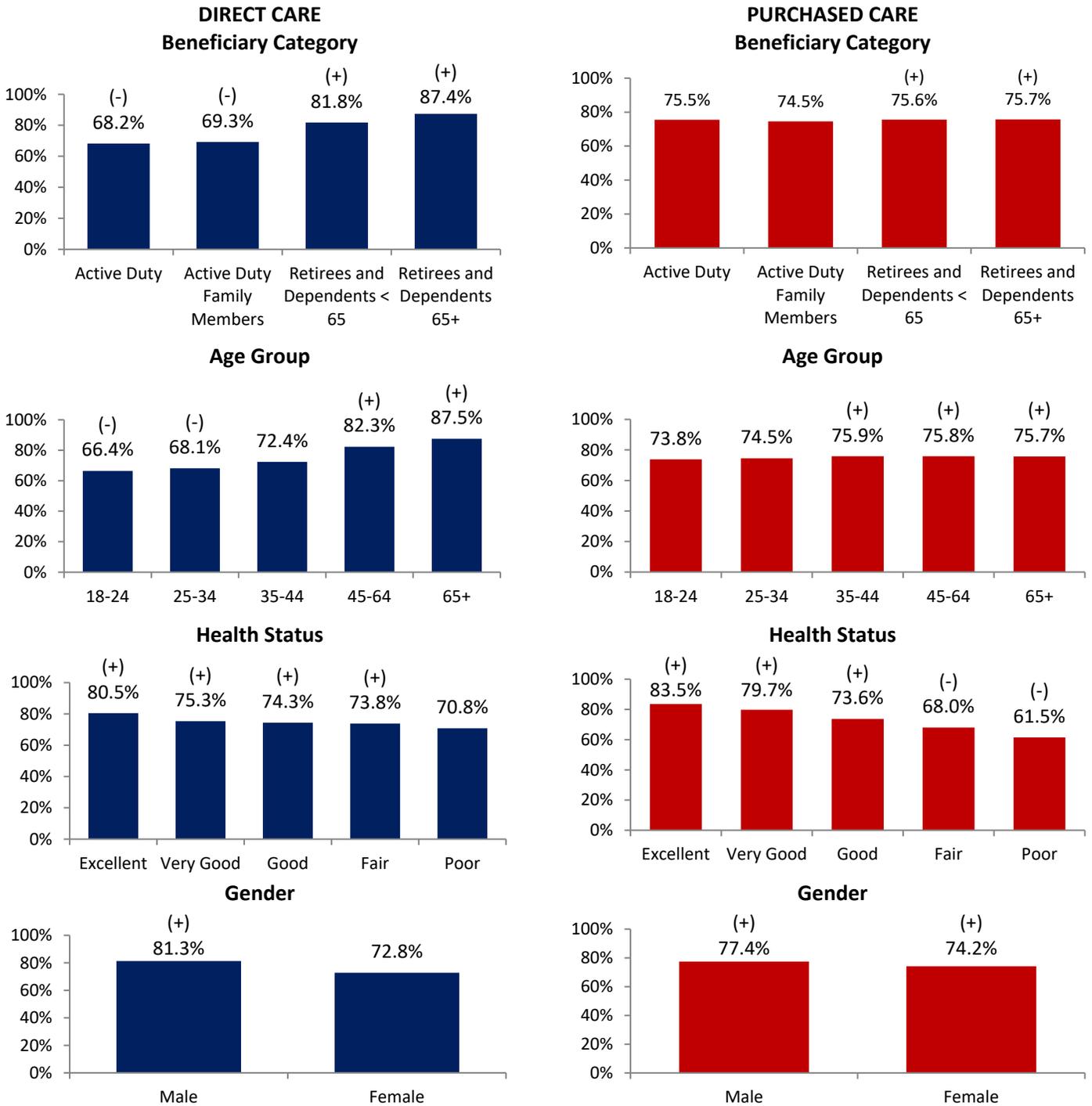
OVERALL HOSPITAL RATING



Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 1. (Continued). Overall Hospital Rating Scores by Care Type and Demographic Group.

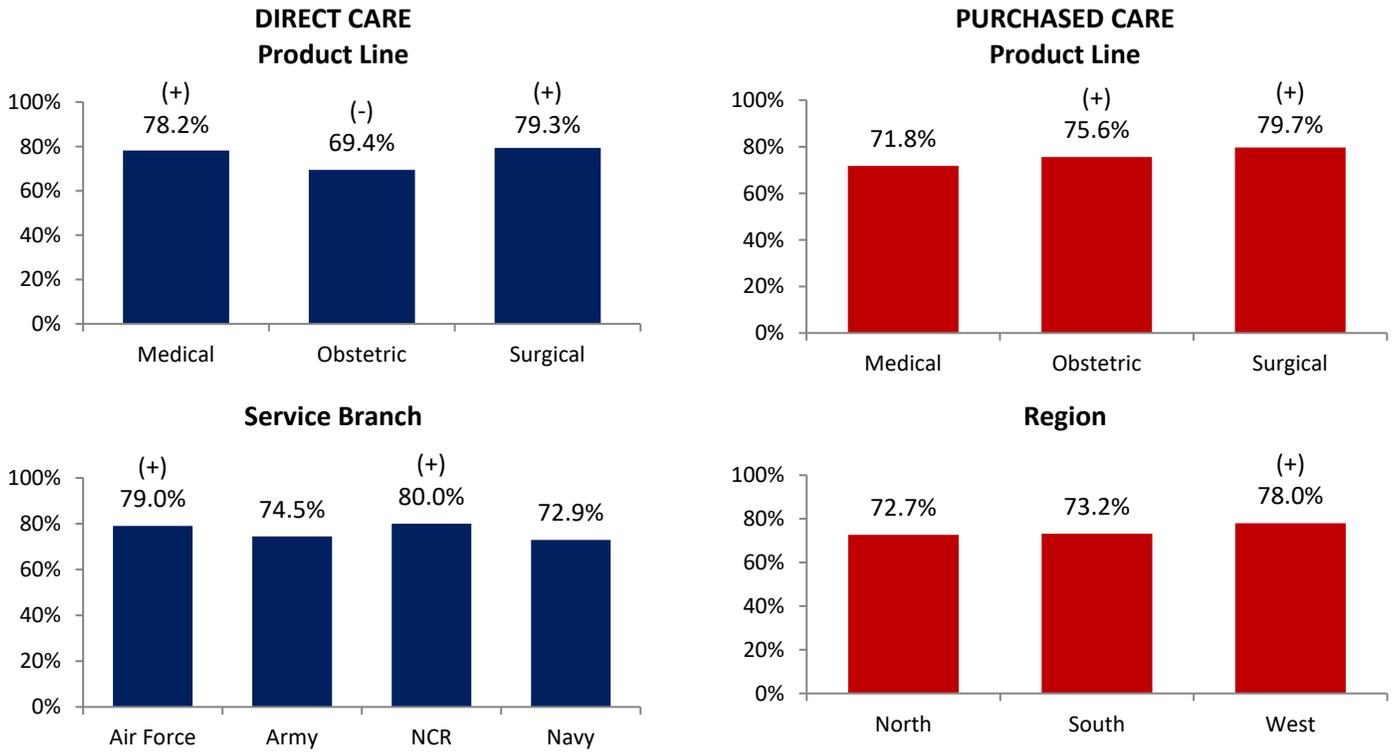
RECOMMEND THE HOSPITAL



Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 2. Recommend the Hospital Scores by Care Type and Demographic Group (continued on next page).

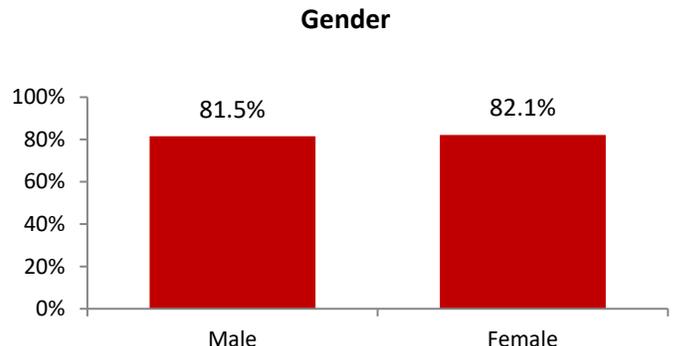
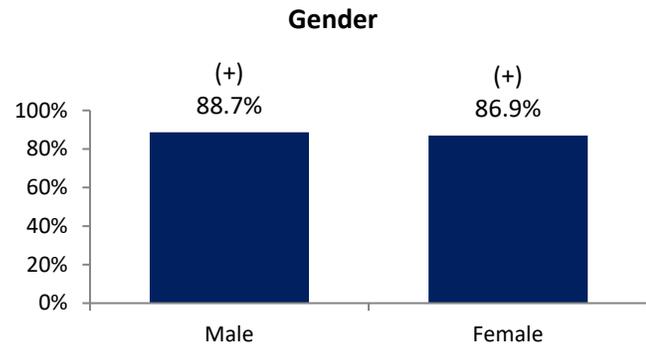
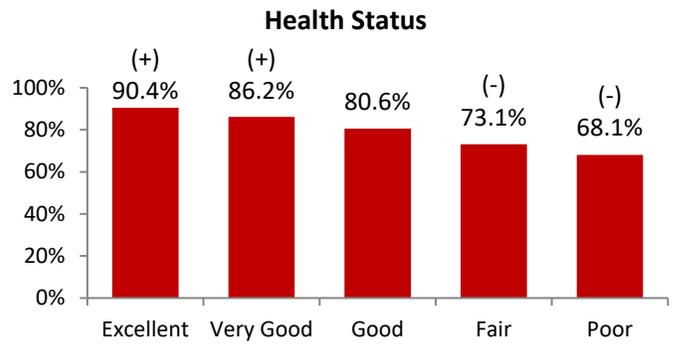
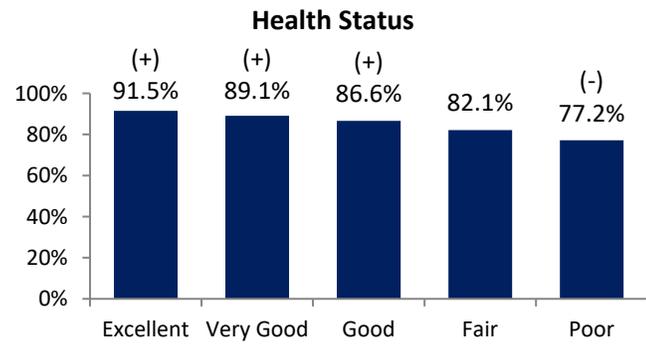
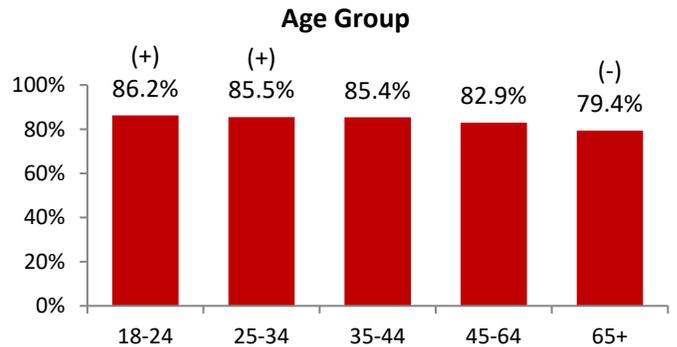
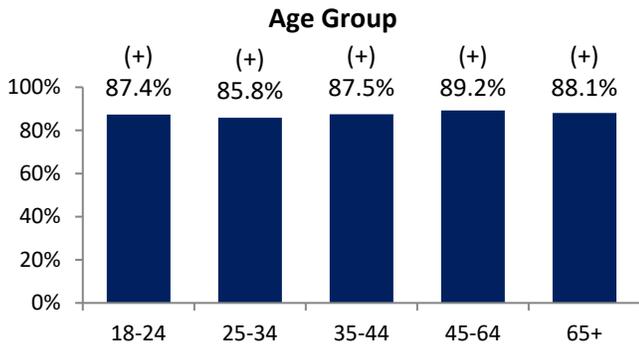
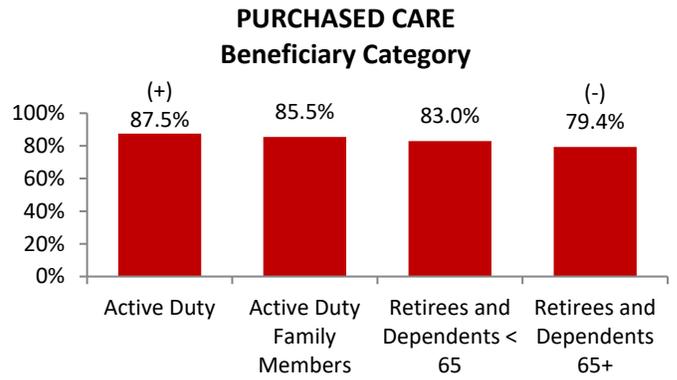
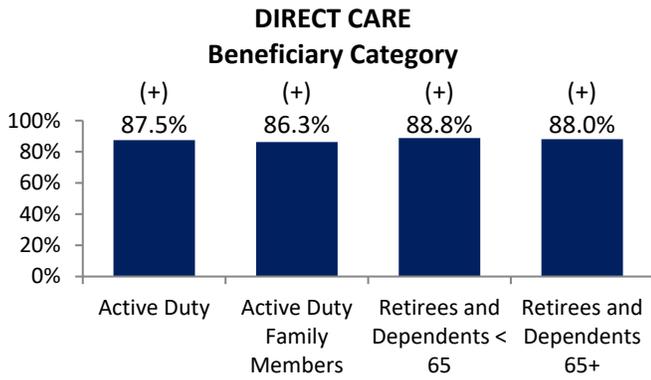
RECOMMEND THE HOSPITAL



Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 2. (Continued). Recommend the Hospital Scores by Care Type and Demographic Group.

