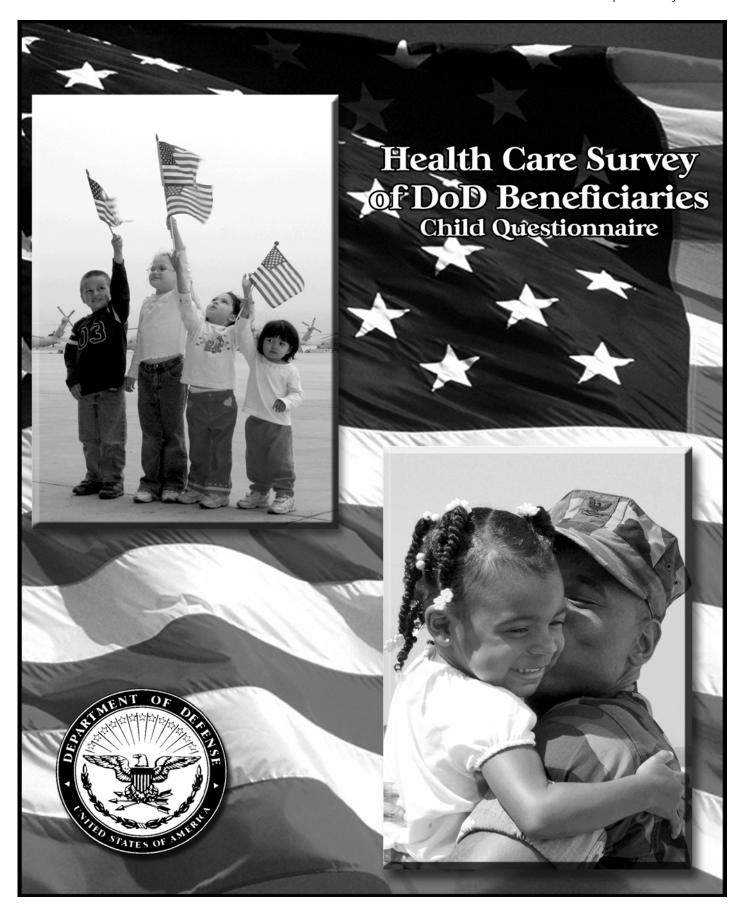
RCS: DD-HA(A) 1942 Expires: 25 July 2006



E597-13 AUGUST 2005

YOUR PRIVACY

All information that would let someone identify you or your family will be kept private. Providing information in this questionnaire is voluntary. There is no penalty if you choose not to respond. You may notice a number on the last page of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

According to the Privacy Act of 1974 (Public Law 93-579), the Department of Defense is required to inform you of the purposes and use of this survey. Please read it carefully.

Authority: 10 U.S.C., Chapter 55; Section 706, Public Law 102-484; E.O. 9397.

Purpose: This survey helps health policy makers gauge beneficiary satisfaction with the current military health care system and provides valuable input from beneficiaries that will be used to 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.

SURVEY INSTRUCTIONS

Answer <u>all</u> 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 → Go to Question 1

Please return the completed questionnaire in the enclosed postage-paid envelope within <u>seven days</u>. If you have misplaced the envelope, our address is:

Office of the Assistant Secretary of Defense (Health Affairs) c/o Synovate Survey Processing Center PO Box 5030 Chicago, IL 60680-4138

SURVEY STARTS HERE

As an eligible TRICARE beneficiary, <u>please complete this</u> survey even if your child did not receive your health care from a military facility.

Please answer the questions for the child whose name appears on the envelope. Please do not answer for any other children.

1.	-	you an adult responsible for the child listed on envelope?				
		Yes→ Go to Question 2 No → Please give this questionnaire to a person responsible for that child.				
2.	your	which of the following health care plans was child covered in the last 12 months? MARK THAT APPLY.				
	Milita	ary Health Plans				
		TRICARE Prime				
		TRICARE Extra or Standard (CHAMPUS)				
	Civili	an Health Plans				
		Federal Employees Health Benefit Program (FEHBP)				
		Medicaid				
		A civilian HMO (such as Kaiser)				
		Other civilian health insurance (such as Blue				
		Cross) Uniformed Services Family Health Plan (USFHP)				
		Not sure				
		My child was not covered by any health plan in the last 12 months				

