

# TRICARE Users Consumer Watch

## West ♦ Quarter 2 FY 2017

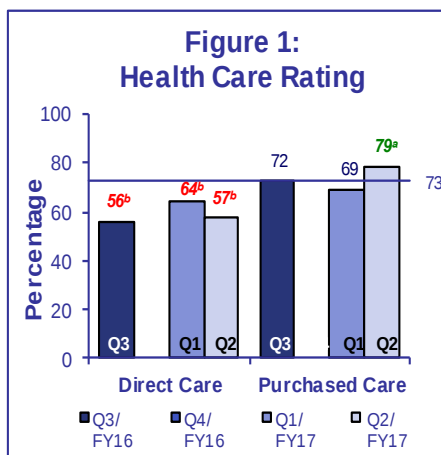
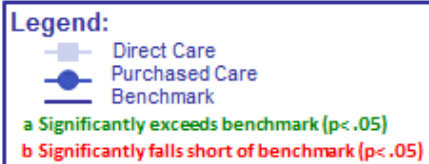
### Defense Health Cost Assessment & Program Evaluation

Source: Health Care Survey of DoD Beneficiaries

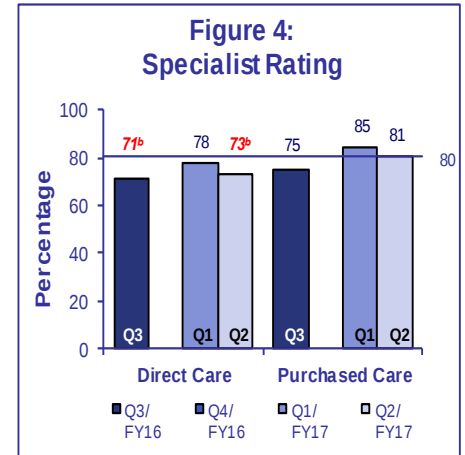
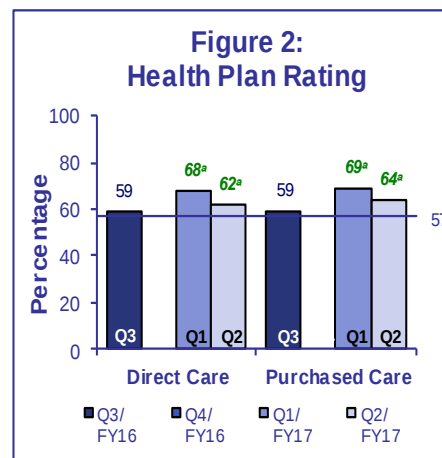
#### Inside Consumer Watch

TRICARE Consumer Watch is a brief summary of what TRICARE users in your region say about their healthcare. Data are taken from the Health Care Survey of DoD Beneficiaries (HCSDB). The HCSDB includes questions from the Consumer Assessment of Healthcare Providers and Systems (CAHPS), a survey designed to help consumers choose among health plans. The survey for quarter four of FY2016 was canceled.

Benchmark data, from the National Committee for Quality Assurance (NCQA) for 2015, are used in calculating benchmarks. Rates differing significantly from the benchmark are in italics and shown in red or green.



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

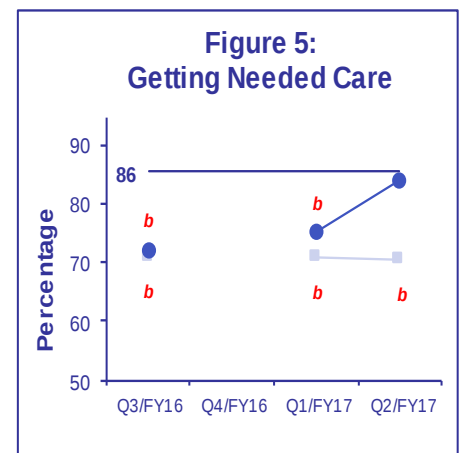
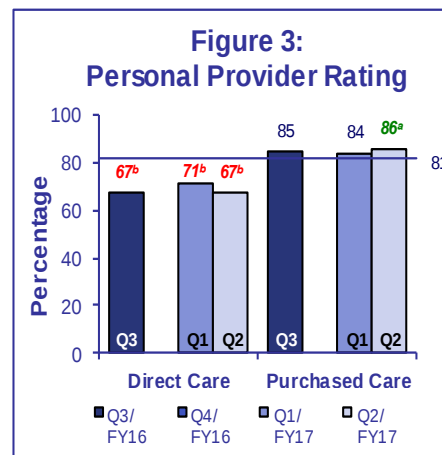


#### Health Care Topics

Health Care Topics scores average together results for related questions.