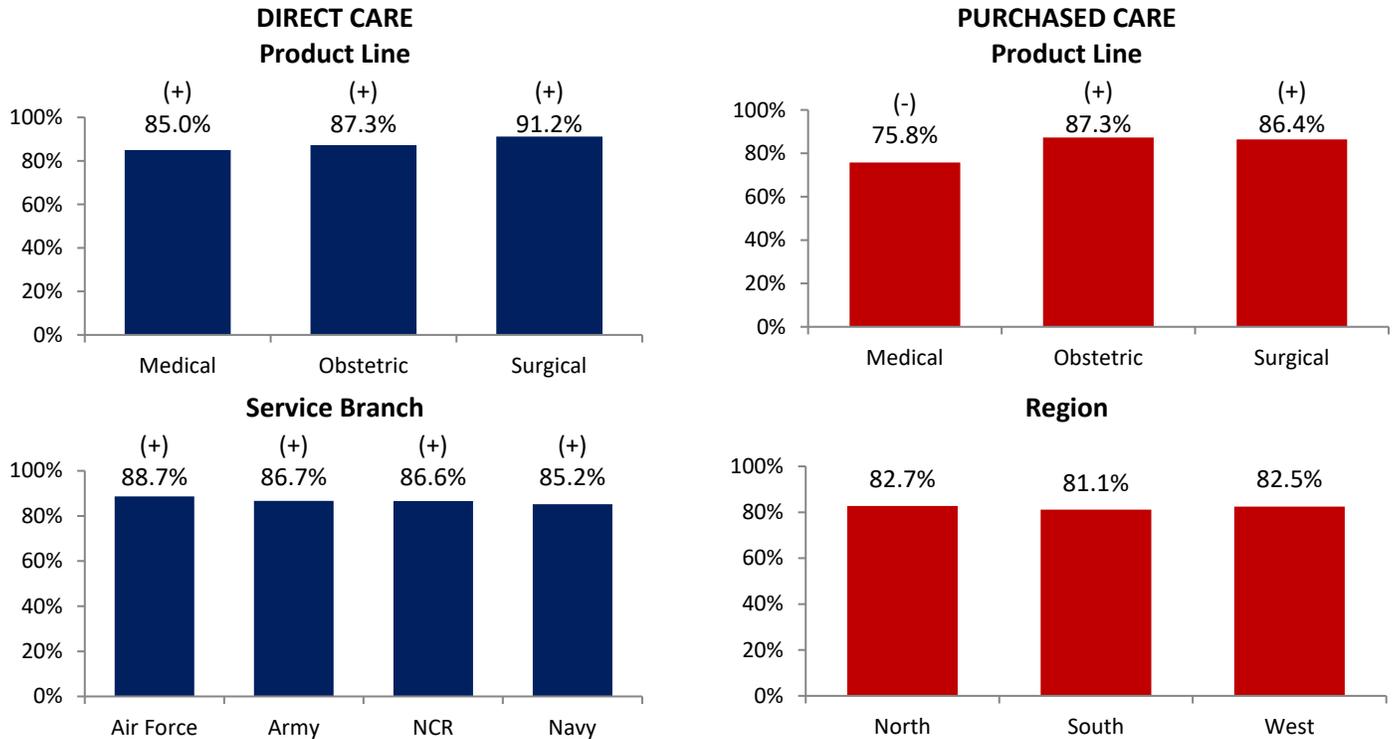
COMMUNICATION WITH DOCTORS



Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

**Figure 3. Communication with Doctors Scores by Care Type and Demographic Group
(continued on next page).**

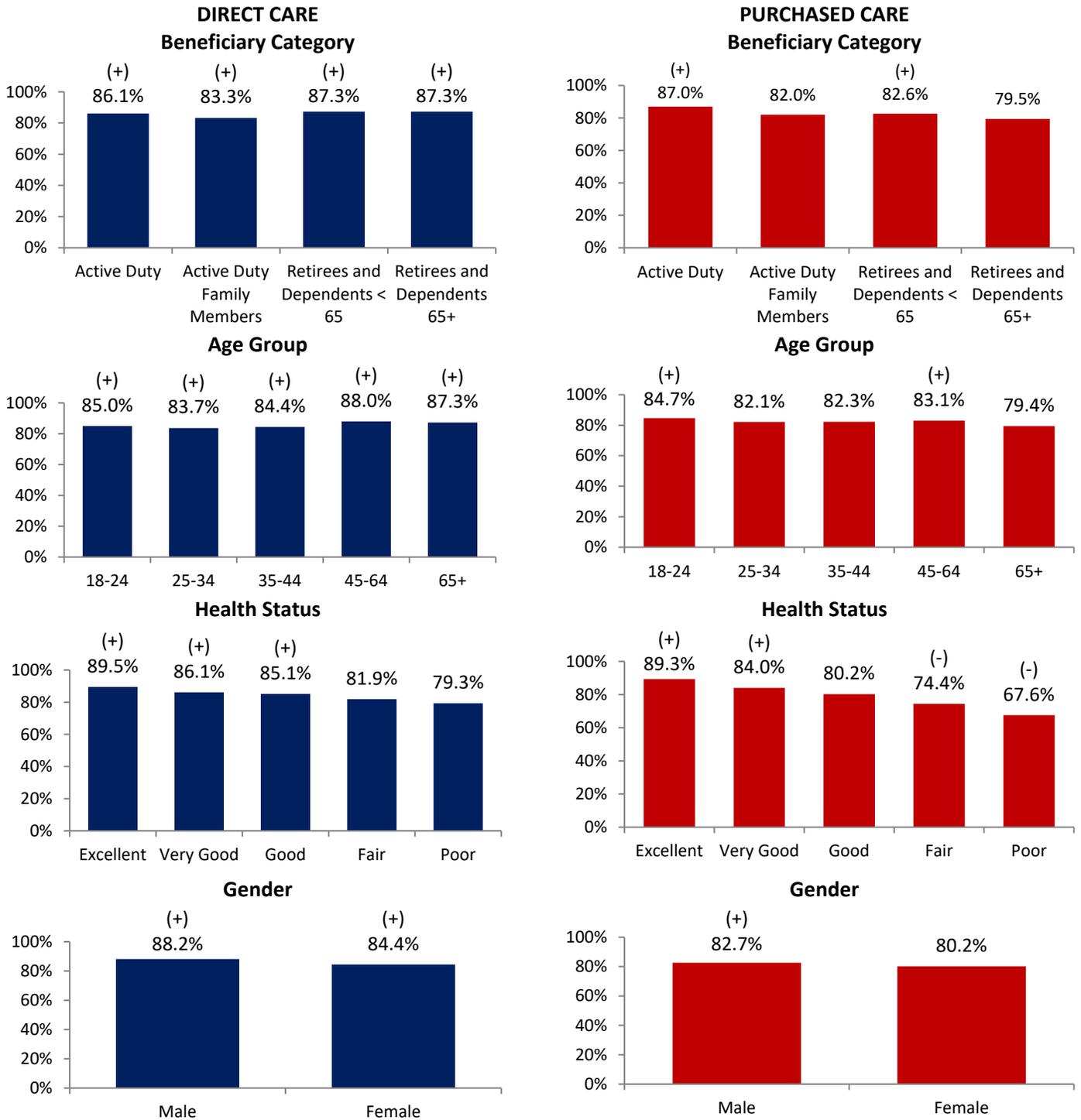
COMMUNICATION WITH DOCTORS



Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 3. (Continued). Communication with Doctors Scores by Care Type and Demographic Group.

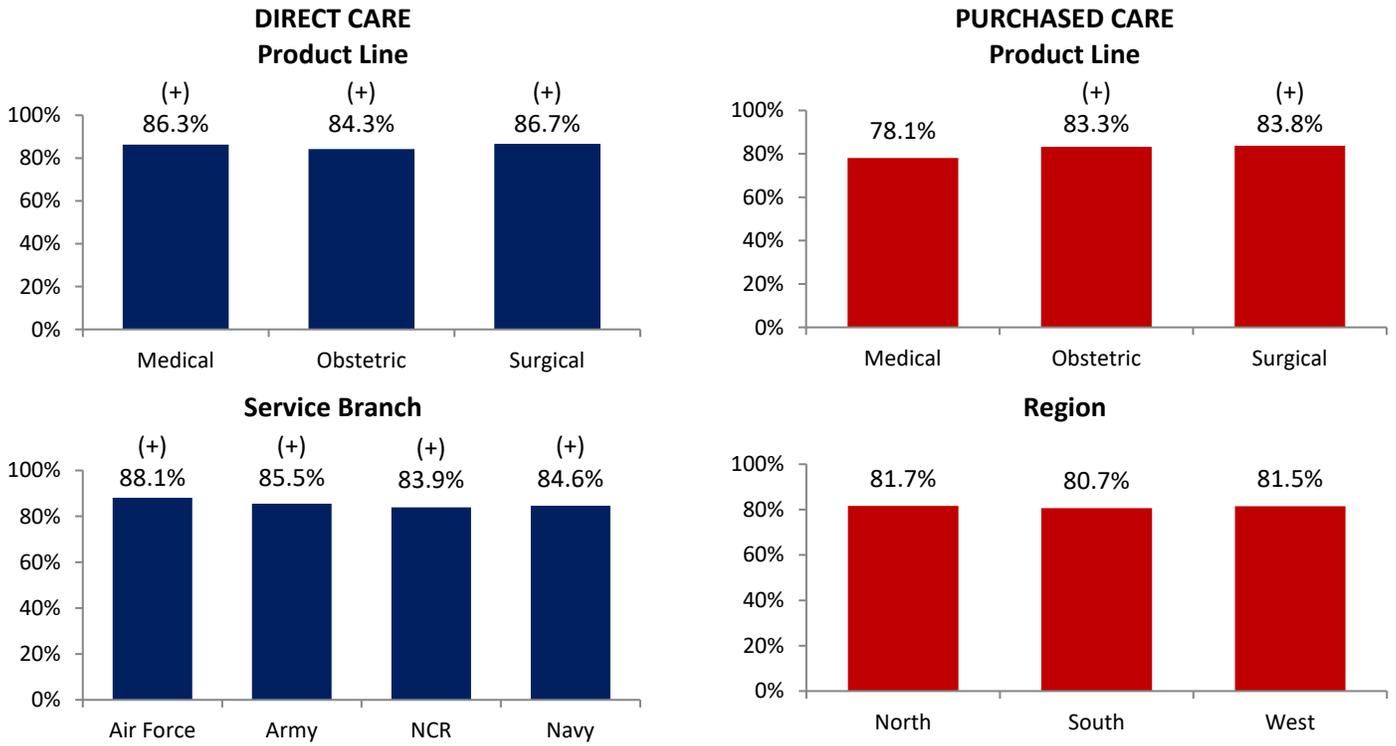
COMMUNICATION WITH NURSES



Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 4. Communication with Nurses Scores by Care Type and Demographic Group
(continued on next page).

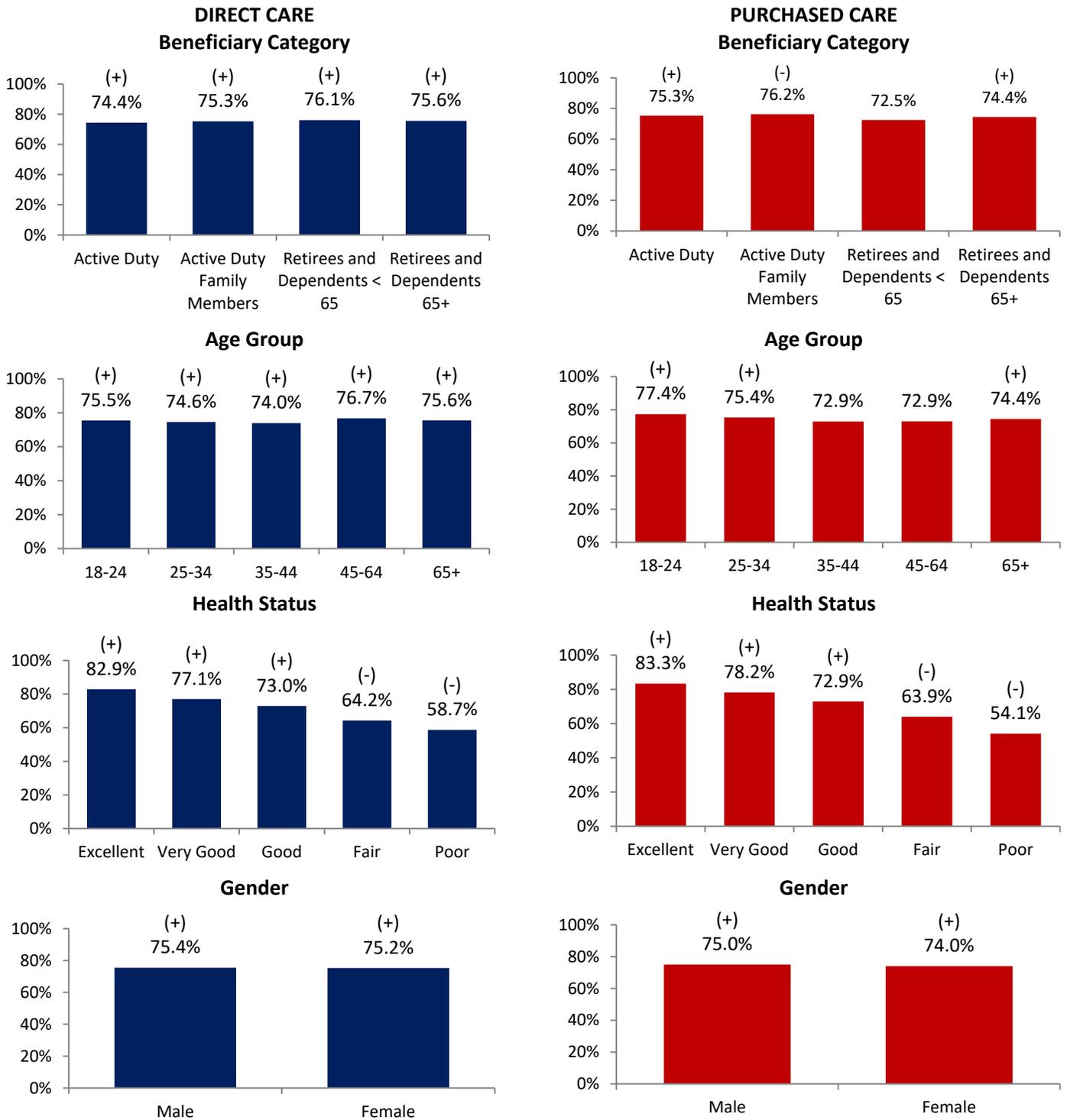
COMMUNICATION WITH NURSES



Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 4. (Continued). Communication with Nurses Scores by Care Type and Demographic Group.

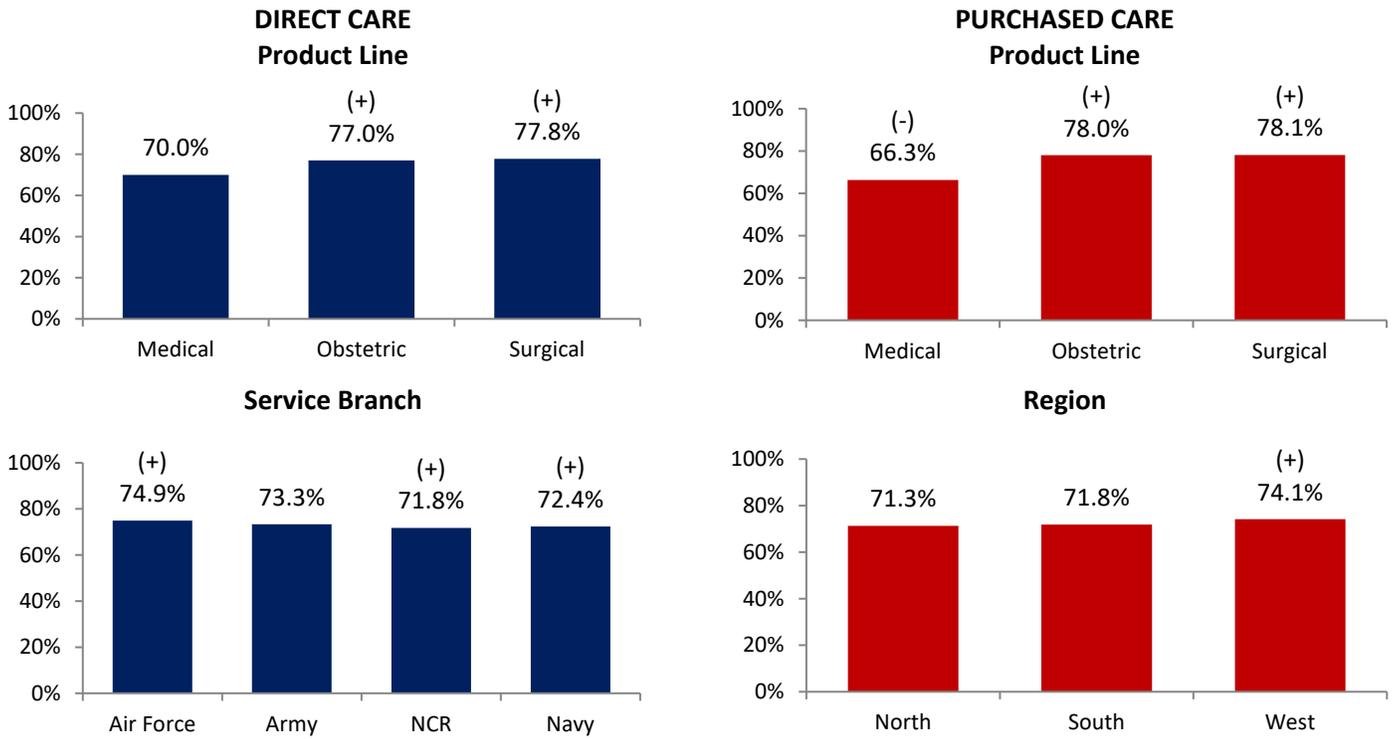
PAIN MANAGEMENT



Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 5. Pain Management Scores by Care Type and Demographic Group (continued on next page).

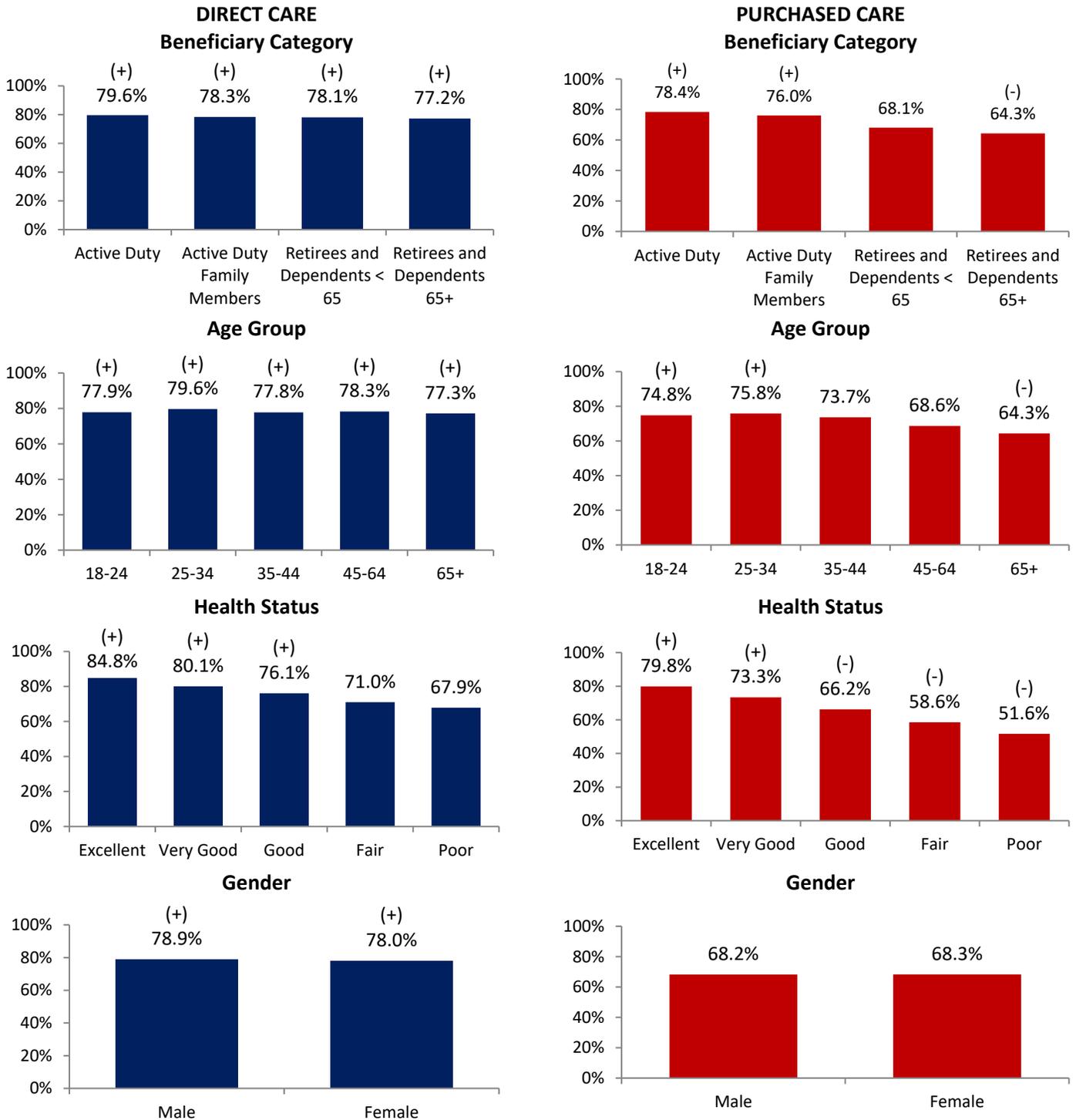
PAIN MANAGEMENT



Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 5. (Continued). Pain Management Scores by Care Type and Demographic Group.