3.		health plan did you use for all or most of your health care in the last 12 months? MARK DNE.	5. In the last 12 months, what type of facility did your child go to most often for health care? Select the facility your child used most often.			
	Milita	nry Health Plans	Please	wer.		
		TRICARE Prime TRICARE Extra or Standard (CHAMPUS)		A military facility -	 This includes: Military clinic Military hospital PRIMUS clinic 	
	_	an Health Plans	П	A civilian facility -	NAVCARE clinic This includes:	
	Ц	Federal Employees Health Benefit Program (FEHBP)		A Civillati facility –	Civilian doctor's office Civilian clinic	
		Medicaid A civilian HMO (such as Kaiser)			Hospital Civilian TRICARE contractor	
		Other civilian health insurance (such as Blue Cross)		Uniformed Service Plan facility (USI	ces Family Health FHP)	
		Uniformed Services Family Health Plan (USFHP)		My child went to facilities in the la	none of the listed types of st 12 months.	
		Not sure				
		My child did not use any health plan in the	YOUR	CHILD'S PERSON	AL DOCTOR OR NURSE	
		last 12 months nainder of this questionnaire, the term health to the plan you marked in Question 3.	<u>not</u> includ overnight	e care your child go	your child's health care. Do by when he or she stayed but include the times your ts.	
4.		e last 12 months, how many months <u>in a row</u> your child in this health plan?	who doo	knows your child	urse is the health provider best. This can be a general ctor, a nurse practitioner, or a	
		Less than 2 months 2 - 6 months 7 - 12 months	per: thai	sonal doctor or nur	on you think of as your child's se? If your child has more tor or nurse, choose the most often.	
	П	Not enrolled in a health plan in the last 12 months		Yes No → Go to	o Question 9	
			I			

7.	Using any number from 0 to 10, where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible, what number would you use to rate your child's personal doctor or nurse? O Worst personal doctor or nurse possible	11.	Does your child have <u>any medical, behavioral or other health conditions</u> that have lasted for more than 3 months? ☐ Yes ☐ No → Go to Question 14
	□ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7	12.	Does your child's personal doctor or nurse understand how these medical, behavioral or other health conditions affect your child's day-to-day life? Yes No
	 8 9 10 Best personal doctor or nurse possible My child doesn't have a personal doctor or nurse. 	13.	Does your child's personal doctor or nurse understand how your child's medical, behavioral or other health conditions affect your family's day-to-day life? Yes No
8.	Did you have the same personal doctor or nurse before you joined this health plan? ☐ Yes → Go to Question 10 ☐ No	14.	For members of TRICARE Prime, the primary point of contact regarding your child's health is called a primary care manager or PCM. This may be the same person as your child's personal doctor or nurse. Does your child have a TRICARE primary
9.	Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with? A big problem A small problem Not a problem		care manager? Yes → Go to Question 15 No → Go to Question 18 I don't know → Go to Question 18 My child is not enrolled in TRICARE Prime → Go to Question 18
10.	In the last 12 months, did your child's personal doctor or nurse talk with you about how your child is feeling, growing or behaving? Yes No	15.	Do you know the name of your child's TRICARE primary care manager? ☐ Yes ☐ No ☐ My child doesn't have a TRICARE primary care manager → Go to Question 18

