

**OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE(HEALTH AFFAIRS) DEFENSE HEALTH AGENCY (DHA)
ACTIVE SURVEYS SPONSORED BY THE DHA DECISION SUPPORT DIVISION**

<i>Updated: 2 April 2019</i>						
SURVEY NAME	PURPOSE	Who takes part in the survey	How is it given	How long is the Survey	Contractor	DoD Report Control Symbol
Health Care Survey of DOD Beneficiaries (HCSDB)	Designed to collect data on beneficiary views of military health care delivery regarding satisfaction with health care, health status, use and source of care, insurance and attitudes and knowledge of TRICARE	TRICARE beneficiaries world-wide (adults and children) eligible for military health care	Ongoing Web (email invite to AD SM) & Mail survey fielded four times a year	70 multiple choice questions takes about 12-15 minutes to complete	Altarum Institute/ Ipsos	DD-HA(A) 1942
Joint Outpatient Experience Survey (JOES)	Based on, combines and standardizes three Services outpatient surveys: Army (AMEDD Provider level Satisfaction Survey- APLSS), BUMED (Patient Satisfaction Survey- PSS), and Air Force (Service Delivery Assessment-SDA). Designed to collect data on beneficiary views of outpatient care recently received within the direct care system.	TRICARE beneficiaries who had an outpatient visit within the direct care system during the survey reference period.	Ongoing Web (email invite to AD SM) & Mail survey fielded Monday thru Friday	27 multiple choice questions that takes about 8-10 minutes to complete	IPSOS	DD-HA(D)2598
Joint Outpatient Experience Survey - CAHPS (JOES-C)	Designed to collect data on beneficiary views of outpatient care recently received within the direct care system as well as within CONUS purchased care network. Modeled on Consumer Assessment of Health Providers and Systems (CAHPS- C clinician and group survey) to allow MHS to compare results to the civilian benchmarks.	TRICARE beneficiaries who had an outpatient visit within the direct or purchased care system during the survey reference period.	Ongoing Web (email invite to AD SM) & Mail survey fielded monthly	47 multiple choice questions that takes about 10-15 minutes to complete	IPSOS	DD-HA(D)2598
TRICARE Inpatient Satisfaction Survey (TRISS)	Designed to collect data on beneficiary views with their recent hospitalization experience. Assess satisfaction with healthcare services in an inpatient setting for Medical/Surgical and Childbirth services.	TRICARE beneficiaries who had an inpatient hospital stay within the direct or purchased care system during the survey reference period.	Ongoing Mail Telephone Interviews	40 multiple choice questions that takes about 10 minutes to complete	IPSOS	RCS: DD-HA(A) 2076

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Surveys of experiences with TRICARE Managed Care Support Contractors to include TRICARE Mail Order Pharmacy, TRICARE Dental Program, TRICARE Dual-Eligible Fiscal Intermediary Contract (Medicare claims processing), and the Regional Health Care Support Services contractors	Designed to collect data on beneficiary user satisfaction with MCSC services; part of performance incentive awards review	TRICARE beneficiaries who received purchased care services through one of these contractors during the survey period.	Ongoing Telephone Interviews each quarter	10 questions that takes 6 minutes to complete	Deloitte Consulting LLP / Zogby Analytics	RCS: DD-HA(M)2185
Survey of Civilian Provider Acceptance of TRICARE Select Survey - Providers (TSS-P) and TRICARE Select Survey - Beneficiaries (TSS-B)	4-year study designed to collect data on the number of providers who accept TRICARE Select patients, any new patients (of any insurer), new Medicare patients, the reasons for not accepting TRICARE Select or Medicare.	Randomly selected civilian physicians (MDs and Dos) and non-physician behavioral health providers in selected locations each year.	Ongoing Multi-mode Surveys	Provider Survey: 12 questions that take 5 minutes to complete. Beneficiary Survey: 90 questions that take 20 minutes to complete.	Altarum Institute/ IPSOS	OMB 0720-0031
TMA Opinion Research Panel	Designed to collect data on Active Duty Service members' satisfaction, views, concerns and issues about a variety of topics including access to care, access to specialty care, communications, expectations and other topics of importance to healthcare in the military. Surveys are distributed on a monthly basis with panel members participating in multiple surveys.	Active Duty Service Members in the United States.	Web based	8-10 multiple choice and open ended questions that should take around 10 minutes to complete	Deloitte Consulting LLP / Zogby Analytics	N/A
DHA Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey on Ambulatory Surgical Care	The CAHPS Surgical Care Survey asks patients to report on and rate their experiences with a surgeon and the surgeon's practice. The primary objectives of this study are to obtain patient feedback on each stage of ambulatory surgical care at multiple levels of the delivery system.	The sample will be drawn from a list of individuals (adults age 18 and older) who have received care from a given military treatment facility or purchased care claim during the specified time interval.	Telephone Interview	47 questions closed-ended questions which is estimated to take less than 15 minutes to complete	Deloitte Consulting LLP / Zogby Analytics	DD HA(A)2468

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<p>Survey of Military Parents of Children Diagnosed with Autism Spectrum Disorder</p>	<p>Designed to evaluate the usage of health care services and the effectiveness of the Autism Care Demonstration (ACD) by reaching out to the parents of children with autism spectrum disorder in the MHS.</p>	<p>Administered to MHS parents/guardians with a child under 18 years old with Autism Spectrum Disorder.</p>	<p>Participants invited to take survey through a postal mailing containing a hard copy of the Survey as well as instructions on how to login and complete the survey online.</p>	<p>90 multiple choice questions takes about 17-20 minutes to complete</p>	<p>Altarum Institute/ Ipsos</p>	<p>DD- HA(A)2368</p>
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