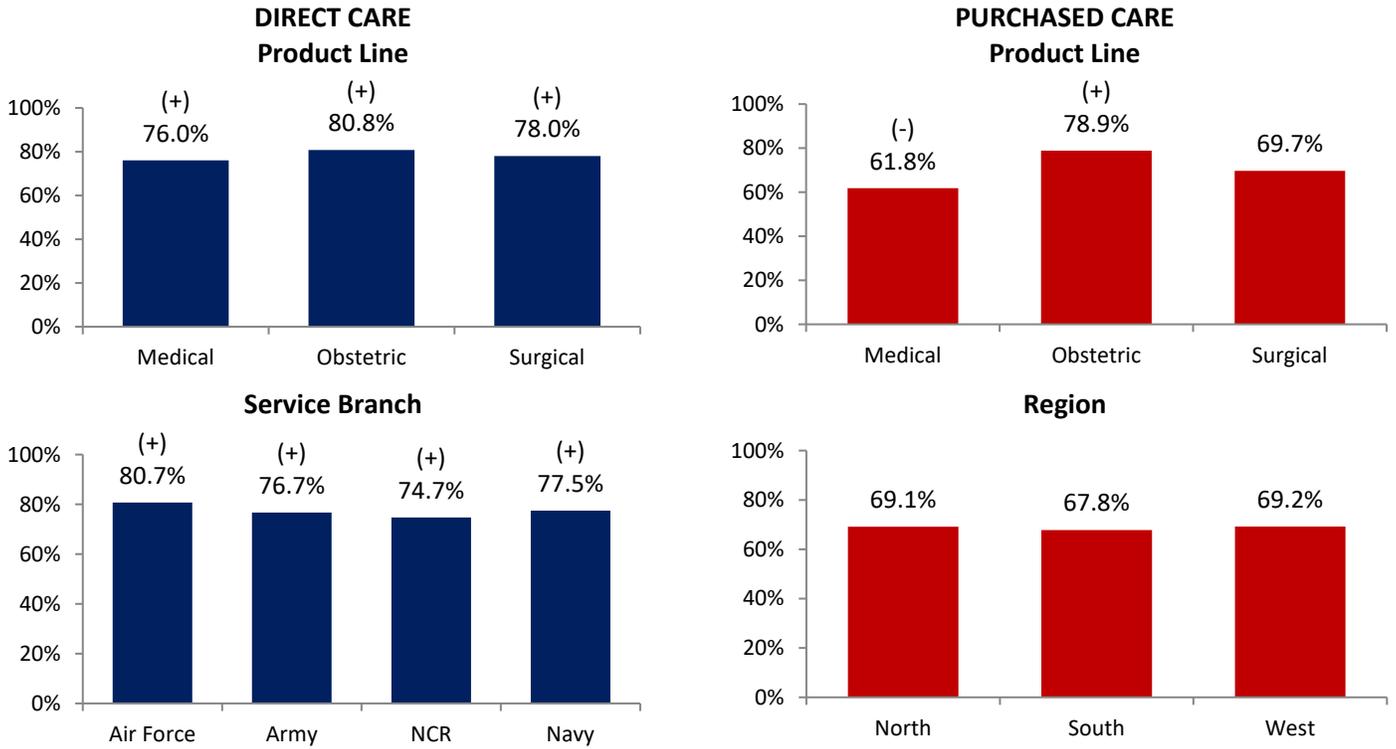
RESPONSIVENESS OF HOSPITAL STAFF



Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 6. Responsiveness of Hospital Staff Scores by Care Type and Demographic Group
(continued on next page).

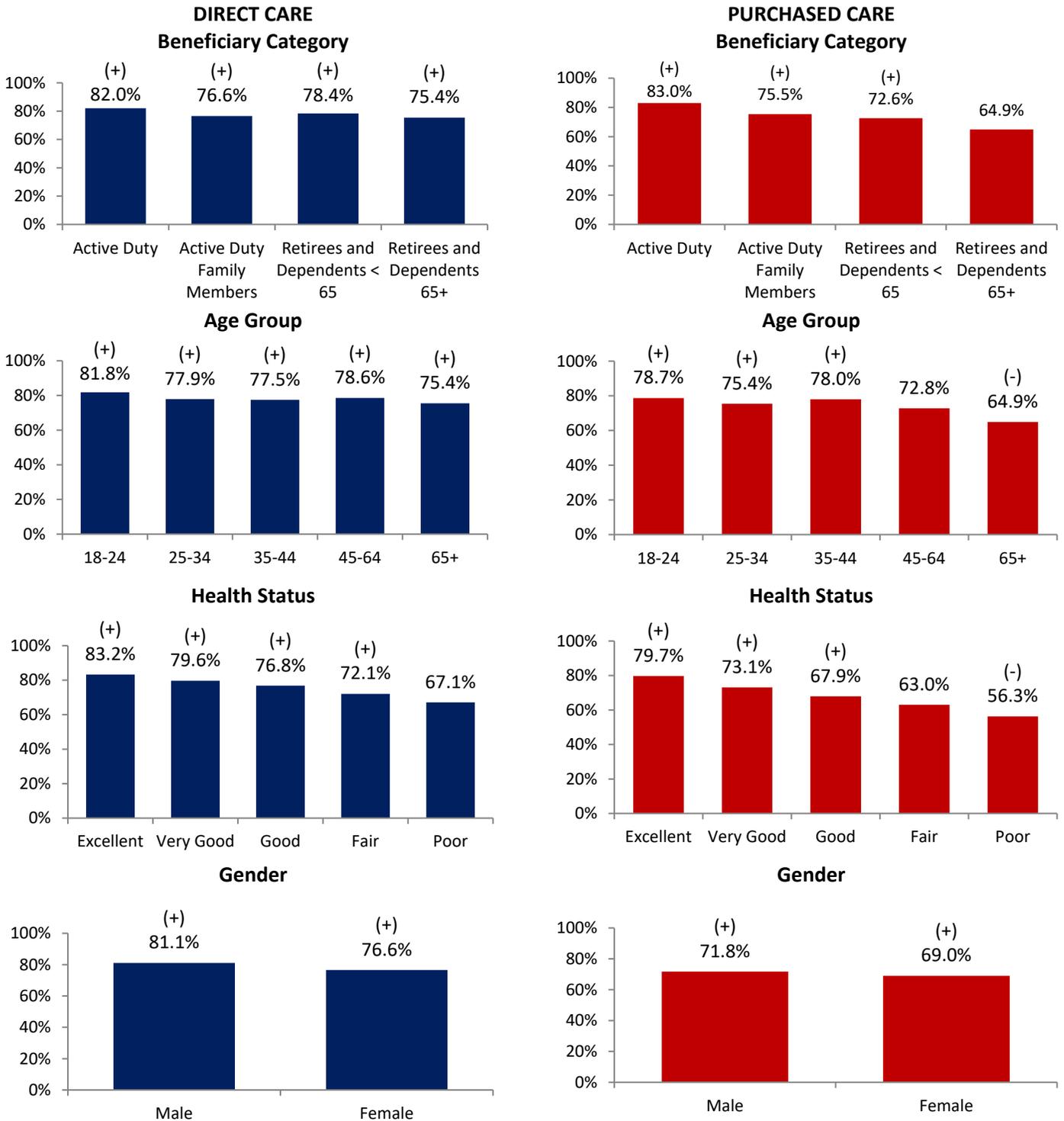
RESPONSIVENESS OF HOSPITAL STAFF



Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 6. (Continued). Responsiveness of Hospital Staff Scores by Care Type and Demographic Group.

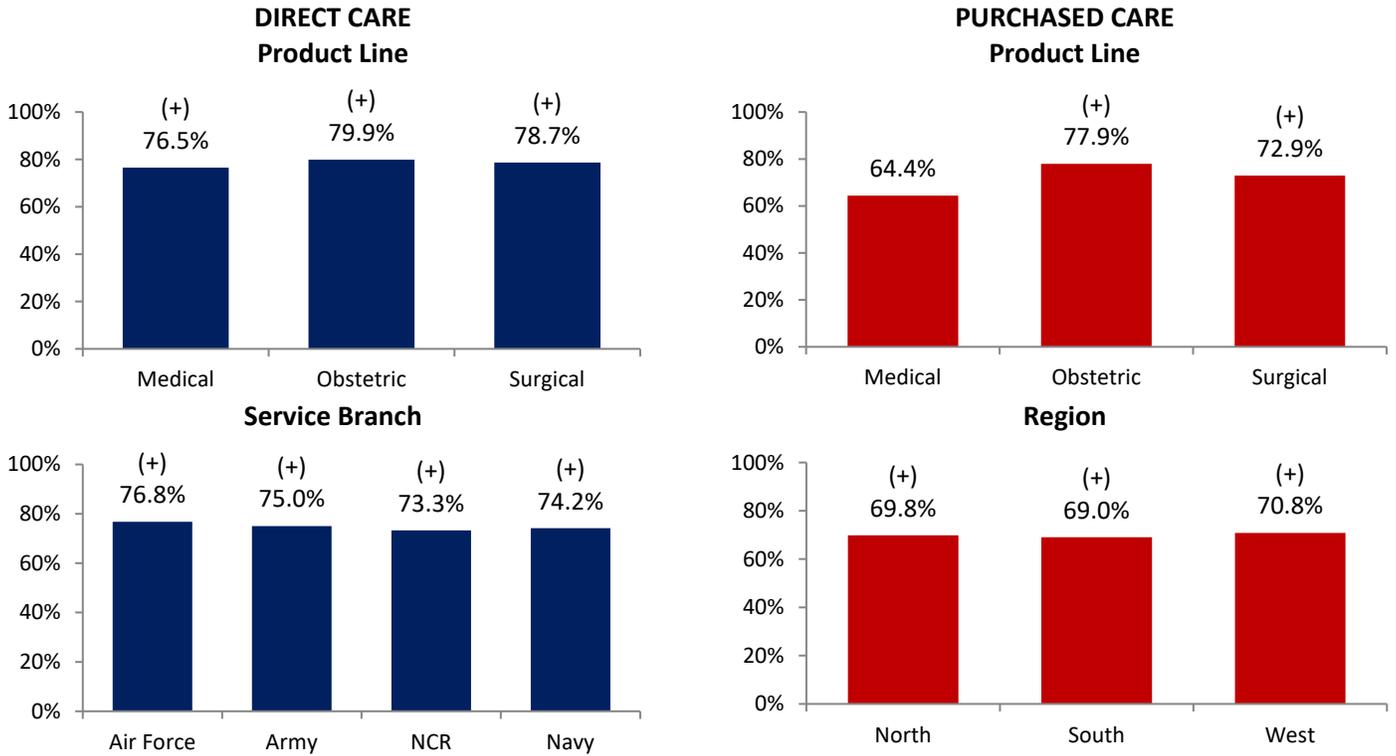
COMMUNICATION ABOUT MEDICINES



Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 7. Communication about Medicines Scores by Care Type and Demographic Group (continued on next page).

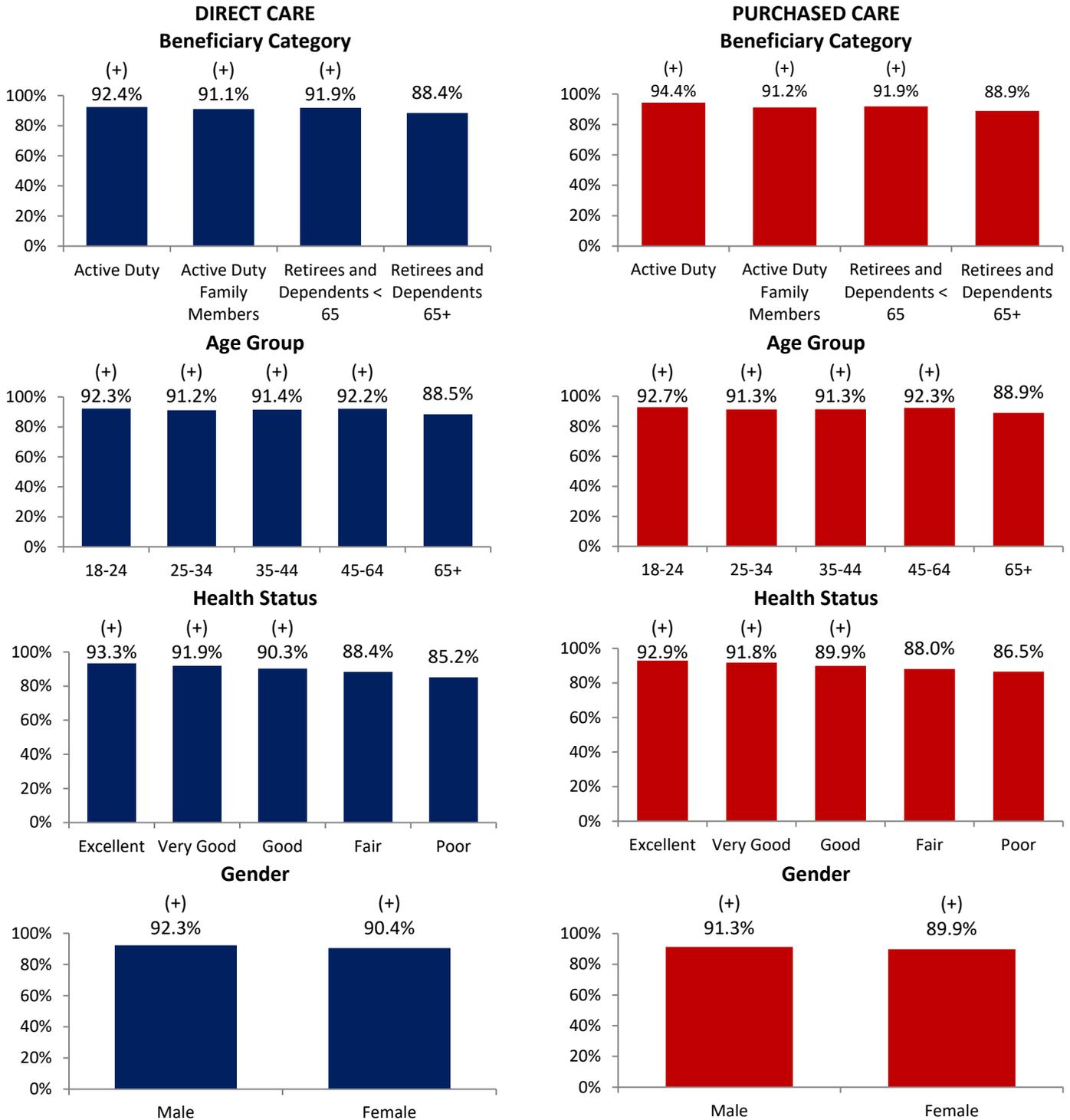
COMMUNICATION ABOUT MEDICINES



Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 7. (Continued). Communication about Medicines Scores by Care Type and Demographic Group.

