**20 September, 2021**

# Joint Outpatient Experience - Consumer Assessment of Health Providers and Systems (JOES-C) for the

# MHS Data Repository (MDR)

## Current Specification

**Revision History**

| Version | Date | Originator | Para/Tbl/Fig | Description of Change |
| --- | --- | --- | --- | --- |
| 1.01.00 | 09/13/2021 | C. Battick | * Entire document | * Baseline |

# Joint Outpatient Experience Survey CAHPS (JOES-C) for the MHS Data Repository (MDR)

1. Source

Data capture system: Joint Outpatient Experience - Consumer Assessment of Health Providers and Systems (JOES-C)

1. Transmission (Format and Frequency)

The JOES-C survey is administered monthly. The data will be delivered once a quarter to the MDR as cumulative fiscal year file.

1. Receiving Filters

JOES-C survey files are updated on a quarterly basis. The final yearly file will contain 12 months of data.

1. Data Manipulation

The following fields are appended to the JOES-C dataset:

Age group (AGEGROUP)

1. Record Layout and Content

| Field | Type | Source Variable | SAS Name | Transformation |
| --- | --- | --- | --- | --- |
| Alternate Care Value | Char(1) | ACV | ACV | Consolidated small ACV codes to ‘Y’ for privacy |
| MDR Age Group | Char(2) | Patient\_Age | AGEGRP | Derived from Patient Age |
| Appointment Duration | Char(5) | APPT\_DUR | APPT\_DUR | No transformation |
| Appointment Status | Char(10) | APPTSTAT\_R | APPTSTAT\_R | No transformation |
| Appointment Type | Char(6) | APPTTYPE\_R | APPTTYPE\_R | No transformation |
| Appointment Care Type | Char(3) | APPT\_CARE\_TYPE | APPT\_CARE\_TYPE | No transformation |
| DEERS Beneficiary Category | Char(3) | BENCAT | BENCAT | Consolidated small Bencats to Unknown for privacy |
| Reporting Beneficiary Category | Char(2) | BENCAT\_4REP | BENCAT\_4REP | No transformation |
| Category of Type of Care | Char(1) | CARE\_CATEGORY | CARE\_CATEGORY | No transformation |
| PCM Team | Char(30) | CHCS\_GROUP | CHCS\_GROUP | No transformation |
| Health Care Delivery Program Code, Raw | Char(3) | CHCSHCDP | CHCSHCDP | No transformation |
| CHCS Host DMISID | Char(4) | CHCSHOST | CHCSHOST | No transformation |
| Appointment Clinic | Char(30) | CLINIC\_NAME | CLINIC\_NAME | No transformation |
| Encounter Date | Char(6) | ENCOUNTER\_DATE\_R | ENCOUNTER\_DATE\_R | No transformation |
| Enrolling DMISID=Treatment DMISID | Char(2) | MTF, ENRDMIS1 | ENR\_FLAG | Derived flagged when mtf = enrdmis1 |
| Enrollment Region | Char(1) | ENRREG | ENRREG | No transformation |
| Enrollment Service | Char(1) | ENRSVC | ENRSVC | No transformation |
| ER Indicator | Char(1) | ER | ER | No transformation |
| Facility Name | Char(42) | FACILITY\_NAME | FACILITY\_NAME | No transformation |
| Service of MTF | Char(1) | FACILITY\_SERVICE | FACILITY\_SERVICE | No transformation |
| Mailout Group Number | Char(4) | GROUP | GROUP | No transformation |
| Provider HIPAA Taxonomy | Char(10) | HIPAAPRV | HIPAAPRV | No transformation |
| Date mailed | Num(8) | MAIL\_DATE | MAIL\_DATE | No transformation |
| DMIS ID Command | Char(8) | MAJCMND | MAJCMND | No transformation |
| Marital Status | Char (1) | MARITAL | MARITAL | No transformation |
| Medicare Eligibility | Char (1) | MEDELIG | MEDELIG | No transformation |
| Clinic Type | Char(2) | MEPRS\_CATEGORY | MEPRS\_CATEGORY | No transformation |
| 3 digit MEPRS | Char(4) | MEPRS3 | MEPRS3 | No transformation |
| Survey Mode | Char(2) | MODE | MODE | No transformation |
| Treatment DMISID | Char(4) | MTF | MTF | No transformation |
| Parent DMIS | Char(4) | PARENT\_DMIS | PARENT\_DMIS | No transformation |
| Patient Category | Char(3) | PATCAT | PATCAT | No transformation |
| Product Line | Char(7) | PRODLINE | PRODLINE | No transformation |
| Provider Flag | Char(1) | PROVFLAG | PROVFLAG | No transformation |
| Provider Group = PCM Group | Char(1) | PROVGRP\_IS\_PCMGRP | PROVGRP\_IS\_PCMGRP | No transformation |
| Appointment Provider = PCM | Char(1) | PROVISPCM | PROVISPCM | No transformation |
| Provider Specialty | Char(3) | PROVSPEC | PROVSPEC | No transformation |
| What is your age? | Char(1) | QAGEGRPv1 | QAGEGRPv1 | No transformation |