In the last 12 months, how much of a problem was it for your child to see his or her TRICARE primary care manager?	19.	In the last 12 months, how much of a problem, if any, was it to see a specialist that your child needed to see?
 A big problem A small problem Not a problem My child doesn't have a TRICARE primary care manager. → Go to Question 18 	20.	 □ A big problem □ A small problem □ Not a problem □ My child didn't need to see a specialist in the last 12 months.
Is your child's TRICARE Prime primary care manager (PCM) based in a military or civilian facility?		specialist? ☐ Yes ☐ No → Go to Question 23
 □ A primary care manager based at a military facility □ A primary care manager based at a civilian facility □ Not sure □ Not a member of TRICARE Prime 	21.	We want to know your rating of the <u>specialist your child saw most often</u> in the last 12 months. Using <u>any number from 0 to 10</u> , where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate your child's specialist?
you answer the next questions, do not include	22.	□ 0 Worst specialist possible □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 □ 10 Best specialist possible □ My child didn't see a specialist in the last 12 months In the last 12 months, was the specialist your child saw most often the same doctor as your child's personal doctor? □ Yes □ No □ My child doesn't have a personal doctor or didn't need to see a specialist in the last 12
	it for your child to see his or her TRICARE primary care manager? A big problem A small problem Not a problem My child doesn't have a TRICARE primary care manager. → Go to Question 18 Is your child's TRICARE Prime primary care manager (PCM) based in a military or civilian facility? A primary care manager based at a military facility A primary care manager based at a civilian facility Not sure Not a member of TRICARE Prime ETTING HEALTH CARE FROM A SPECIALIST you answer the next questions, do not include I visits. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of health care. In the last 12 months, did you or a doctor think your child needed to see a specialist? Yes	it for your child to see his or her TRICARE primary care manager? A big problem A small problem Not a problem My child doesn't have a TRICARE primary care manager. → Go to Question 18 20. Is your child's TRICARE Prime primary care manager (PCM) based in a military or civilian facility? A primary care manager based at a military facility A primary care manager based at a civilian facility Not sure Not a member of TRICARE Prime ETTING HEALTH CARE FROM A SPECIALIST you answer the next questions, do not include I visits. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of health care. In the last 12 months, did you or a doctor think your child needed to see a specialist? Yes No. → Co to Question 20

YOUR CHILD'S HEALTH CARE IN THE LAST 12 MONTHS

23.	In the last 12 months, did you call a doctor's office or clinic during regular office hours to get help or advice for your child? Yes	assistant, a nurse, or anyone else your child would see for health care. In the last 12 months, not counting the times you needed health care right away, did you make any appointments for your child with a doctor or other health provider for health care?
	□ No → Go to Question 25	☐ Yes ☐ No → Go to Question 29
24.	In the last 12 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?	28. In the last 12 months, not counting times you needed health care right away, how often did your child get an appointment for health care as soon as you wanted?
	 Never Sometimes Usually Always I didn't call for help or advice for my child during regular office hours in the last 12 months. 	 □ Never □ Sometimes □ Usually □ Always □ My child didn't need an appointment in the last 12 months. 29. In the last 12 months, how many times did your child go to an emergency room?
25.	In the last 12 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office? ☐ Yes ☐ No → Go to Question 27	 None 1 2 3 4 5 to 9 10 or more
26.	In the last 12 months, when your child <u>needed care</u> <u>right away</u> for an illness, injury, or condition, how often did your child get care as soon as you wanted?	30. In the last 12 months (not counting times your child went to an emergency room), how many times did you child go to a <u>doctor's office or clinic</u> ?
	 □ Never □ Sometimes □ Usually □ Always □ My child didn't need care right away for an illness, injury, or condition in the last 12 months. 	 None → Go to Question 51 1 2 3 4 5 to 9 10 or more

27.

A <u>health provider</u> could be a general doctor, a specialist doctor, a nurse practitioner, a physician

31.		child needed any care, tests, or treatment?	30.	your	child's doctor's office or clinic treat you and child with courtesy and respect?
		Yes			
32.	☐ In th	No → Go to Question 33 e last 12 months, how much of a problem, if any,			Never Sometimes
J2.	was	it to get the care, tests or treatment you or a or believed necessary?			Usually Always
		A big problem		Ш	My child had no visits in the last 12 months.
		A small problem			
	Ц	Not a problem	37.		e last 12 months, how often were office staff at child's doctor's office or clinic as helpful as you
		My child had no visits in the last 12 months.			ght they should be?
33.		e last 12 months, did you need approval from child's health plan for any care, tests, or			Never Sometimes
	•	ment?			Usually
					Always
		Yes			My child had no visits in the last 12 months.
		No → Go to Question 35			,
34.		e last 12 months, how much of a problem, if any, edelays in health care while you waited for	38.		e last 12 months, how often did your child's ors or other health providers <u>listen carefully to</u> ?
	appr	oval from your child's health plan?			Never
	П	A big problem			Sometimes
	\Box	A small problem			Usually
	\Box	Not a problem			Always
		My child had no visits in the last 12 months.			My child had no visits in the last 12 months.
		iviy criiid fidd fio visits iif the last 12 months.			
35.	to th	e last 12 months, how often was your child taken e exam room <u>within 15 minutes</u> of his or her bintment?	39.	doct	e last 12 months, how often did your child's ors or other health providers <u>explain things</u> in a you could understand?
		Never			Never
		Sometimes			Sometimes
		Usually			Usually
		Always			Always
		My child had no visits in the last 12 months.			My child had no visits in the last 12 months.