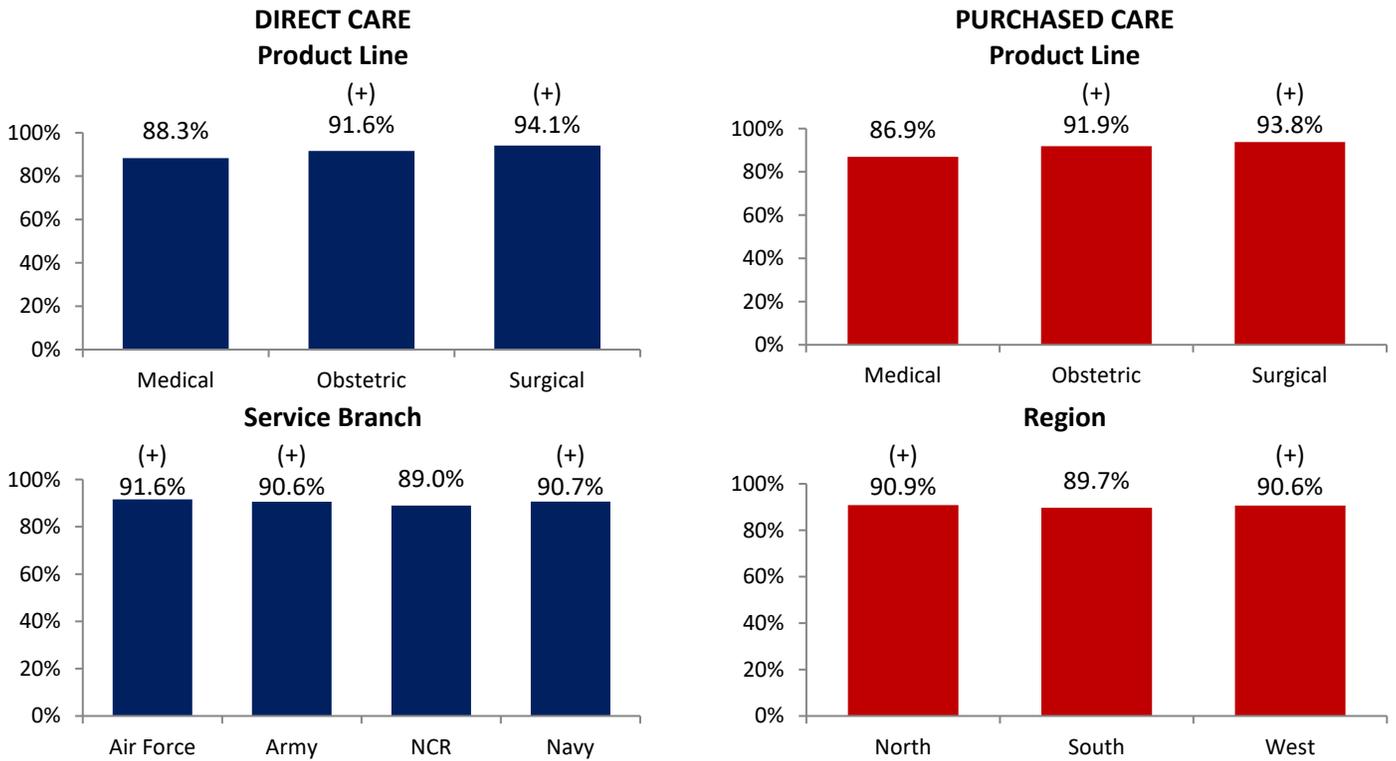
DISCHARGE INFORMATION



Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 8. Discharge Information Scores by Care Type and Demographic Group (continued on next page).

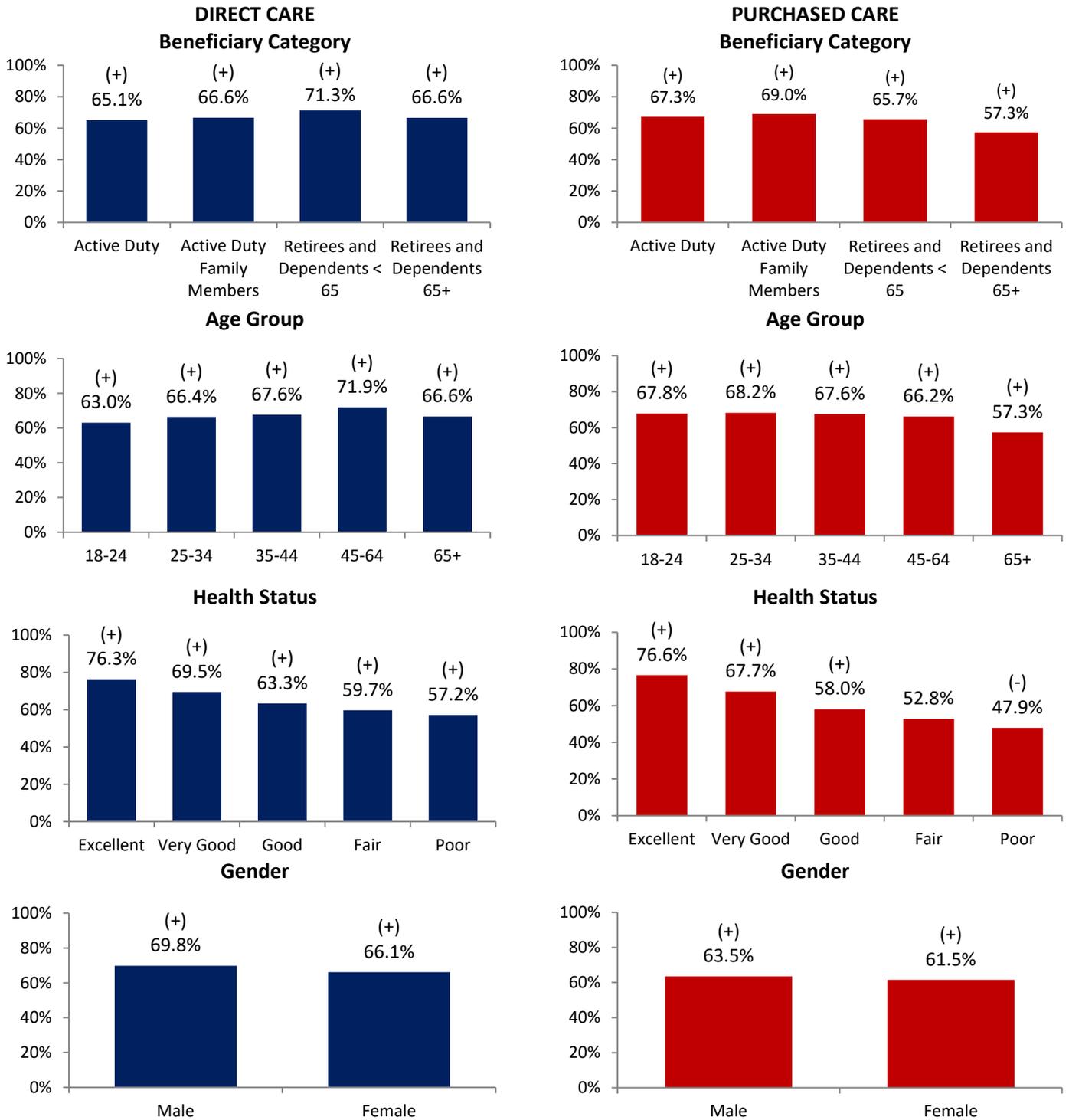
DISCHARGE INFORMATION



Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 8. (Continued). Discharge Information Scores by Care Type and Demographic Group.

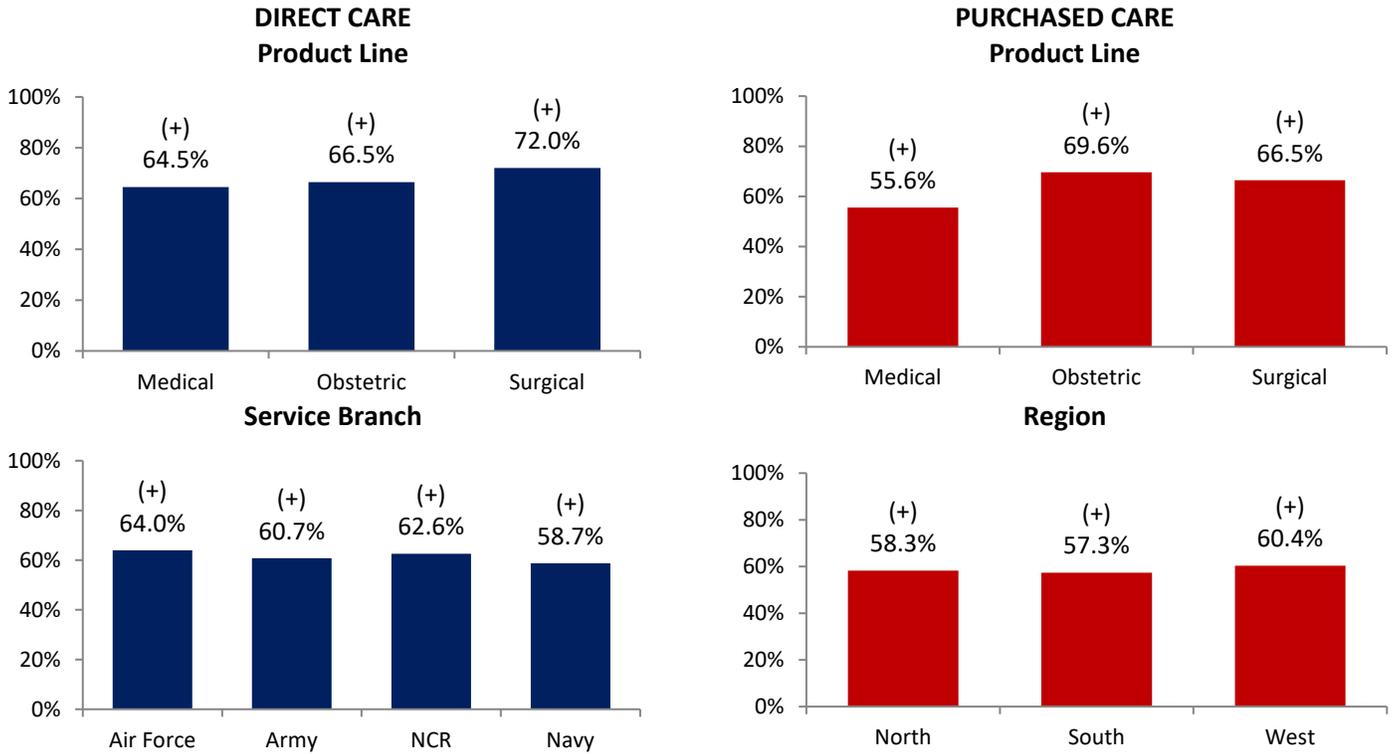
CARE TRANSITION



Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 9. Care Transition Scores by Care Type and Demographic Group (continued on next page).

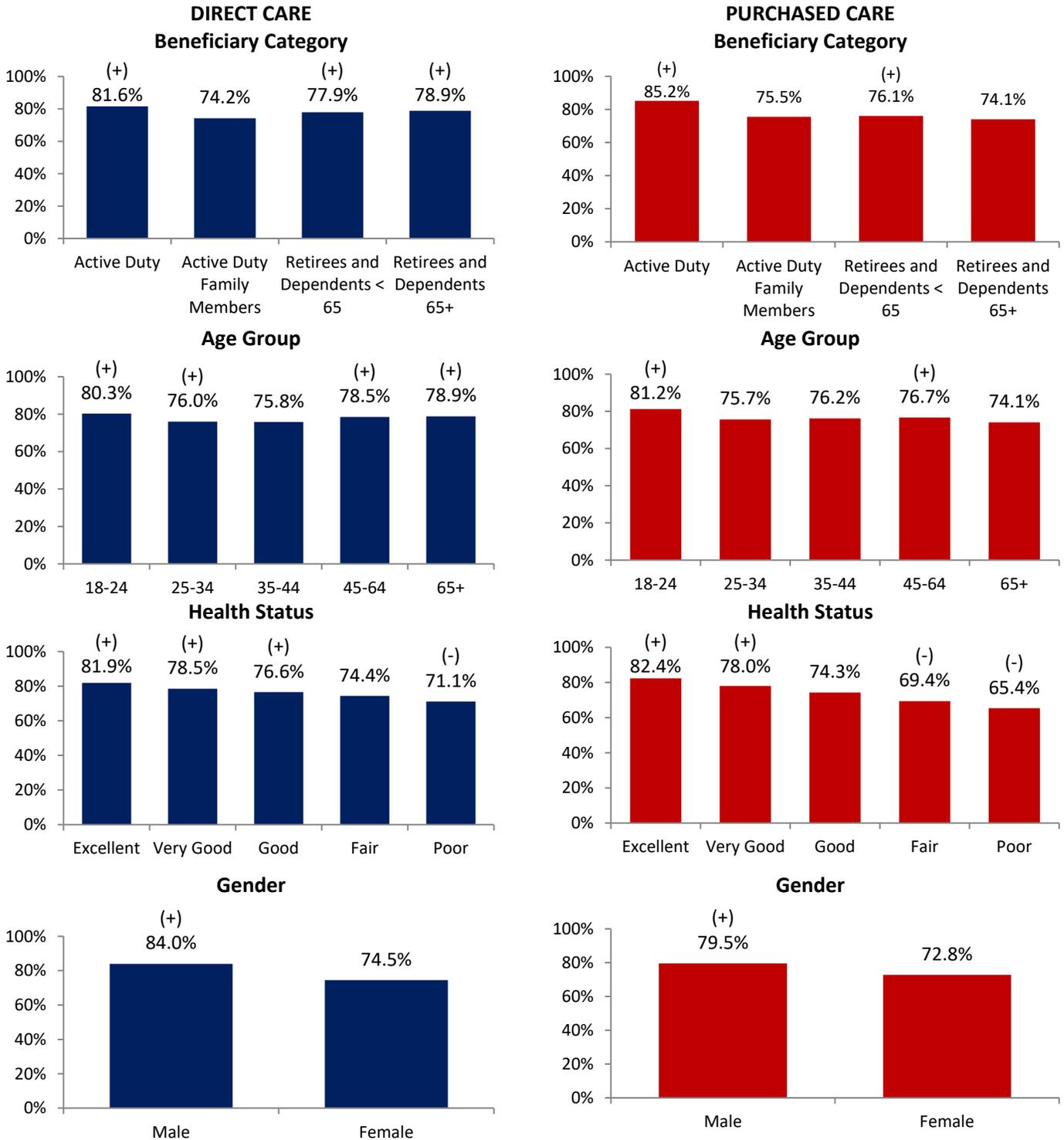
CARE TRANSITION



Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 9. (Continued). Care Transition Scores by Care Type and Demographic Group.

CLEANLINESS OF HOSPITAL ENVIRONMENT

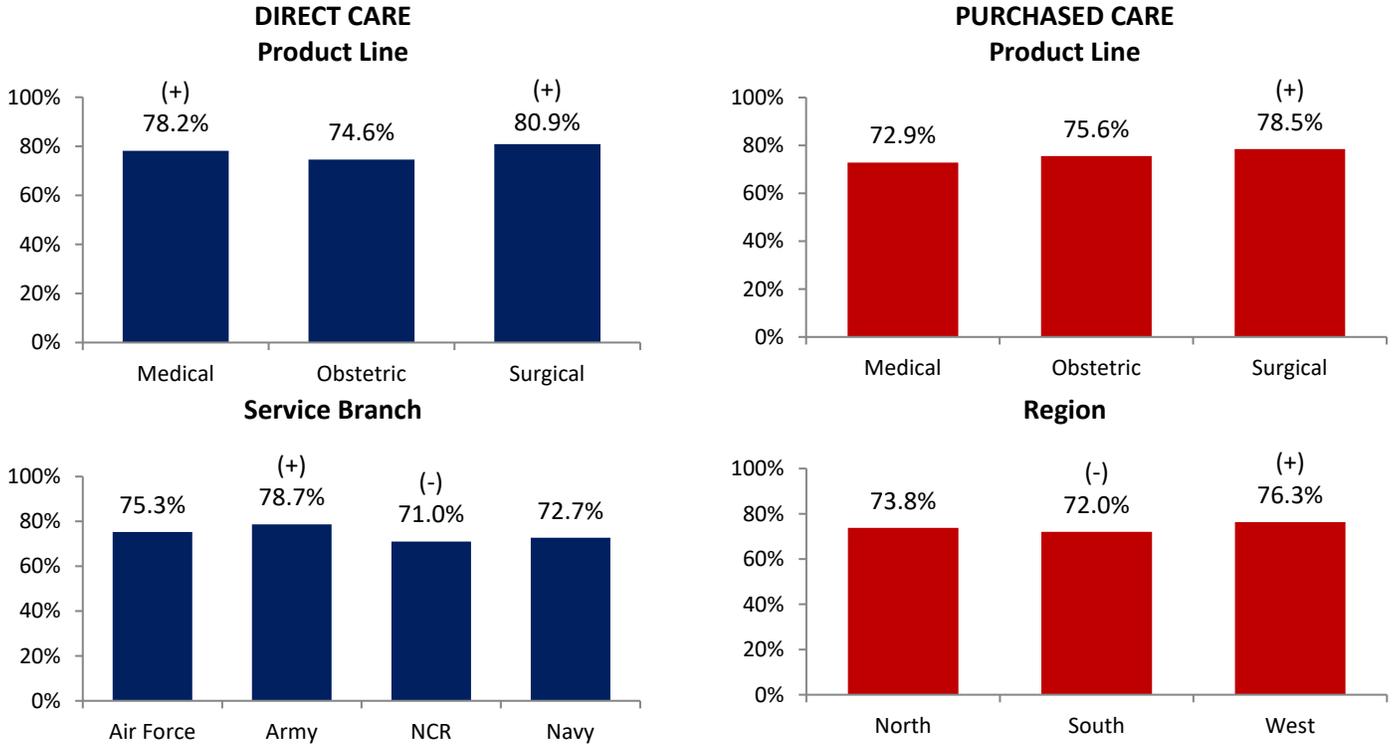


Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 10. Cleanliness of Hospital Environment Scores by Care Type and Demographic Group (continued on next page).

