

[\[Categorical Listing\]](#) [\[Numerical Listing\]](#)



HEALTH AFFAIRS

THE ASSISTANT SECRETARY OF DEFENSE

WASHINGTON, DC 20301-1200

FEB 03 1998

MEMORANDUM FOR: ASSISTANT SECRETARY OF THE ARMY (M&RA)
ASSISTANT SECRETARY OF THE NAVY (M&RA)
ASSISTANT SECRETARY OF THE AIR FORCE (MRAI&E)

SUBJECT: Policy for Medical Treatment Facility (MTF) Report Cards

All hospitals and clinics are directed to post an MTF Report Card in a conspicuous place at the facility. The purpose of the report card is to enhance communication between patients and the MTF concerning facility performance in key areas. Report card information shall be updated as new data becomes available. Trending or benchmarking will be optional. The following information shall be the minimum required for an MTF Report Card:

1. Waiting Times for Major Services. Major services will differ from MTF to MTF but should include such areas as Primary Care, OB-GYN, Pediatrics, Orthopedics, Mental Health, Pharmacy, or Optometry as an example. Waiting times are defined as the number of days a patient would expect to wait before being seen for an appointment.
2. Patient Satisfaction at the MTF. Patient satisfaction results from the DoD Customer Satisfaction Survey will be the Source for the information.
3. Joint Commission on Accreditation of Healthcare Organizations (JCAHO) Summary Grid Score at the MTF. A brief explanation of the JCAHO should be included to clarify what the JCAHO is and what the results mean.
4. Four Grid Element Scores from the JCAHO Survey. Grid element scores for Credentialing, Assessing Competence, Infection Control and Nursing shall be included on the report card. A short explanation of the grid element should be included to clarify its meaning.

As chairperson of the Health Care Consumer Committee, the MTF commander should share report card findings with the membership at the monthly meetings.

Please contact LtCol James Williamson at (703) 695-6800 for any questions regarding the MTF Report Card.

Edward D. Martin

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Acting Assistant Secretary of Defense

[\[Top\]](#)

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