40.	In the last 12 months, how often did your child's doctors or other health providers show respect for what you had to say?	45.	In the last 12 months, how often did your child's doctors or other health providers <u>make it easy</u> for you to discuss your questions or concerns?
	□ Never□ Sometimes□ Usually□ Always		□ Never□ Sometimes□ Usually□ Always
41.	 My child had no visits in the last 12 months. Is your child able to talk with doctors about his or her health care? Yes No → Go to Question 43 My child had no visits in the last 12 months. 	46.	In the last 12 months, how often did you get the specific information you needed from your child's doctors or other health providers? Never Sometimes Usually
42.	In the last 12 months, how often did doctors or other health providers explain things in a way your	47.	In the last 12 months, how often did you have your questions answered by your child's doctors or
	child could understand? ☐ Never ☐ Sometimes ☐ Usually ☐ Always ☐ My child had no visits in the last 12 months or my child is not old enough to understand		other health providers? Never Sometimes Usually Always
43.	In the last 12 months, how often did doctors or other health providers spend enough time with your child? Never Sometimes Usually Always		rant to know how you, your child's doctors and other providers make decisions about your child's health In the last 12 months, were any decisions made about your child's health care? ☐ Yes ☐ No → Go to Question 50
44.	My child had no visits in the last 12 months. In the last 12 months, did you have any questions or concerns about your child's health or health care? ☐ Yes ☐ No → Go to Question 48	49.	When decisions were made in the last 12 months, how often did your child's doctors or other health providers involve you as much as you wanted? Never Sometimes Usually
	IND 7 GO TO QUESTION 48		■ Always

50.			<u>rnumber from 0 to 10</u> , where 0 is the Ith care possible and 10 is the best t		SPECIALIZED SERVICES			
			ible, what number would you use to					
			nild's health care in the last 12 month		54.	special med child, such	2 months, did you get or try to get any lical equipment or devices for your as a walker, wheelchair, nebulizer,	
		0	Worst health care possible			feeding tube	es, or oxygen equipment?	
		1				□ Yes		
		2				□ No	→ Go to Question 57	
		3						
		4			55.		2 months, how much of a <u>problem</u> , if	
		5				any, was it t your child?	o get special medical equipment for	
		6				_		
		7				_ `	problem	
		8				_	all problem	
		9				■ Not a	problem→Go to Question 57	
			Best health care possible					
			child had no visits in the last 12 mc	nths	56.	Did anyone	from your child's health plan, doctor's	
	_	iviy	office flow visits in the fast 12 me	711(13.		office or cli	nic <u>help you</u> with this problem?	
5 4						☐ Yes		
51.	dayca		ild now enrolled in any kind of school	oi or		□ No		
		Yes						
	Ц	No	→ Go to Question 54		57.	special ther	2 months, did you get or try to get apy for your child, such as physical, al, or speech therapy?	
52.	In the	lact	12 months, did you need your child	/c		_	ar, or speech therapy:	
32.			r other health providers to <u>contact</u> a	5		☐ Yes		
	scho	ol or	daycare center about your child's he care?	ealth		□ No →	Go to Question 60	
	П	Yes						
		No	→ Go to Question 54		58.		2 months, how much of a <u>problem</u> , if o get special therapy for your child?	
						☐ A big	problem	
53.	In the	e last	12 months, did you get the help you	ı		☐ A sma	all problem	
	need	ed fro	om your child's doctors or other hea	lth		☐ Not a	problem→ Go to Question 60	
	provi dayca		in contacting your child's school or					
		Yes			59.		from your child's health plan, doctor's	
		No				office or cli	nic <u>help you</u> with this problem?	
						☐ Yes		
						□ No		

 A big problem A small problem Not a problem I didn't look for information from my child's health plan in the last 12 months.
 67. In the last 12 months, did you call your health plan's <u>customer service</u> to get information or help for your child? ☐ Yes ☐ No → Go to Question 69
 In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service. A big problem A small problem Not a problem I didn't call my child's health plan's customer service in the last 12 months.
 69. In the last 12 months, did you have to fill out any paperwork for your child's health plan? ☐ Yes ☐ No → Go to Question 71
70. In the last 12 months, how much of a problem, if any, did you have with paperwork for your child's health plan?
 □ A big problem □ A small problem □ Not a problem □ I didn't have any experience with paperwork for my child's health plan in the last 12 months.