CLEANLINESS OF HOSPITAL ENVIRONMENT

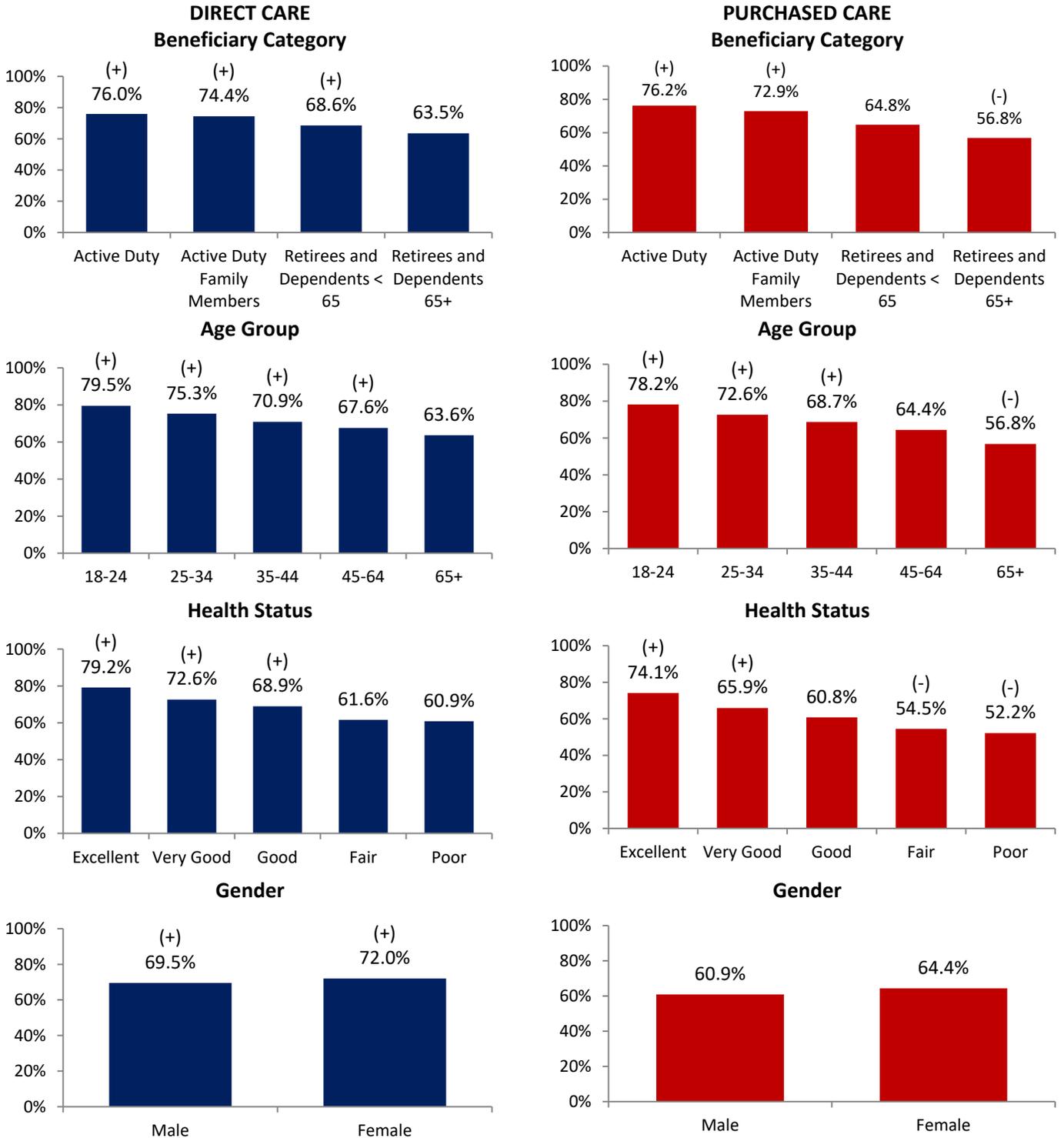
Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix



adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 10. (Continued). Cleanliness of Hospital Environment Scores by Care Type and Demographic Group.

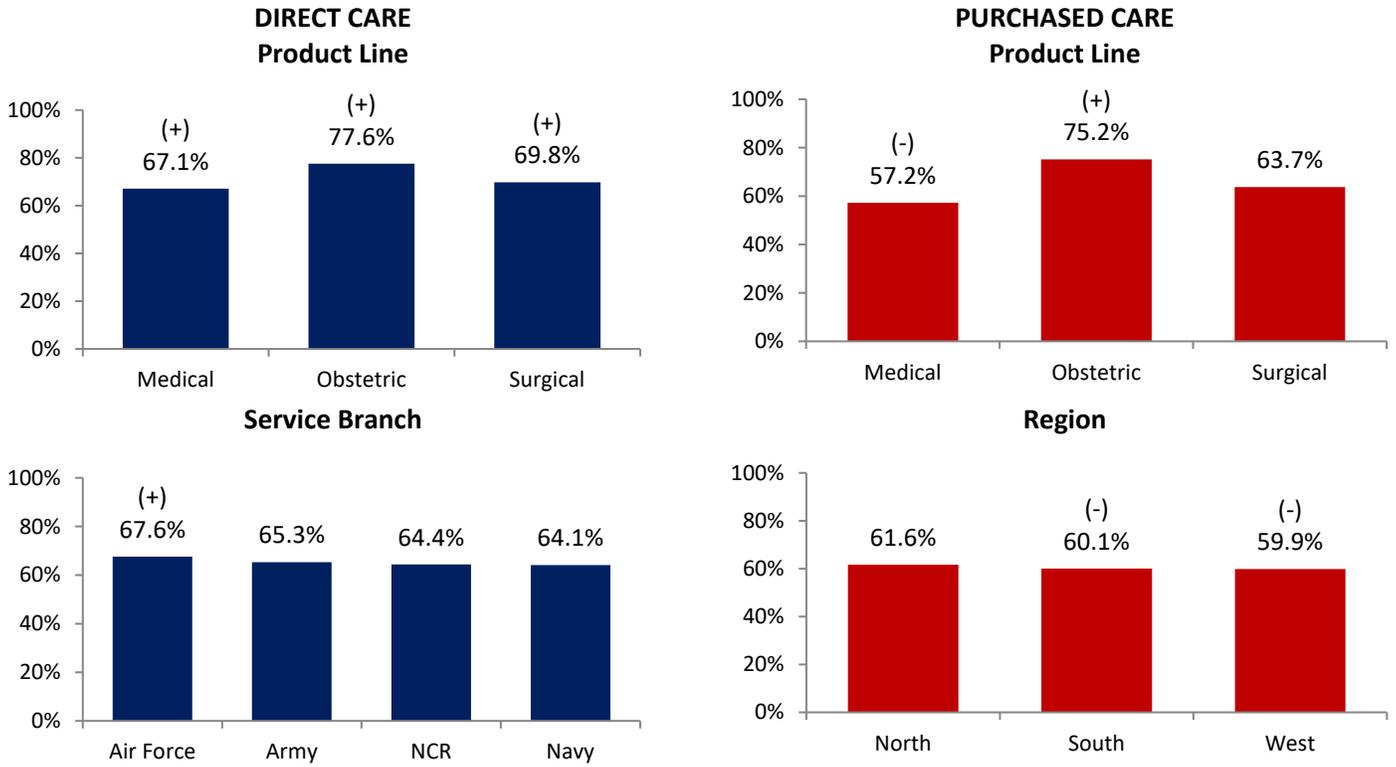
QUIETNESS OF HOSPITAL ENVIRONMENT



Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 11. Quietness of Hospital Environment Scores by Care Type and Demographic Group (continued on next page).

QUIETNESS OF HOSPITAL ENVIRONMENT



Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ($p < 0.05$) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

Figure 11. (Continued). Quietness of Hospital Environment Scores by Care Type and Demographic Group.

APPENDIX K. GRAPHS FOR DoD SUPPLEMENTAL QUESTIONS

STAFF INTRODUCED SELF

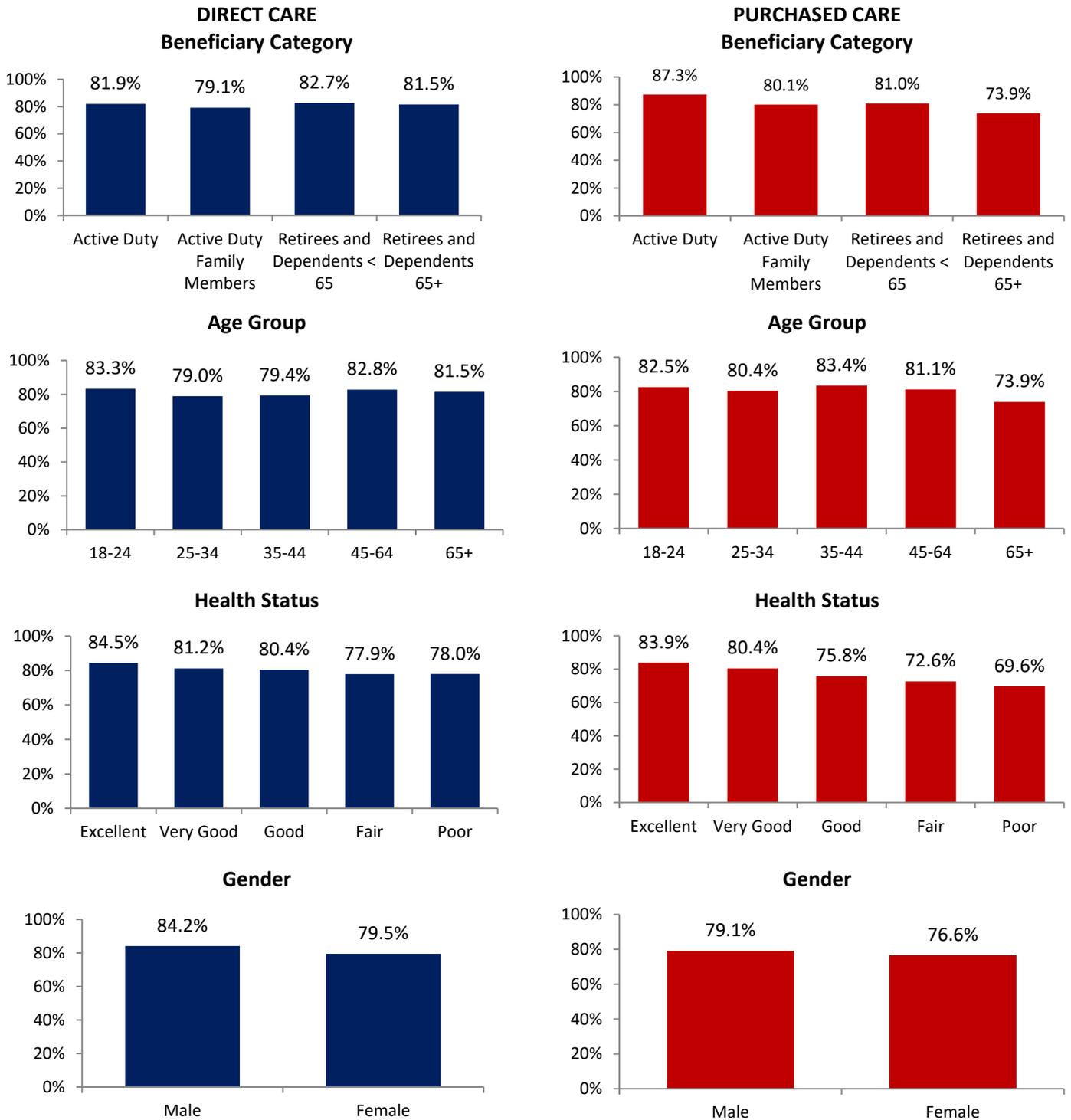


Figure 12. Staff Introduced Self Scores by Care Type and Demographic Group (continued on next page).

STAFF INTRODUCED SELF

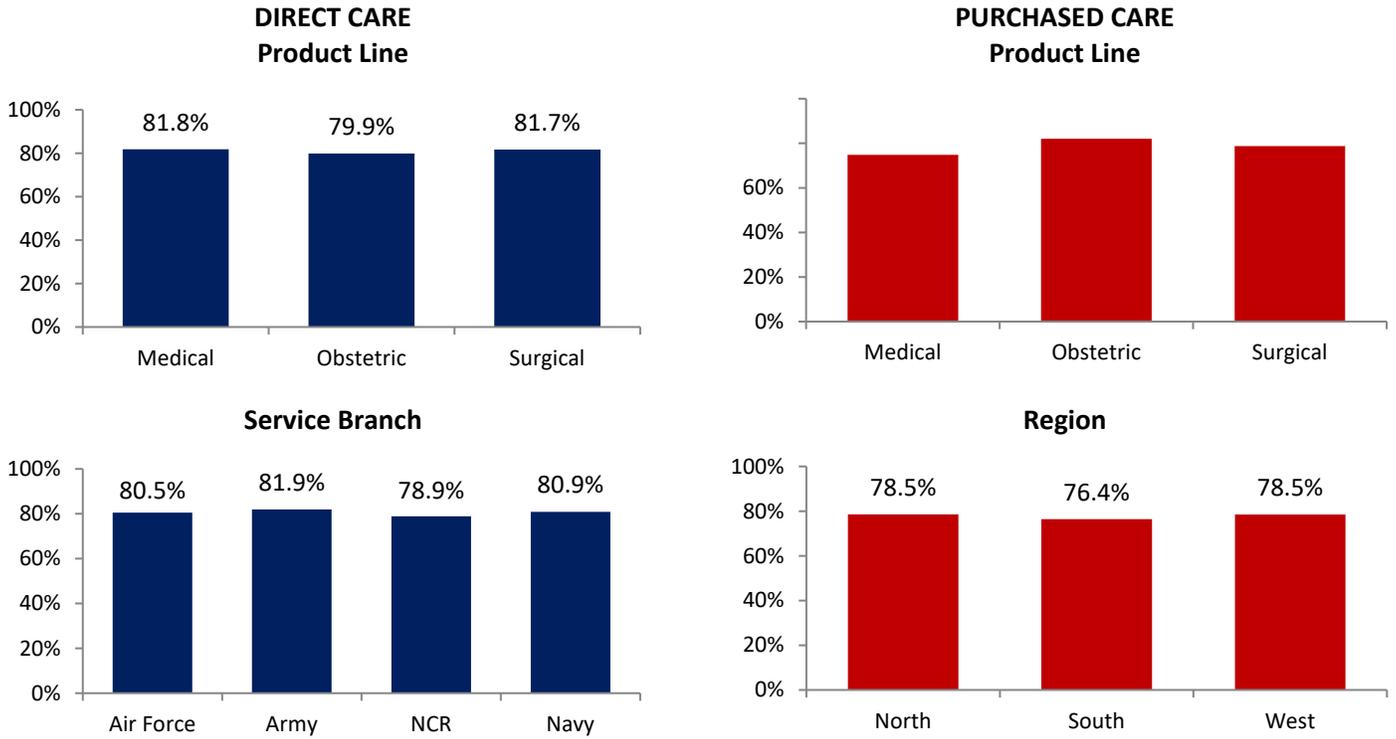


Figure 12. (Continued). Staff Introduced Self Scores by Care Type and Demographic Group.