Each score is the percentage who “usually” or “always” got treatment they wanted. Asterisks show values significantly different from the benchmark ( $p < .05$ ).

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



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

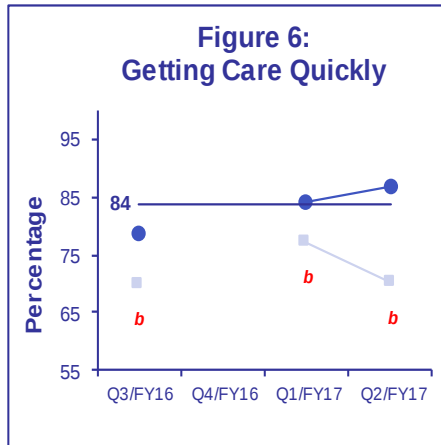
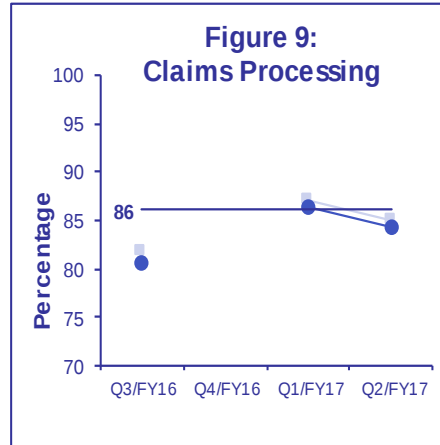
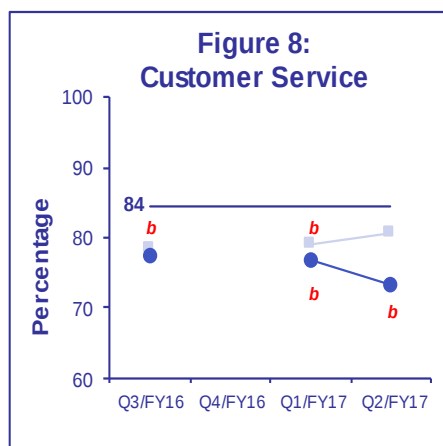
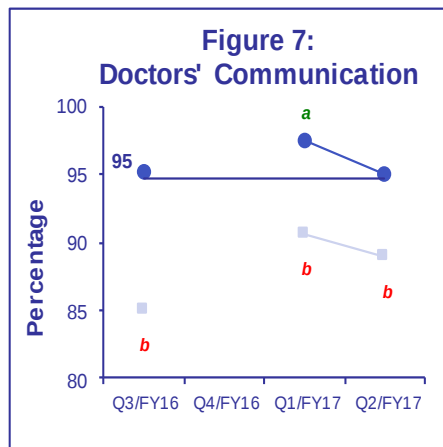


Figure 8 shows “Customer service” scores, which concern patients’ ability to get information about their health plan.



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



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

## Preventive Care

The preventive care table compares TRICARE users’ rates for diagnostic screening tests and smoking and tobacco use cessation with goals from Healthy People 2020, a government initiative to improve Americans’ health by preventing illness.