71.	Using <u>any number from 0 to 10</u> , where 0 is the worst health plan possible and 10 is the best health plan	ABOUT YOUR CHILD AND YOU			
	possible, what number would you use to rate your child's health plan? O Worst health plan possible	Information in this section will be used to study how different kinds of people view our health care system. This information will <u>not</u> be used to identify you or your			
	□ 1 □ 2 □ 3	child personally. 75. In general, how would you rate <u>your child's overall health</u> now?			
	 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 	☐ Excellent ☐ Very good ☐ Good ☐ Fair ☐ Poor			
	□ 10 Best health plan possible	76. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)? Yes			
	PRESCRIPTION MEDICATIONS	☐ No → Go to Question 79			
72.	In the last 12 months, did your child get a prescription for medicine or did you refill a prescription for your child? ☐ Yes ☐ No → Go to Question 75	 77. Is this because of any medical, behavioral or other health condition? ☐ Yes ☐ No → Go to Question 79 			
73.	In the last 12 months, how much of a <u>problem</u> , if any, was it to get your child's prescription medicine? ☐ A big problem ☐ A small problem ☐ Not a problem → Go to Question 75	 78. Is this a condition that has lasted or is expected to last for at least 12 months? Yes No 79. Does your child need or use more medical care, 			
74.	Did anyone from your child's health plan, doctor's	mental health or educational services than is usual for most children of the same age? Yes			
	office or clinic <u>help you</u> with this problem? ☐ Yes ☐ No	 No → Go to Question 82 80. Is this because of any medical, behavioral or other health condition? Yes No → Go to Question 82 			

81.	Is this a condition that has lasted or is expected to last for at least 12 months?	89.	Has this problem lasted or is it expected to last for at least 12 months?
	☐ Yes		☐ Yes
	□ No		□ No
82.	Is your child <u>limited or prevented</u> in any way in his or her ability to do the things most children of the same age can do? ☐ Yes ☐ No → Go to Question 85	90.	Does your child receive any services under the Program for Persons with Disabilities (PFPWD) or Extended Care Health Option (its replacement, ECHO), Individual Case Management Program for Persons with Extraordinary Conditions (ICMP-PEC), or Custodial Care Transition Policy (CCTP)? MARK ALL THAT APPLY.
83.	Is this because of any medical, behavioral or other health condition? Yes		 □ PFPWD or ECHO→ Go to Question 92 □ ICMP-PEC→ Go to Question 92 □ CCTP→ Go to Question 92
	☐ No → Go to Question 85		□ CCTP→ Go to Question 92□ None of these programs
84.	Is this a condition that has lasted or is expected to last at least 12 months? Yes No	91.	Does your child have a physical, emotional, developmental or intellectual disorder that requires care from a medical specialist, therapy, education, training or counseling? ☐ Yes ☐ No → Go to Question 93
85.	Does your child need or get <u>special therapy</u> , such as physical, occupational or speech therapy? ☐ Yes ☐ No → Go to Question 88	92.	Is your family enrolled in the Exceptional Family Member Program (EFMP)? Yes No
86.	Is this because of any medical, behavioral or other health condition? Yes	93. Fx:	How tall is your child without his/her shoes on? Directions: Write your child's height in the shaded blank boxes. Check the box next to the matching number. ample:
	☐ No → Go to Question 88		Height Height Feet Inches Feet Inches
87.	Is this a condition that has lasted or is expected to last for at least 12 months? Yes No		4 6 □1 □0 □2 □1 □3 □2 ☑4 □3 □5 □4 □6 □5
88.	Does your child have any kind of emotional, developmental or behavioral problem for which he or she needs or gets <u>treatment or counseling</u> ?		□6 □5 □7 □6 □7 □6 □7 □7 □8 □8 □9 □9
	YesNo → Go to Question 90		□10 □10
	INO # GO to Question 70		