COMMUNICATION AMONG STAFF

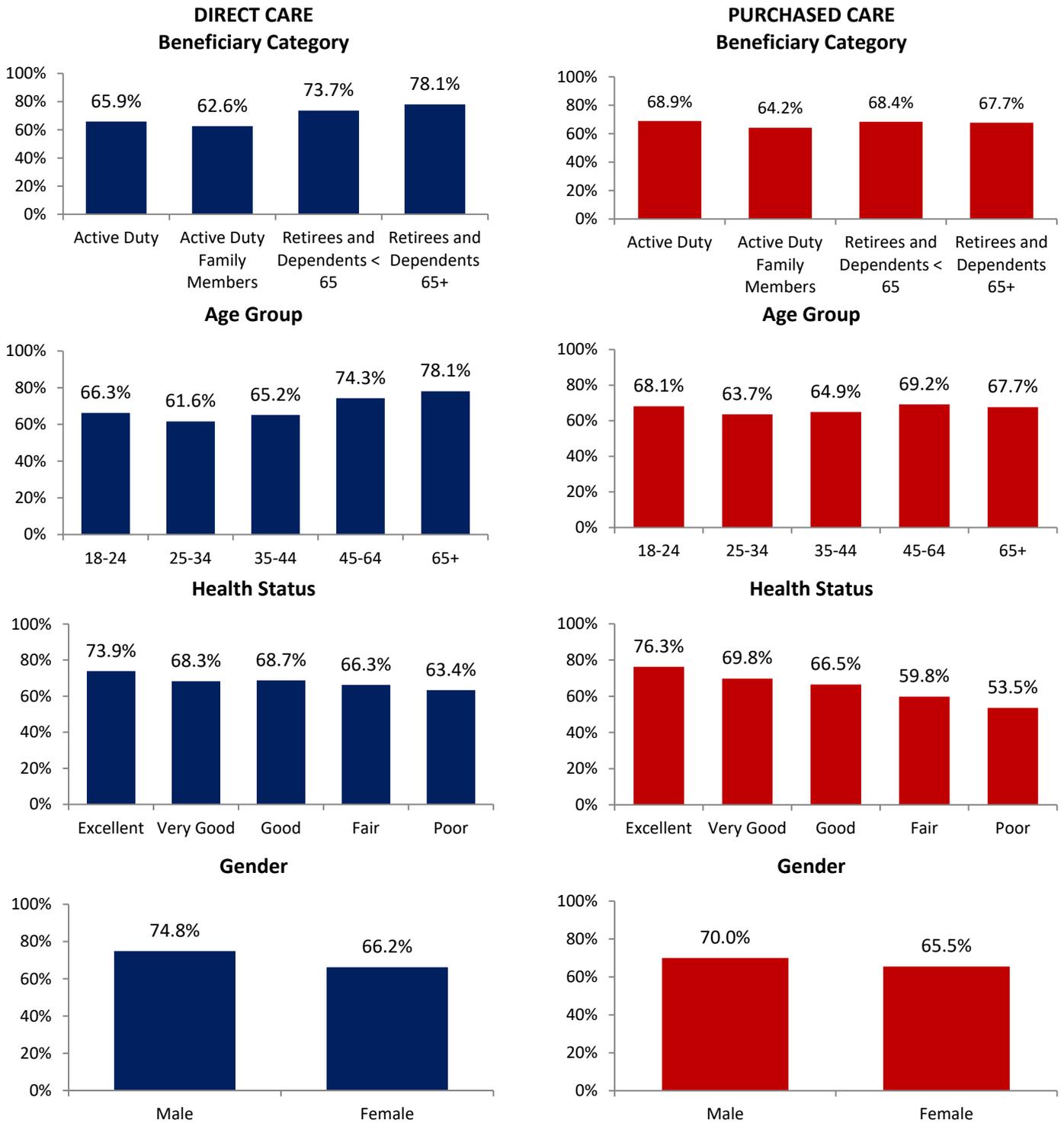


Figure 13. Communication Among Staff Scores by Care Type and Demographic Group
(continued on next page).

COMMUNICATION AMONG STAFF

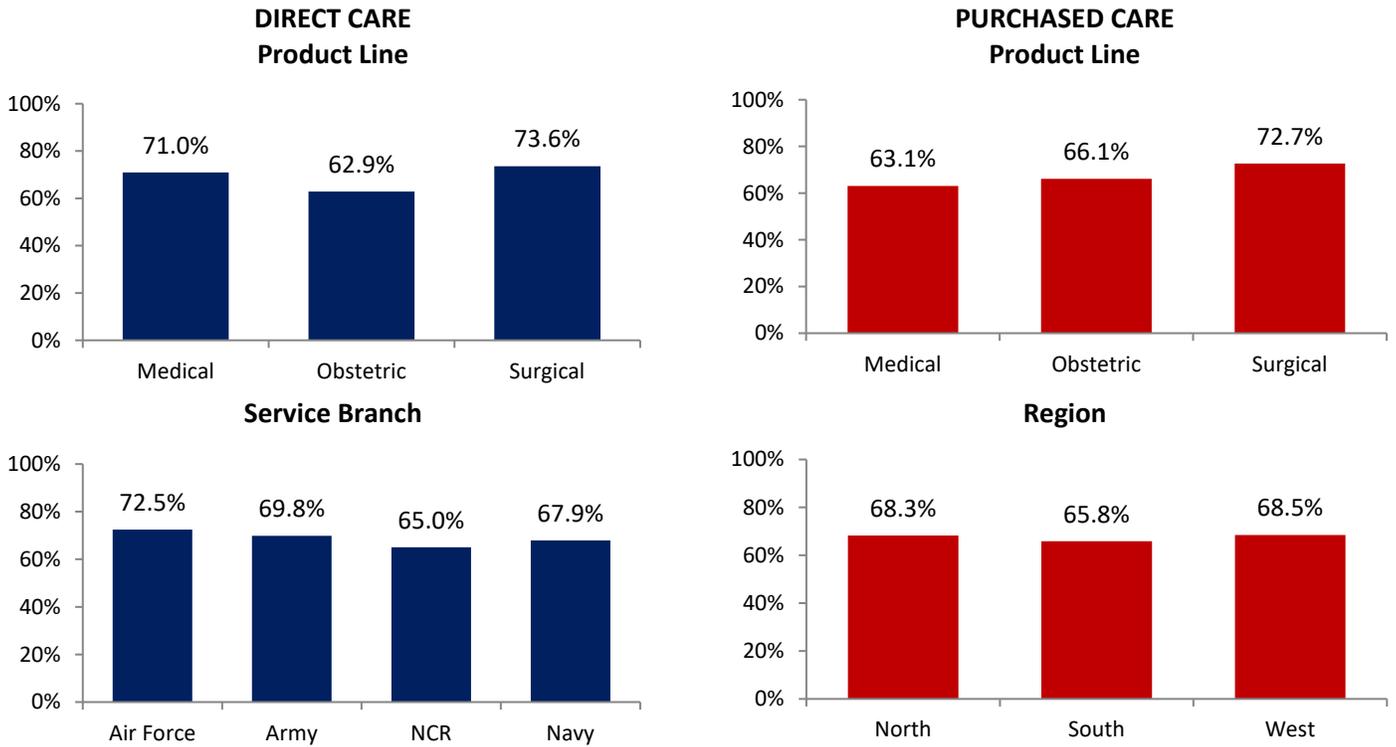


Figure 13. (Continued). Communication Among Staff Scores by Care Type and Demographic Group.

FAMILY MEMBER STAYED

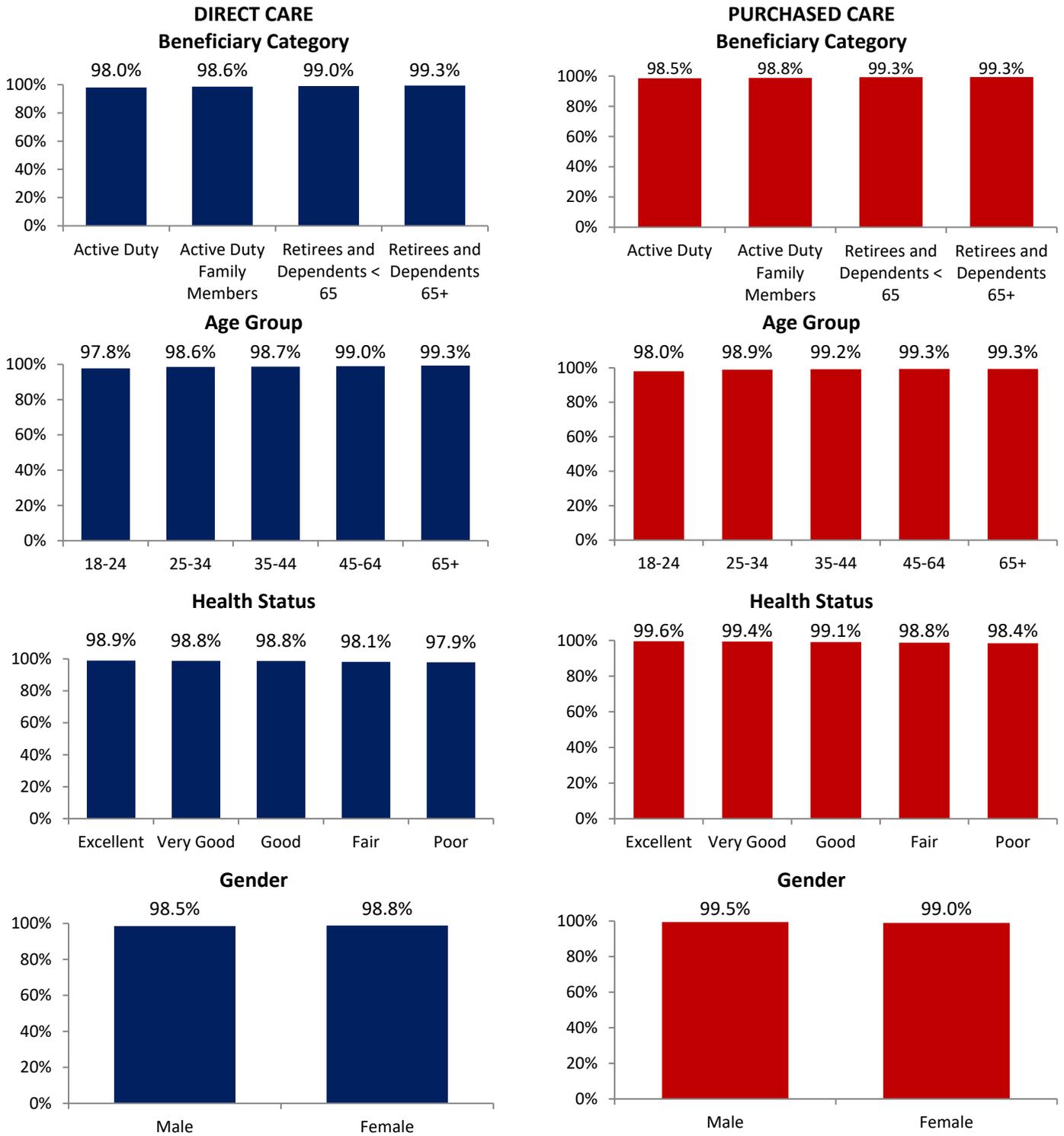


Figure 14. Family Member Stayed Scores by Care Type and Demographic Group
(continued on next page).

FAMILY MEMBER STAYED

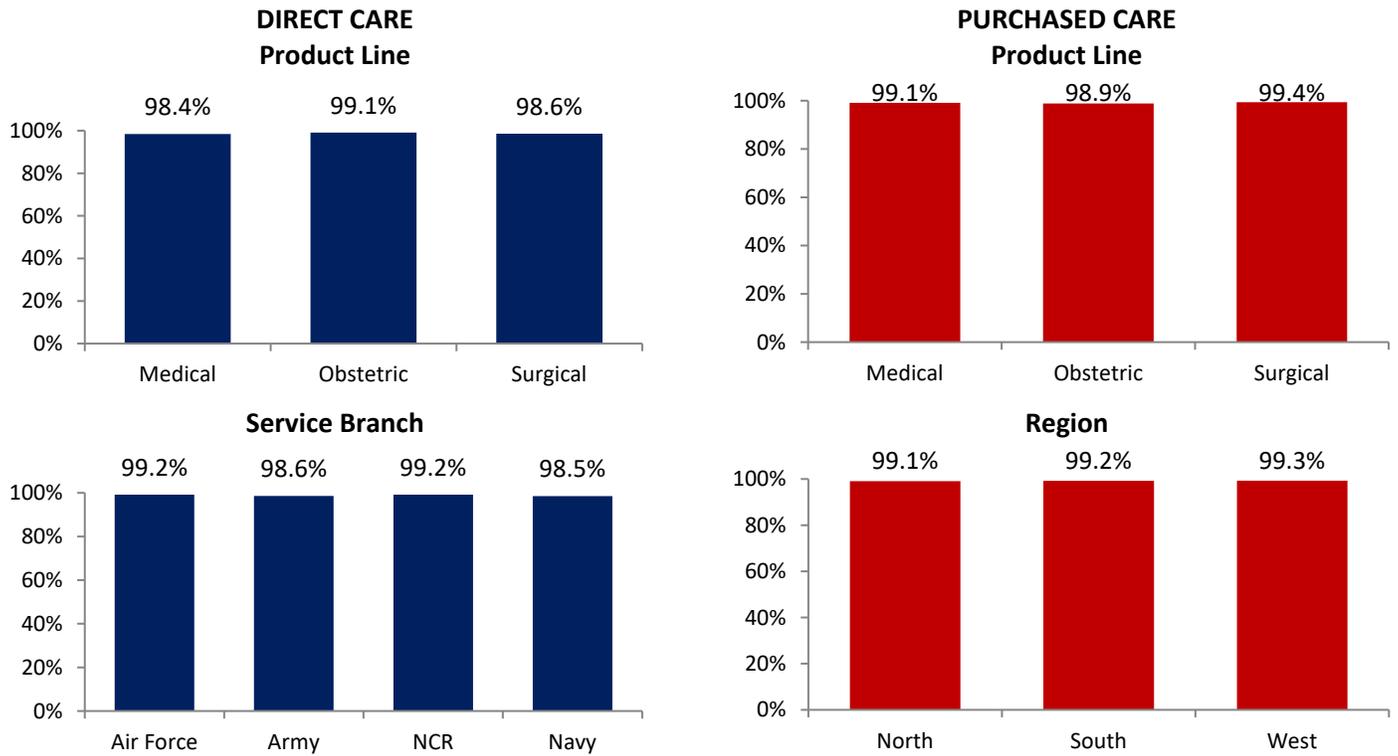


Figure 14. (Continued). Family Member Stayed Scores by Care Type and Demographic Group.

REPEAT CARE

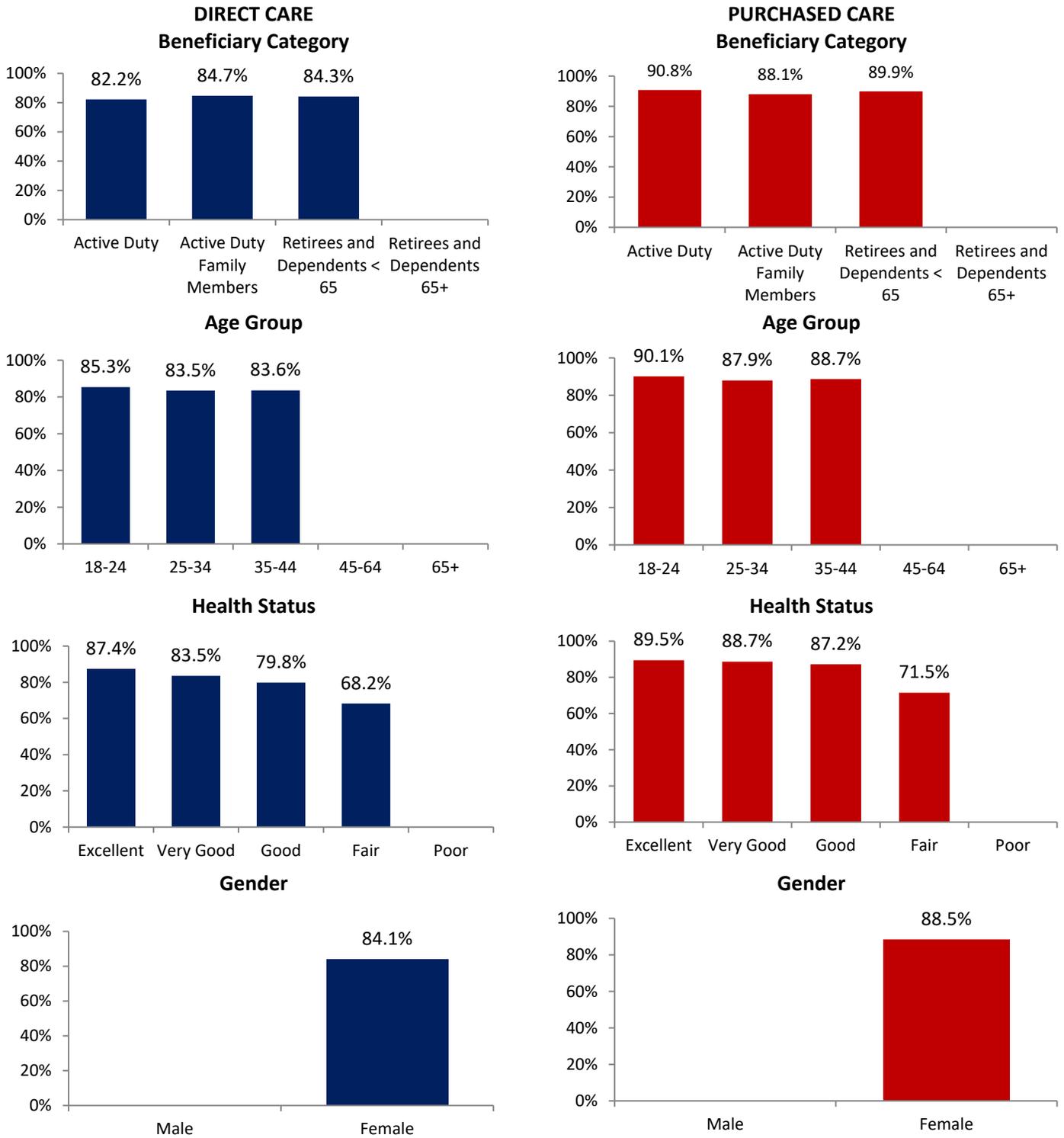


Figure 15. Repeat Care Scores by Care Type and Demographic Group (continued on next page).