### Preventive Care

| Type of Care                            | Qtr 3<br>FY<br>2016 | Qtr 4<br>FY<br>2016 | Qtr 1<br>FY<br>2017 | Qtr 2<br>FY<br>2017        | Healthy<br>People<br>2020 Goal |
|-----------------------------------------|---------------------|---------------------|---------------------|----------------------------|--------------------------------|
| <b>Mammography (women &gt;= 40)</b>     |                     |                     |                     |                            |                                |
| Direct Care                             | 91 <sup>a</sup>     | -                   | 88 <sup>a</sup>     | 80<br>(584)                | 81                             |
| Purchased Care                          | 74                  | -                   | 87                  | 87<br>(218)                |                                |
| <b>Pap Smear (women &gt;= 18)</b>       |                     |                     |                     |                            |                                |
| Direct Care                             | 83 <sup>b</sup>     | -                   | 85 <sup>b</sup>     | 82 <sup>b</sup><br>(1,168) | 93                             |
| Purchased Care                          | 86                  | -                   | 80 <sup>b</sup>     | 79 <sup>b</sup><br>(417)   |                                |
| <b>Hypertension Screen (adults)</b>     |                     |                     |                     |                            |                                |
| Direct Care                             | 89 <sup>b</sup>     | -                   | 89 <sup>b</sup>     | 87 <sup>b</sup><br>(2,634) | 95                             |
| Purchased Care                          | 91                  | -                   | 96                  | 89 <sup>b</sup><br>(632)   |                                |
| <b>Prenatal Care (in 1st trimester)</b> |                     |                     |                     |                            |                                |
| Direct Care                             | 85                  | -                   | 91 <sup>a</sup>     | 90<br>(103)                | 78                             |
| Purchased Care                          | -                   | -                   | -                   | 91 <sup>a</sup><br>(54)    |                                |
| <b>Percent Not Obese (adults)</b>       |                     |                     |                     |                            |                                |
| Direct Care                             | 80 <sup>a</sup>     | -                   | 81 <sup>a</sup>     | 82 <sup>a</sup><br>(2,462) | 69                             |
| Purchased Care                          | 78 <sup>a</sup>     | -                   | 71                  | 72<br>(587)                |                                |
| <b>Non-Smokers (adults)</b>             |                     |                     |                     |                            |                                |
| Direct Care                             | 90                  | -                   | 93 <sup>a</sup>     | 91 <sup>a</sup><br>(2,537) | 88                             |
| Purchased Care                          | 93 <sup>a</sup>     | -                   | 92                  | 93 <sup>a</sup><br>(613)   |                                |
| <b>Counseled to Quit (adults)</b>       |                     |                     |                     |                            |                                |
| Direct Care                             | 81                  | -                   | 67                  | 67<br>(308)                | -                              |
| Purchased Care                          | -                   | -                   | -                   | 88<br>(39)                 |                                |

<sup>a</sup>Numbers in green significantly exceed the Healthy People 2020 goal (p < .05).

<sup>b</sup>Numbers in red significantly fall short of the Healthy People 2020 goal (p < .05).

The number of responding beneficiaries for each type of care is in parentheses.

**Figure 1: Health Care Rating**

| Qtr/Yr/Benchmark | Direct Care     | Purchased Care  |
|------------------|-----------------|-----------------|
| Benchmark        | 73              | 73              |
| Q3/FY16          | 56 <sup>b</sup> | 72              |
| Q4/FY16          | -               | -               |
| Q1/FY17          | 64 <sup>b</sup> | 69              |
| Q2/FY17          | 57 <sup>b</sup> | 79 <sup>a</sup> |

**Figure 2: Health Plan Rating**

| Qtr/Yr/Benchmark | Direct Care     | Purchased Care  |
|------------------|-----------------|-----------------|
| Benchmark        | 57              | 57              |
| Q3/FY16          | 59              | 59              |
| Q4/FY16          | -               | -               |
| Q1/FY17          | 68 <sup>a</sup> | 69 <sup>a</sup> |
| Q2/FY17          | 62 <sup>a</sup> | 64 <sup>a</sup> |

**Figure 3: Personal Provider Rating**

| Qtr/Yr/Benchmark | Direct Care     | Purchased Care  |
|------------------|-----------------|-----------------|
| Benchmark        | 81              | 81              |
| Q3/FY16          | 67 <sup>b</sup> | 85              |
| Q4/FY16          | -               | -               |
| Q1/FY17          | 71 <sup>b</sup> | 84              |
| Q2/FY17          | 67 <sup>b</sup> | 86 <sup>a</sup> |

**Figure 4: Specialist Rating**

| Qtr/Yr/Benchmark | Direct Care     | Purchased Care |
|------------------|-----------------|----------------|
| Benchmark        | 80              | 80             |
| Q3/FY16          | 71 <sup>b</sup> | 75             |
| Q4/FY16          | -               | -              |
| Q1/FY17          | 78              | 85             |
| Q2/FY17          | 73 <sup>b</sup> | 81             |

**Figure 5: Getting Needed Care**

| Qtr/Yr  | Benchmark | Direct Care     | Purchased Care  |
|---------|-----------|-----------------|-----------------|
| Q3/FY16 | 86        | 71 <sup>b</sup> | 72 <sup>b</sup> |
| Q4/FY16 | 86        | -               | -               |
| Q1/FY17 | 86        | 71 <sup>b</sup> | 75 <sup>b</sup> |
| Q2/FY17 | 86        | 71 <sup>b</sup> | 84              |

