# MDR Customer Satisfaction Survey (CSS)

1. Source

Data capture system: TMA Contractor private system

1. Input Feed

The Customer Satisfaction Survey data feeds are SAS data sets transmitted monthly from the current TMA contractor.

1. Organization and Batching

CSS data in the MDR are organized into stand-alone calendar month SAS Data sets, based on appointment date. Three CSS feeds are placed in the MDR monthly: US feed, Europe feed and Latin America feed.

1. Filters

N/A

1. Field Transformations and Deletions for MDR Core Database

* Common Ben Cat is derived according to the following rules:
* If benegrp=DA, then Ben Cat Common=1; if benegrp=ACT or GRD, then Ben Cat Common=4; if benegrp=RET, then Ben Cat Common=2; Else, Ben Cat Common=3.
* Common Sponsor Service is derived according to the following rules:

If Patcat=A, then Sponsor Service Common=A; if Patcat=C, then Sponsor Service Common=C; if Patcat=F, then Sponsor Service Common=F; if Patcat=M, then Sponsor Service Common=M; if Patcat=N, then Sponsor Service Common=N; Else, Sponsor Service=Z.

* Medicare Flag is derived according to the following rules:
* If patient is 65 or over and is not active duty or guard, assign flag = Y; else assign flag = N
* Fiscal Year is derived from the Appointment Date (APPTDATE).
* Fiscal Month is derived from the Appointment Date (APPTDATE), zero-filled on the left.
* Calendar Year is derived from the Appointment Date (APPTDATE).

Calendar Month is derived from the Appointment Date (APPTDATE), zero-filled on the left.

1. Updating the Master Files

There are no planned updates to the files. In the event that a monthly file was defective, the entire file would be replaced with a repaired file sent by the TMA Contractor.

1. File Layout and Content

The table below reflects the fields as received in the feed and stored in the monthly MDR CSS files.

# MDR CSS Fields

| **Output Variable Name** | **SAS Name** | **Format** | **Length** | **Derivation** |
| --- | --- | --- | --- | --- |
| Age Group | AGEGRP | CHAR | 1 | No Derivation |
| Appointment Date | APPTDATE | CHAR | 7 | No Derivation |
| Beneficiary Group | BENEGRP | CHAR | 4 | No Derivation |
| Clinic Name | CLINNAME | CHAR | 50 | No Derivation |
| Intermediate Command | COMMID | CHAR | 2 | No Derivation |
| Treatment MTF | DMISID | CHAR | 4 | No Derivation |
| Family Member Prefix | FMP | CHAR | 2 | Recode to retain leading zero’s. |
| Gender | GENDER | CHAR | 1 | No Derivation |
| MEPRS 3 Code | MEPRS3 | CHAR | 3 | No Derivation |
| MEPRS 4 Code | MEPRS4 | CHAR | 4 | No Derivation |
| Treatment MTF Name | MTFNAME | CHAR | 36 | No Derivation |
| Treatment MTF Type | MTFTYPE | CHAR | 1 | No Derivation |
| Sponsor Branch of Service | PATCAT | CHAR | 1 | No Derivation |
| Q1 | Q1 | NUM | 8 | No Derivation |
| Q2 | Q2 | NUM | 8 | No Derivation |
| Q3A | Q3A | NUM | 8 | No Derivation |
| Q3B | Q3B | NUM | 8 | No Derivation |
| Q3C | Q3C | NUM | 8 | No Derivation |
| Q3D | Q3D | NUM | 8 | No Derivation |
| Q3E | Q3E | NUM | 8 | No Derivation |
| Q3F | Q3F | NUM | 8 | No Derivation |
| Q3G | Q3G | NUM | 8 | No Derivation |
| Q3H | Q3H | NUM | 8 | No Derivation |
| Q3I | Q3I | NUM | 8 | No Derivation |
| Q3J | Q3J | NUM | 8 | No Derivation |
| Q4 | Q4 | NUM | 8 | No Derivation |
| Q5 | Q5 | NUM | 8 | No Derivation |
| Q6 | Q6 | NUM | 8 | No Derivation |
| Q7 | Q7 | NUM | 8 | No Derivation |
| Q8 | Q8 | NUM | 8 | No Derivation |
| Q9 | Q9 | NUM | 8 | No Derivation |
| Q10A | Q10A | NUM | 8 | No Derivation |
| Q10B | Q10B | NUM | 8 | No Derivation |
| Q10C | Q10C | NUM | 8 | No Derivation |
| Q11 | Q11 | NUM | 8 | No Derivation |
| Q12 | Q12 | NUM | 8 | No Derivation |
| Q13A | Q13A | NUM | 8 | No Derivation |
| Q13B | Q13B | NUM | 8 | No Derivation |
| Q13C | Q13C | NUM | 8 | No Derivation |
| Q13D | Q13D | NUM | 8 | No Derivation |
| Q14 | Q14 | NUM | 8 | No Derivation |
| Q15 | Q15 | NUM | 8 | No Derivation |
| Q16 | Q16 | NUM | 8 | No Derivation |
| Q17 | Q17 | NUM | 8 | No Derivation |
| Rank | RANKGRP | CHAR | 1 | No Derivation |
| Treatment MTF Region | REGION | CHAR | 2 | No Derivation |
| Treatment MTF Service | SERVICE | CHAR | 1 | No Derivation |
| Weight | WEIGHT | NUM | 8 | No Derivation |
| Parent DMISID | PDMISID | CHAR | 4 | No Derivation |
| Ben Cat Common | COMBEN | CHAR | 1 | Derived from BENEGRP. See derivation rules above. |
| Sponsor Service Common | COMSVC | CHAR | 1 | Derived from PATCAT. See derivation rules above. |
| Medicare Flag | MEDFLAG | CHAR | 1 | Derived from AGRGRP and BENEGRP. See derivation rules above. |
| FY | FY | CHAR | 4 | Derived from APPTDATE |
| FM | FM | CHAR | 2 | Derived from APPTDATE |
| CY | CY | CHAR | 4 | Derived from APPTDATE |
| CM | CM | CHAR | 2 | Derived from APPTDATE |

1. Refresh Frequency

MDR CSS files are never refreshed.

1. Data Marts

MHS Mart (see separate M2 Functional Specification Documents for details.)