REPEAT CARE

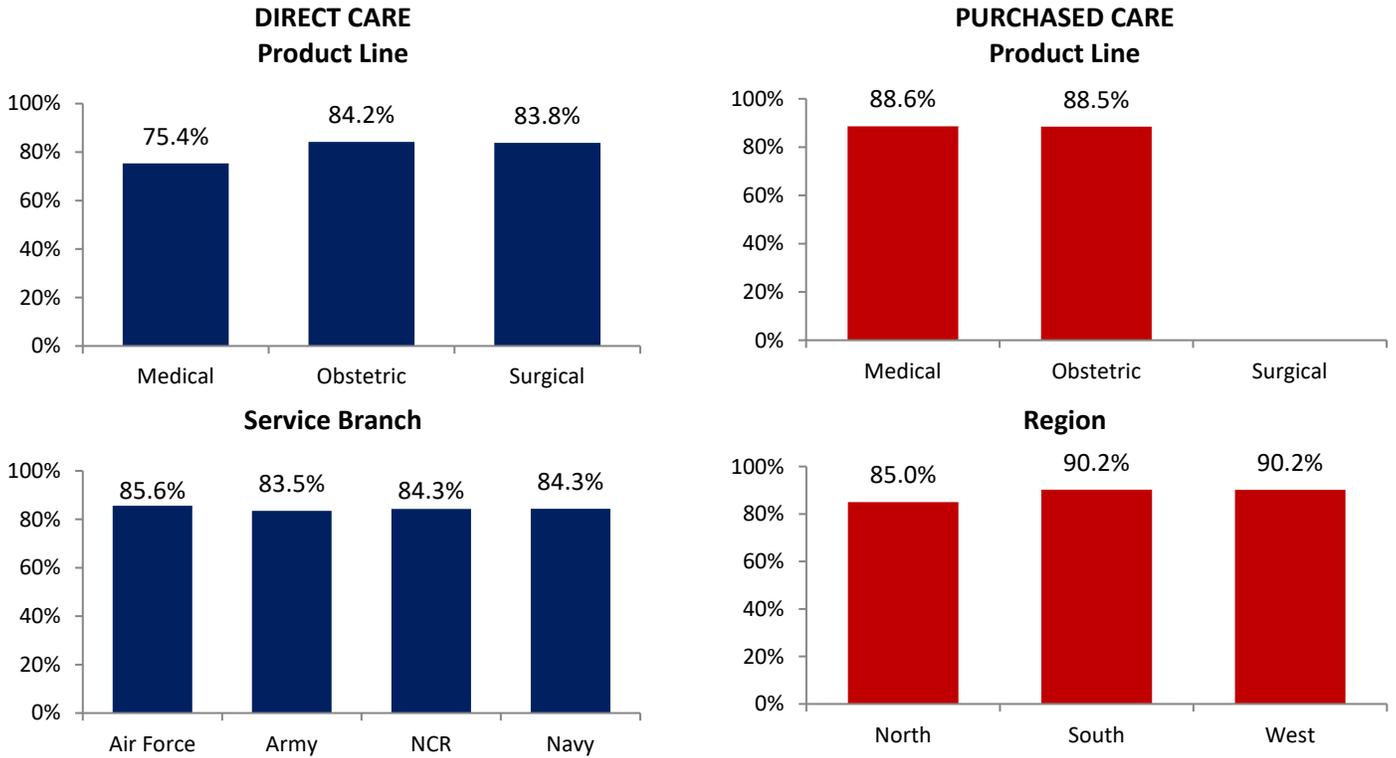


Figure 15. (Continued). Repeat Care Scores by Care Type and Demographic Group.

EDUCATION ON BREASTFEEDING

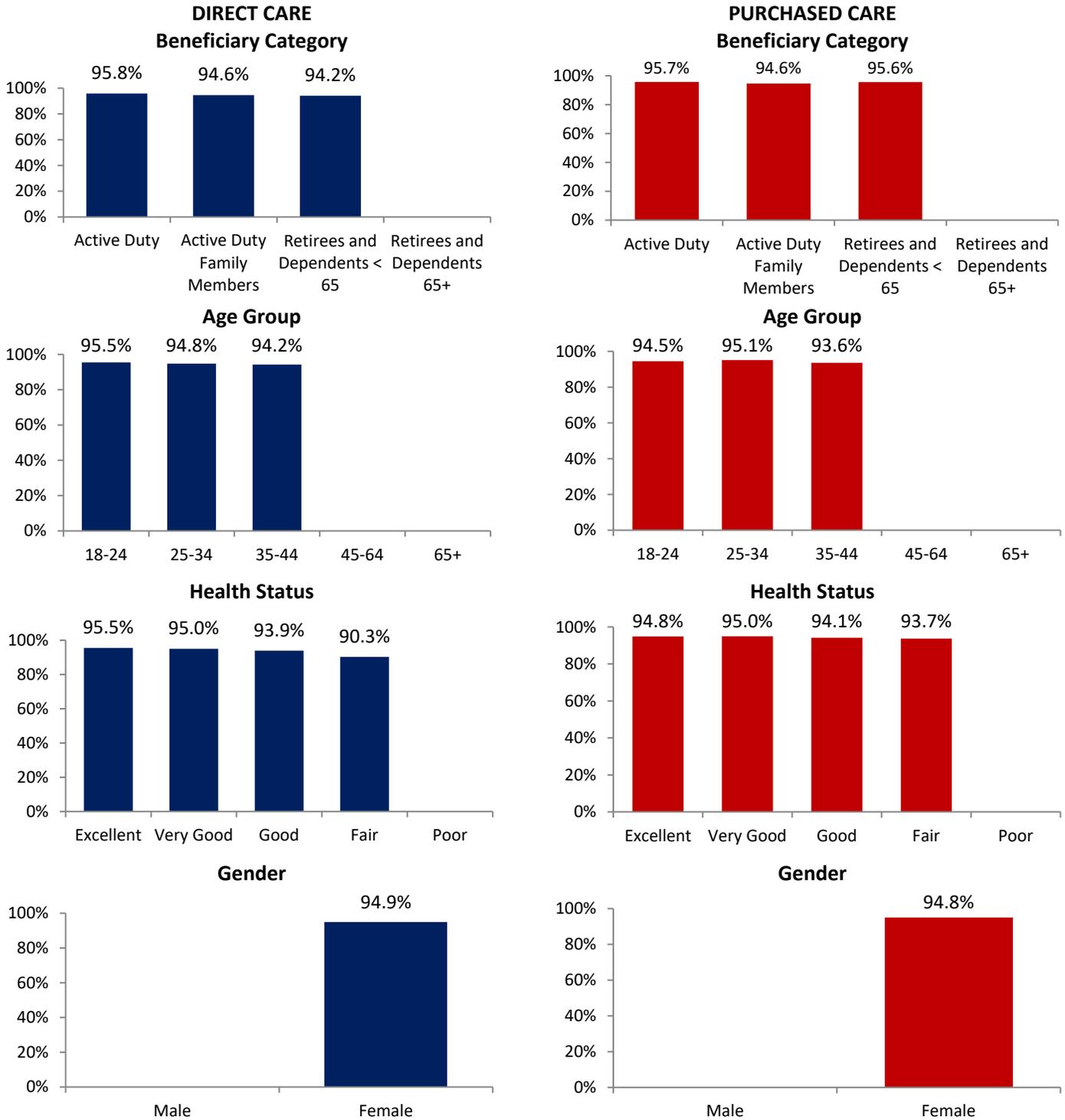


Figure 16. Education on Breastfeeding Scores by Care Type and Demographic Group
(continued on next page).

EDUCATION ON BREASTFEEDING

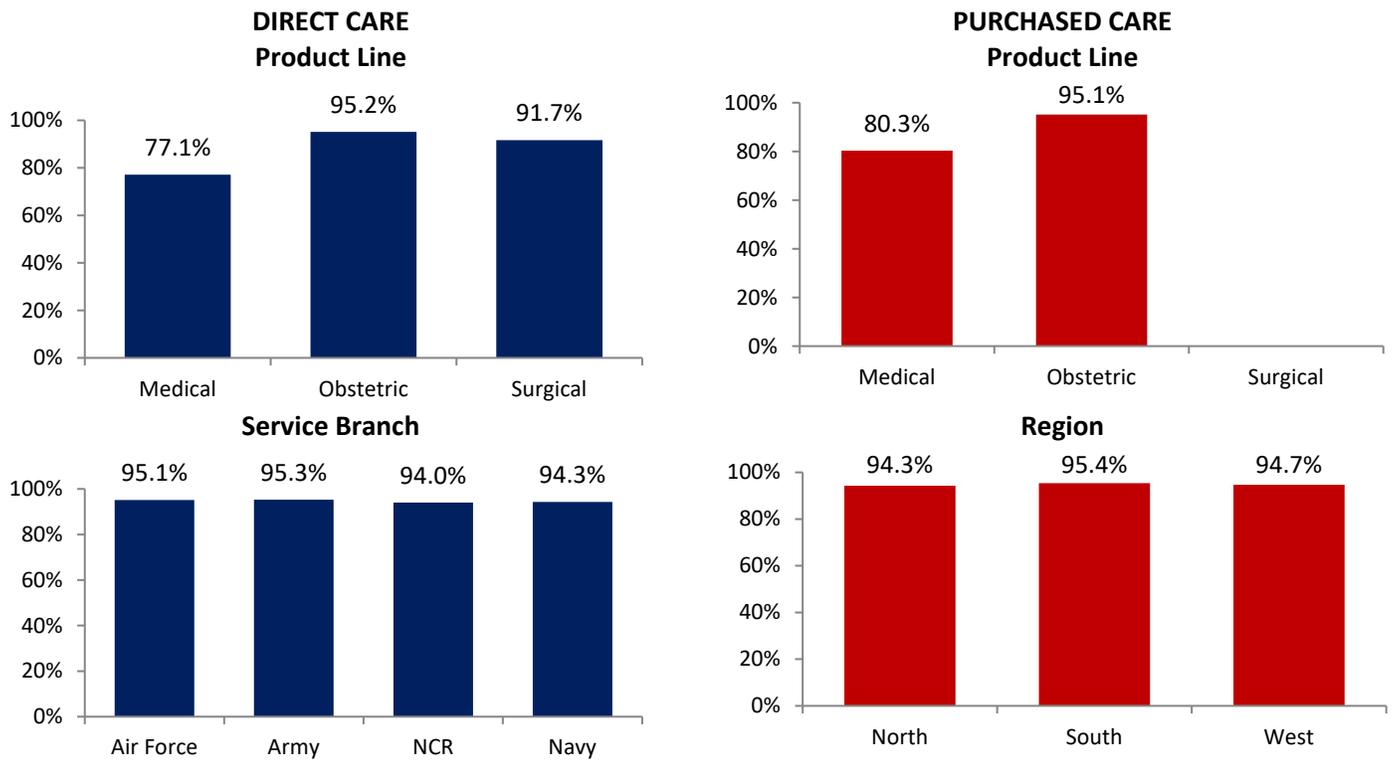


Figure 16. (Continued). Education on Breastfeeding Scores by Care Type and Demographic Group.

STAFF WASHED HANDS

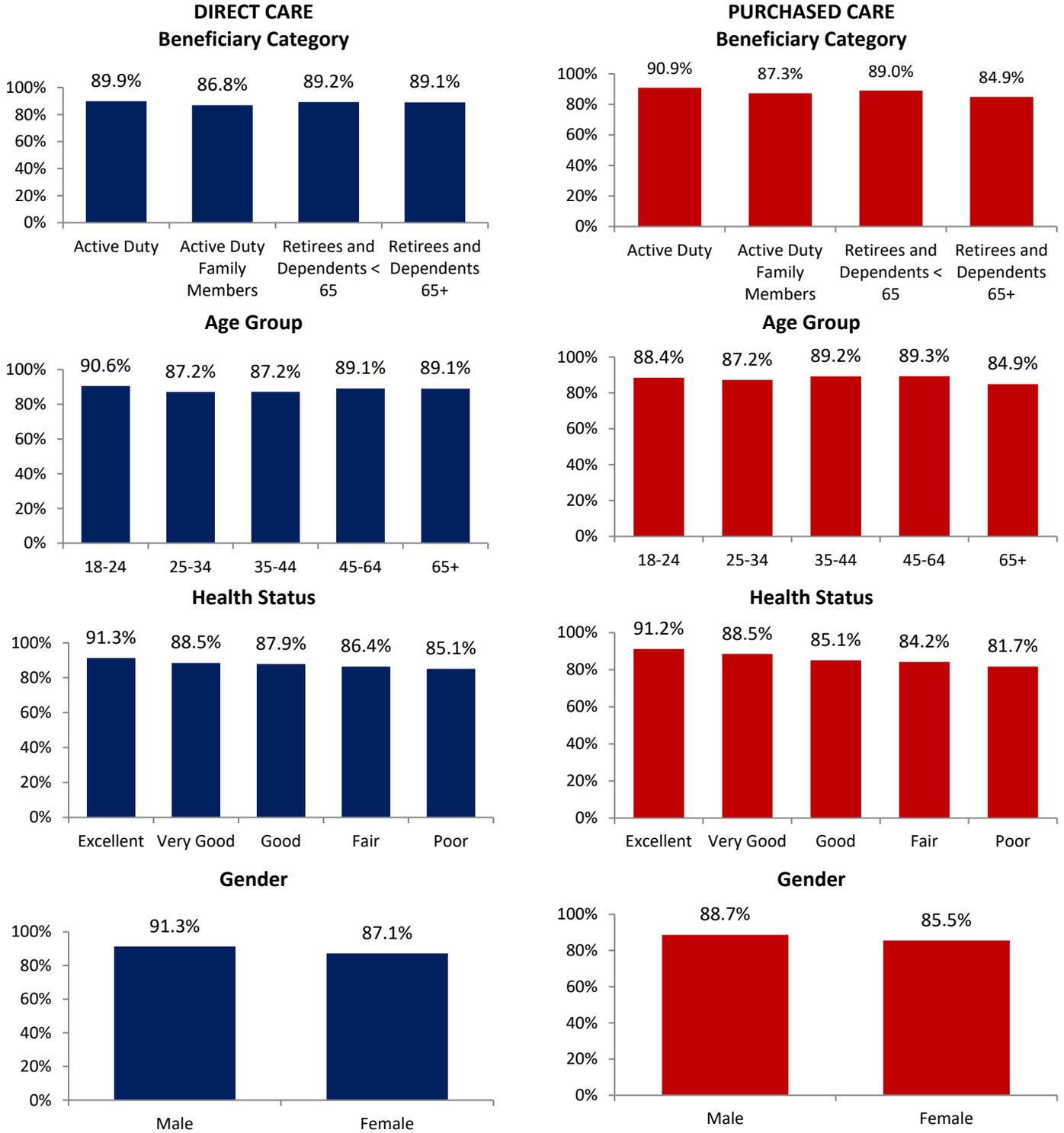


Figure 17. Staff Washed Hands Scores by Care Type and Demographic Group (continued on next page).