**Figure 6: Getting Care Quickly**

| Qtr/Yr  | Benchmark | Direct Care     | Purchased Care |
|---------|-----------|-----------------|----------------|
| Q3/FY16 | 84        | 70 <sup>b</sup> | 79             |
| Q4/FY16 | 84        | -               | -              |
| Q1/FY17 | 84        | 77 <sup>b</sup> | 84             |
| Q2/FY17 | 84        | 70 <sup>b</sup> | 87             |

**Figure 7: Doctors Communication**

| Qtr/Yr  | Benchmark | Direct Care     | Purchased Care  |
|---------|-----------|-----------------|-----------------|
| Q3/FY16 | 95        | 85 <sup>b</sup> | 95              |
| Q4/FY16 | 95        | -               | -               |
| Q1/FY17 | 95        | 91 <sup>b</sup> | 97 <sup>a</sup> |
| Q2/FY17 | 95        | 89 <sup>b</sup> | 95              |

**Figure 8: Customer Service**

| Qtr/Yr  | Benchmark | Direct Care     | Purchased Care  |
|---------|-----------|-----------------|-----------------|
| Q3/FY16 | 84        | 78 <sup>b</sup> | 77              |
| Q4/FY16 | 84        | -               | -               |
| Q1/FY17 | 84        | 79 <sup>b</sup> | 77 <sup>b</sup> |
| Q2/FY17 | 84        | 81              | 73 <sup>b</sup> |

**Figure 9: Claims Processing**

| Qtr/Yr  | Benchmark | Direct Care | Purchased Care |
|---------|-----------|-------------|----------------|
| Q3/FY16 | 86        | 82          | 81             |
| Q4/FY16 | 86        | -           | -              |
| Q1/FY17 | 86        | 87          | 86             |
| Q2/FY17 | 86        | 85          | 84             |

## Preventive Care

| Type of Care                                     | Qtr 3<br>FY<br>2016 | Qtr 4<br>FY<br>2016 | Qtr 1<br>FY<br>2017 | Qtr 2<br>FY<br>2017    | Healthy<br>People 2020<br>Goal |
|--------------------------------------------------|---------------------|---------------------|---------------------|------------------------|--------------------------------|
| Mammography (women >= 40): Direct Care           | 91 <sup>a</sup>     | -                   | 88 <sup>a</sup>     | 80 (584)               | 81                             |
| Mammography (women >= 40): Purchased Care        | 74                  | -                   | 87                  | 87 (218)               | 81                             |
| Pap Smear (women >= 18): Direct Care             | 83 <sup>b</sup>     | -                   | 85 <sup>b</sup>     | 82 <sup>b</sup> (1168) | 93                             |
| Pap Smear (women >= 18): Purchased Care          | 86                  | -                   | 80 <sup>b</sup>     | 79 <sup>b</sup> (417)  | 93                             |
| Hypertension Screen (adults): Direct Care        | 89 <sup>b</sup>     | -                   | 89 <sup>b</sup>     | 87 <sup>b</sup> (2634) | 95                             |
| Hypertension Screen (adults): Purchased Care     | 91                  | -                   | 96                  | 89 <sup>b</sup> (632)  | 95                             |
| Prenatal Care (in 1st trimester): Direct Care    | 85                  | -                   | 91 <sup>a</sup>     | 90 (103)               | 78                             |
| Prenatal Care (in 1st trimester): Purchased Care | -                   | -                   | -                   | 91 <sup>a</sup> (54)   | 78                             |
| Percent Not Obese (adults): Direct Care          | 80 <sup>a</sup>     | -                   | 81 <sup>a</sup>     | 82 <sup>a</sup> (2462) | 69                             |
| Percent Not Obese (adults): Purchased Care       | 78 <sup>a</sup>     | -                   | 71                  | 72 (587)               | 69                             |
| Non-Smokers (adults): Direct Care                | 90                  | -                   | 93 <sup>a</sup>     | 91 <sup>a</sup> (2537) | 88                             |
| Non-Smokers (adults): Purchased Care             | 93 <sup>a</sup>     | -                   | 92                  | 93 <sup>a</sup> (613)  | 88                             |
| Counseled to Quit (adults): Direct Care          | 81                  | -                   | 67                  | 67 (308)               | -                              |
| Counseled to Quit (adults): Purchased Care       | -                   | -                   | -                   | 88 (39)                | -                              |

*a. Numbers in green significantly exceed the Healthy People 2020 goal (p< .05).*

*b. Numbers in red significantly fall short of the Healthy People 2020 goal (p< .05).*

*The number of responding beneficiaries for each type of care is in parentheses.*