	Shoes on? Directions: Write your child's weight in the shaded blank boxes. Check the box next to the matching number.							er Iank		On how many of the past 7 days did your child participate in physical activity for at least 30 minutes that <u>did not</u> make him/her sweat or breathe hard, such as fast walking, slow bicycling, skating, pushing a lawn mower, or mopping floors?
	Examp	ole:								□ 0 days
	Weight We				Weight				□ 0 days □ 1 day	
	Pounds					Pounds	;			☐ 2 days
	0	6	0							☐ 3 days
	☑0	□0	☑0		□0	□0	□0			4 days
	□1	□1	□1		□1	□1	□1			☐ 5 days
	□2	□2	□2		□2	□2	□2			☐ 6 days
	□3	□3	□3		□3	□3	□3			☐ 7 days
		□4	□4			□4	□4			
		□5	□5			□5	□5		97.	In the past 7 days, how many hours did your child
		☑6	□6			□6	□6			watch TV, including television programs, DVDs and videos?
		□7	□7			□7	□7			
		□8	□8			□8	□8			☐ My child did not watch any TV
		□9	□9			□9	□9			Less than 1 hour a day
										1 or more hours per day but less than 2 hours per day
95	exe	how mar rcise or p	participa	ate in	physic	al activi	ty for a	t		2 or more hours per day but less than 3 hours per day
	brea	st 20 min athe hard mming la	d, such	as ba	sketbal	I, socce	r, runni	ng,		3 or more hours per day but less than 4 hours per day
		ilar aerol				iot danc	Jii 19, 01			4 or more hours per day but less than 5 hours per day
		0 days								5 or more hours per day
	☐ 1 day									, , , , , , , , , , , , , , , , , , ,
	☐ 2 days									
		3 days								
	4 days									
		5 days 6 days								
		7 days								
	uays									

98.	In the past 7 days, not including time spent watching TV, how many hours did your child spend playing video games, or using the computer?	101.	When riding a bicycle during the past 12 months, how often did your child wear a helmet?
	☐ My child did not play video games, or use the computer		□ Never □ Rarely
	Less than 1 hour a day		Sometimes
	1 or more hours per day but less than 2 hours per day		☐ Most of the time☐ Always
	2 or more hours per day but less than 3 hours per day		My child did not ride a bicycle in the last 12 months
	3 or more hours per day but less than 4 hours per day	102.	When rollerblading or riding a skateboard during
	4 or more hours per day but less than 5 hours per day		the past 12 months, how often did your child wear a helmet?
	5 or more hours per day		
			□ Never
			☐ Rarely
99.	In the past 7 days, how many times did your child eat fast food? Fast food is the kind of food served		Sometimes Mach of the stimes
	at the following or similar types of restaurants:		✓ Most of the time✓ Always
	McDonald's, Burger King, Wendy's, Dairy Queen, Hardee's, Jack in the Box, KFC, Popeye's, Taco		☐ My child did not rollerblade or ride a
	Bell.		skateboard in the last 12 months
	□ Never	103.	How old is your child?
	□ 1 or 2 times		Directions: Write your child's age in the shaded blank
	☐ 3 or 4 times		boxes. Check the box next to the matching number.
	5 or 6 times		Example:
	7 or more times		Age Age
			1 0 □0 □0 □0
100.	When riding a car during the past 12 months, how		
	often did your child wear a seatbelt or ride in a		
	child safety seat?		
	□ Never		□4 □4 □4 □5
	Rarely		
	☐ Sometimes		
	☐ Most of the time		
	☐ Always		□9 □9
	My child did not ride in a car in the last 12		
	months		

104		Male Female It is the highest grade or level of school that have completed? 8th grade or less
10		have <u>completed</u> ? 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
110	. How	are you related to the policyholder?
		I am the policyholder Spouse or partner of policyholder Child of policyholder Other family member Friend Someone else (please print):
11	. How	v are you related to the child?
		Mother or father Grandparent Aunt or uncle Older sibling Other relative Legal guardian
	-	110. How

If you have any suggestions or comments that you would like to add, please neatly print your comments
in question 112 on the lines provided. If you would like someone from DoD to contact you, please provide us with your name and address.
112. SUGGESTIONS AND COMMENTS:

112. SUGGESTIONS AND COMMENTS:				

THANK YOU FOR TAKING THE TIME TO COMPLETE THE SURVEY! Your generous contribution will greatly aid efforts to improve the health of our military community.

Return your survey in the postage-paid envelope. If the envelope is missing, please send to:

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