STAFF WASHED HANDS

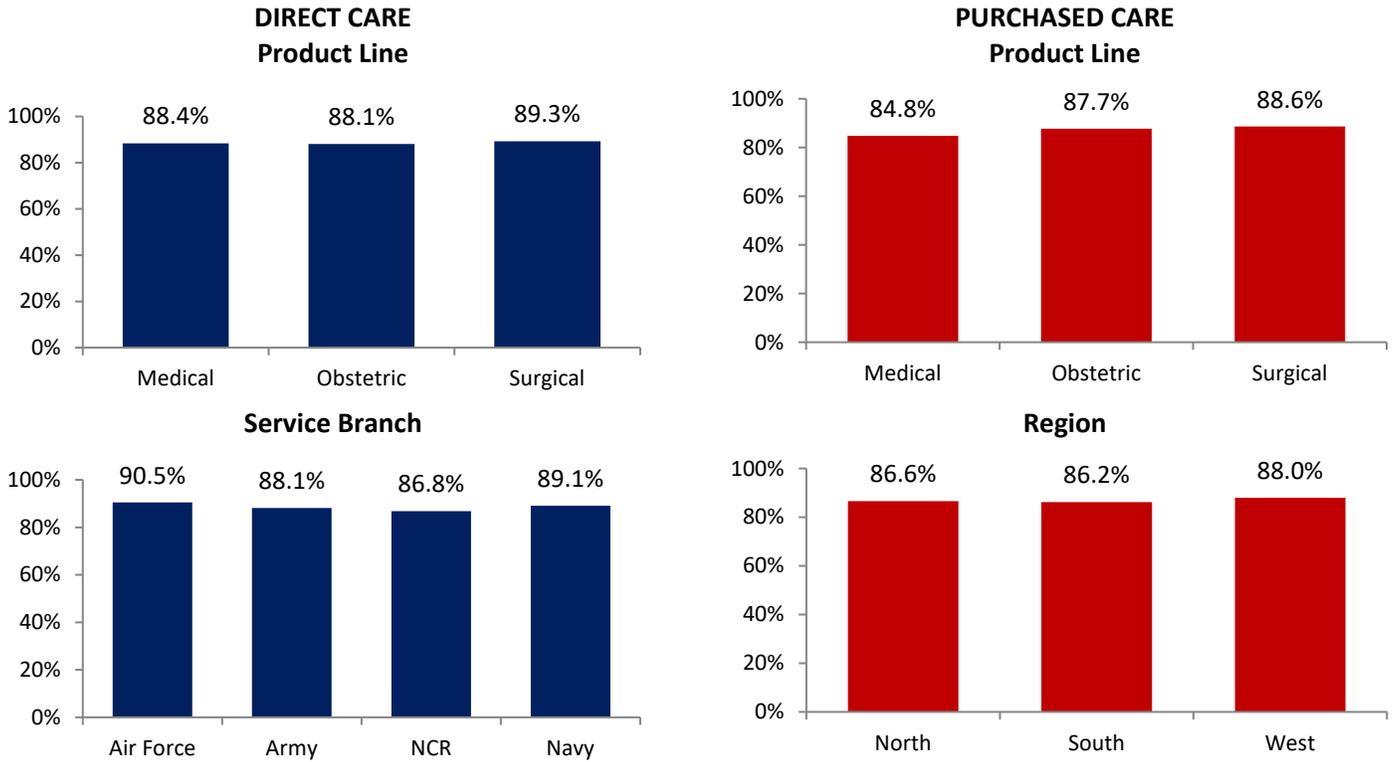


Figure 17. (Continued). Staff Washed Hands Scores by Care Type and Demographic Group.

STAFF CHECKED IDENTIFICATION

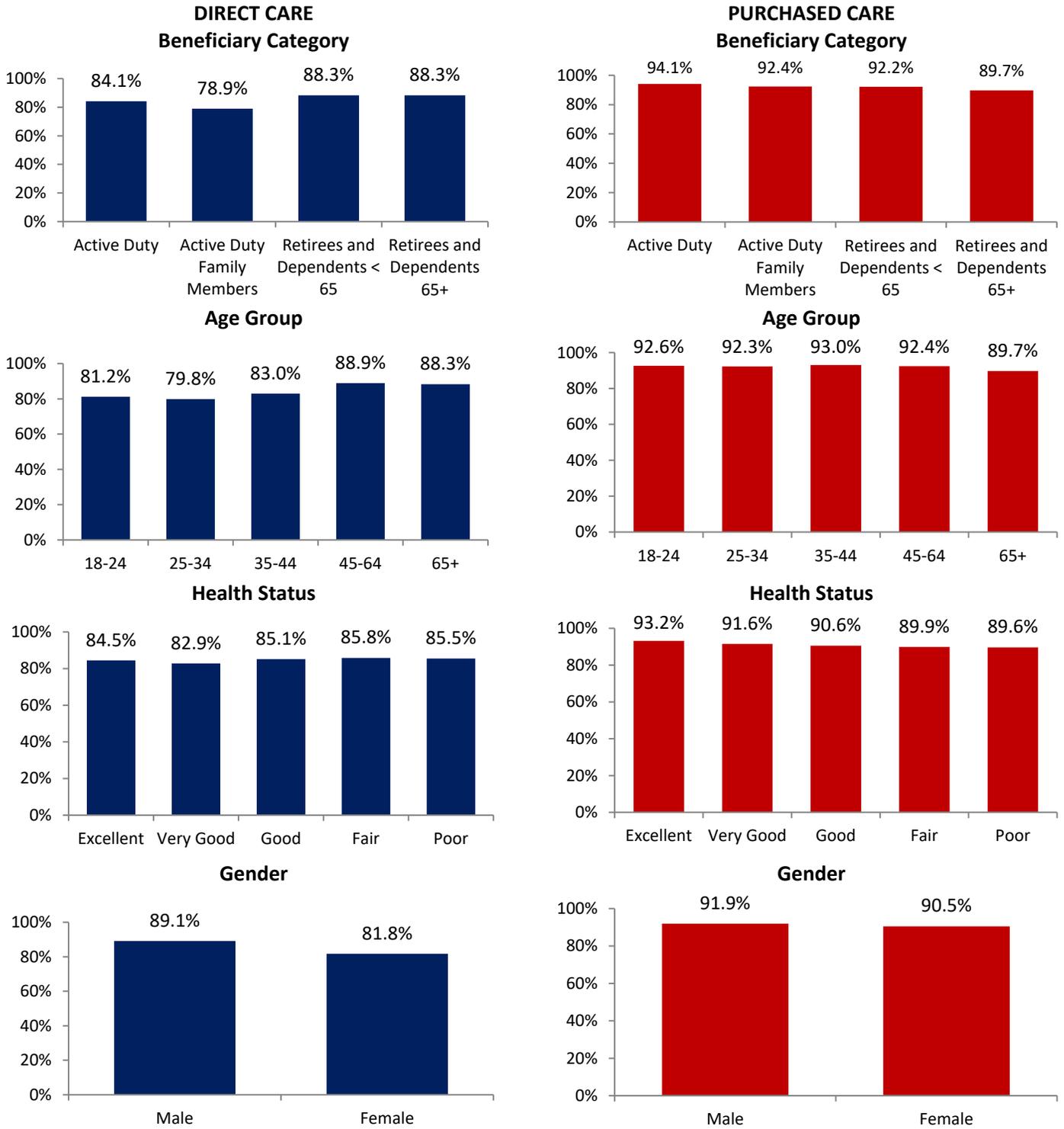


Figure 18. Staff Checked Identification Scores by Care Type and Demographic Group
(continued on next page).

STAFF CHECKED IDENTIFICATION

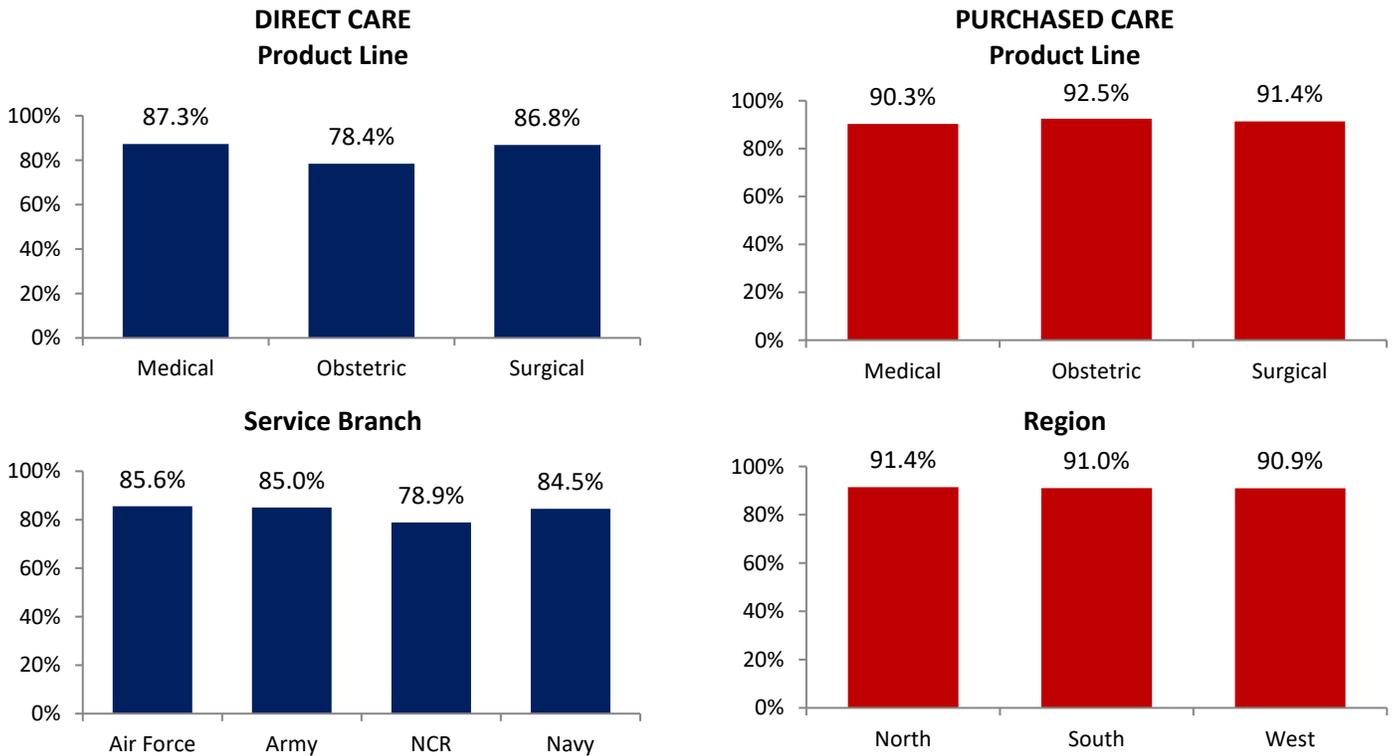


Figure 18. (Continued). Staff Checked Identification Scores by Care Type and Demographic Group.

OVERALL NURSING CARE RATING

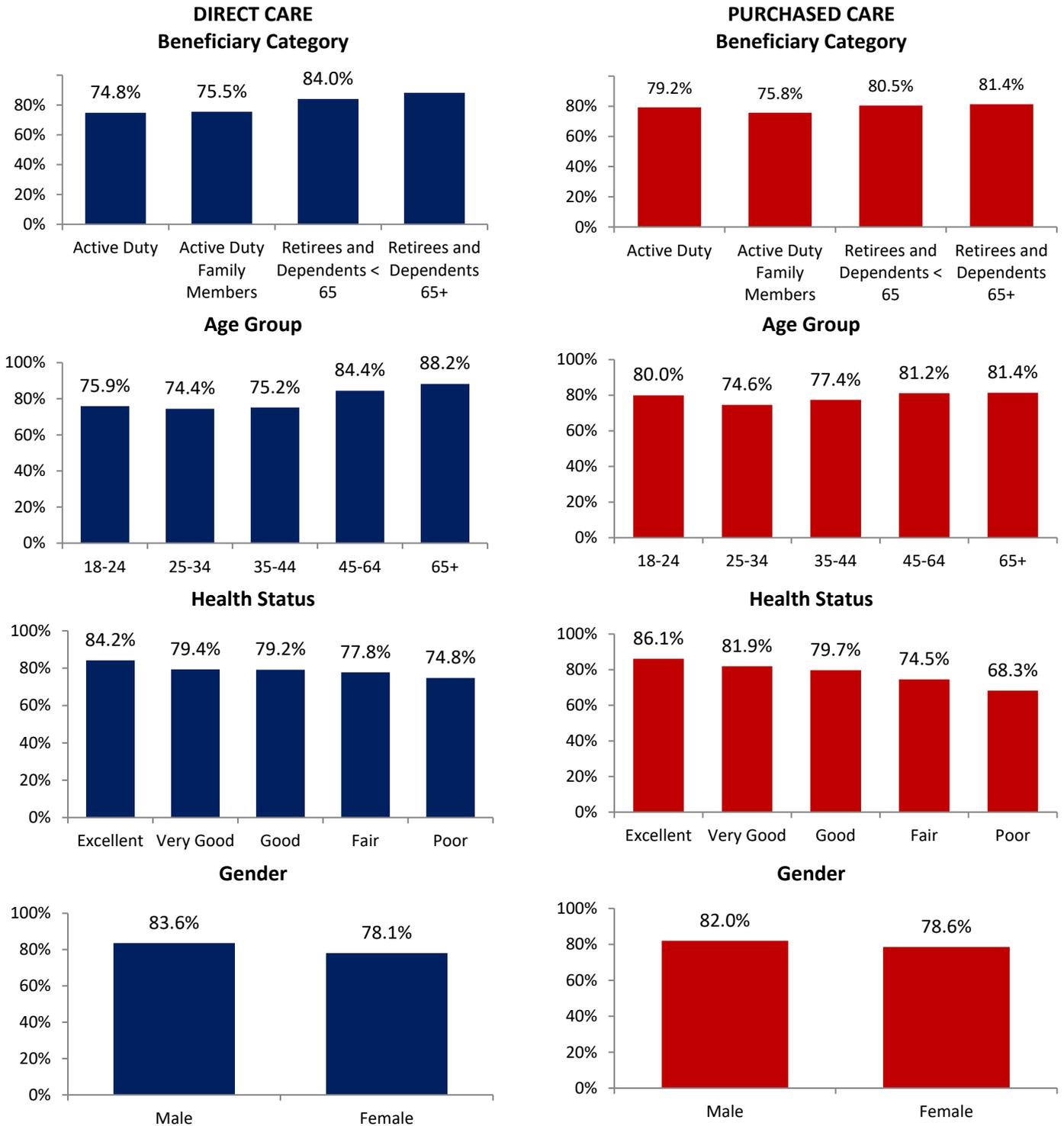


Figure 19. Overall Nursing Care Rating Scores by Care Type and Demographic Group
(continued on next page).

OVERALL NURSING CARE RATING

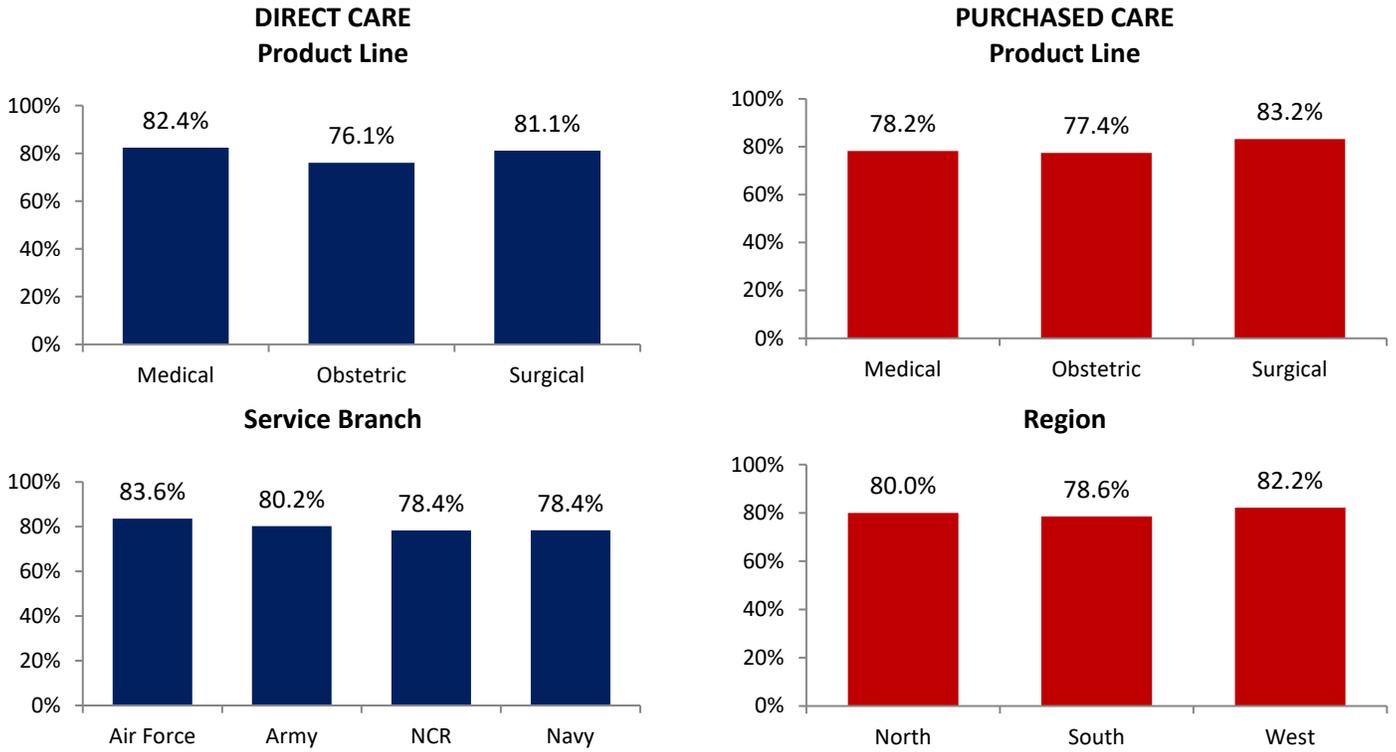


Figure 19. (Continued). Overall Nursing Care Rating Scores by Care Type and Demographic Group.