| Did someone help you complete this survey? | Char(1) | QASSISTv1 | QASSISTv1 | No transformation |
| Using any number from 0 to 10 where 0 is the worst benefits possible and 10 is the best benefits possible, what number would you use to rate TRICARE Standard/Extra benefits? | Char(2) | QBENRATEv1 | QBENRATEv1 | No transformation |
| Using any number from 0 to 10 where 0 is the worst benefits possible and 10 is the best benefits possible, what number would you use to rate TRICARE Standard/Extra benefits? REPLACED QBENRATEv1 STARTING WITH QUESTIONNAIRE VERSION 2003/3003. | Char(2) | QBENRATEv2 | QBENRATEv2 | No transformation |
| In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be? | Char(1) | QDESKHELPv1 | QDESKHELPv1 | No transformation |
| In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect? | Char(1) | QDESKRESPECTv1 | QDESKRESPECTv1 | No transformation |
| What is the highest grade or level of school that you have completed? | Char(1) | QEDUCATIONv1 | QEDUCATIONv1 | No transformation |
| In the last 6 months, how often did this provider explain things in a way that was easy to understand? | Char(1) | QFREQEASYv1 | QFREQEASYv1 | No transformation |
| In the last 6 months, how often did you and someone from this provider’s office talk about all the different prescription medicines you were taking? | Char(1) | QFREQPREMEDv1 | QFREQPREMEDv1 | No transformation |
| Are you male or female? | Char(1) | QGENDERv1 | QGENDERv1 | No transformation |
| How much do you agree or disagree with the following statement: In general, I am able to see my provider when needed. | Char(1) | QGENERAL\_3 | QGENERAL\_3 | No transformation |
| How much do you agree or disagree with the following statement: In general, I am able to see my provider when needed. REPLACED QGENERAL\_3 STARTING WITH QUESTIONNAIRE VERSION 2003/3003. | Char(1) | QGENERAL\_3v2 | QGENERAL\_3v2 | No transformation |
| Are you of Hispanic or Latino origin or descent? | Char(1) | QHISPANICv1 | QHISPANICv1 | No transformation |
| In the last 6 months, did someone from this provider’s office talk with you about specific goals for your health? NEW STARTING WITH QUESTIONNAIRE VERSION 2005/3005. | Char(1) | QHLTHGOALSv1 | QHLTHGOALSv1 | No transformation |
| How long have you been going to this provider? | Char(1) | QLENPROv1 | QLENPROv1 | No transformation |
| In the last 6 months, how often did this provider listen carefully to you? | Char(1) | QLISTENv1 | QLISTENv1 | No transformation |
| In the last 6 months, how often did this provider seem to know the important information about your medical history? | Char(1) | QMEDHISTv1 | QMEDHISTv1 | No transformation |
| In the last 6 months, did you contact this provider's office with a medical question during regular office hours? | Char(1) | QMEDQREGv1 | QMEDQREGv1 | No transformation |
| In the last 6 months, how many times did you visit this provider to get care for yourself? | Char(1) | QNUMVISITv1 | QNUMVISITv1 | No transformation |
| In the last 6 months, did this provider order a blood test, x-ray or other test for you? | Char(1) | QORDERTESTv1 | QORDERTESTv1 | No transformation |
| Overall, how satisfied or dissatisfied are you with the health care you received during the last 6 months? | Char(1) | QOVRLSATv1 | QOVRLSATv1 | No transformation |
| Overall, how satisfied or dissatisfied are you with the health care you received during the last 6 months? REPLACED QOVRLSATv1 STARTING WITH QUESTIONNAIRE VERSION 2003/3003. | Char(1) | QOVRLSATv2 | QOVRLSATv2 | No transformation |
| In general, how would you rate your overall health? | Char(1) | QPATHEALTHv1\_1 | QPATHEALTHv1\_1 | No transformation |
| In general, how would you rate your overall mental or emotional health? | Char(1) | QPATHEALTHv1\_2 | QPATHEALTHv1\_2 | No transformation |
| In the last 6 months, did you make an appointment with this provider's office by phone? | Char(1) | QPHNAPPTv1 | QPHNAPPTv1 | No transformation |
| In the last 6 months, when you made an appointment by phone how would you rate the ease of making this appointment? | Char(1) | QPHNEASEv1 | QPHNEASEv1 | No transformation |
| Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate your health care? | Char(2) | QPLANRATEv1 | QPLANRATEv1 | No transformation |
| In the last 6 months, did you take any prescription medicine? | Char(1) | QPREMEDv1 | QPREMEDv1 | No transformation |
| Using any number from 0 to 10 where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate TRICARE Prime? | Char(2) | QPRIMERATEv1 | QPRIMERATEv1 | No transformation |
| Using any number from 0 to 10 where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your TRICARE health plan? REPLACED QPRIMERATEv1 STARTING WITH QUESTIONNAIRE VERSION 2003/3003. | Char(2) | QPRIMERATEv2 | QPRIMERATEv2 | No transformation |
| Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider? | Char(2) | QPRORATEv1 | QPRORATEv1 | No transformation |
| Would you recommend this provider to your family and friends? | Char(1) | QPRORECv1 | QPRORECv1 | No transformation |
| What is your race? White | Char(1) | QRACEv1\_1 | QRACEv1\_1 | No transformation |
| What is your race? Black or African American | Char(1) | QRACEv1\_2 | QRACEv1\_2 | No transformation |
| What is your race? Asian | Char(1) | QRACEv1\_3 | QRACEv1\_3 | No transformation |
| What is your race? Native Hawaiian or other Pacific Islander | Char(1) | QRACEv1\_4 | QRACEv1\_4 | No transformation |
| What is your race? American Indian or Alaskan Native | Char(1) | QRACEv1\_5 | QRACEv1\_5 | No transformation |
| In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day? | Char(1) | QREGANSv1 | QREGANSv1 | No transformation |
| In the last 6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you thought you needed? | Char(1) | QREGAPPTv1 | QREGAPPTv1 | No transformation |
| In the last 6 months, did you make any appointments for a check-up or routine care with this provider? | Num(8) | QREGCONTACTv1 | QREGCONTACTv1 | No transformation |
| In the last 6 months, how often did this provider show respect for what you had to say? | Char(1) | QRESPECTv1 | QRESPECTv1 | No transformation |
| In the last 6 months, when you made an appointment for a check-up or routine care, how many days did you usually have to wait between making the appointment and actually seeing a provider? | Char(1) | QROUTINEWAITv1 | QROUTINEWAITv1 | No transformation |
| In the last 6 months, how many days did you usually have to wait for an appointment for a check-up or routine care? REPLACED QROUTINEWAITv1 STARTING WITH QUESTIONNAIRE VERSION 2003/3003. | Char(1) | QROUTINEWAITv2 | QROUTINEWAITv2 | No transformation |
| Our records show that you got care from the provider named below in the last 6 months. <PROVIDER> Is that right? | Char(1) | QSCRNPROv1 | QSCRNPROv1 | No transformation |
| In the last 6 months, did you and someone from this provider’s office talk about things in your life that worry you or cause you stress? NEW STARTING WITH QUESTIONNAIRE VERSION 2005/3005. | Char(1) | QSTRESSv1 | QSTRESSv1 | No transformation |
| In the last 6 months, when this provider ordered a blood test, x-ray or other test for you, how often did someone from this provider's office follow up to give you those results? | Char(1) | QTESTFUPv1 | QTESTFUPv1 | No transformation |
| In the last 6 months, how often did this provider spend enough time with you? | Char(1) | QTIMEv1 | QTIMEv1 | No transformation |
| In the last 6 months, when you contacted this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you thought you needed? | Char(1) | QURGAPPTv1 | QURGAPPTv1 | No transformation |
| In the last 6 months, did you contact this provider's office to get an appointment for an illness, injury, or condition that needed care right away? | Char(1) | QURGCONTACTv1 | QURGCONTACTv1 | No transformation |
| In the last 6 months, how many days did you usually have to wait for an appointment when you needed care right away? | Char(1) | QURGENTWAITv1 | QURGENTWAITv1 | No transformation |
| In the last 6 months, how many days did you usually have to wait for an appointment when you needed care right away? REPLACED QURGENTWAITv1 STARTING WITH QUESTIONNAIRE VERSION 2003/3003. | Char(1) | QURGENTWAITv2 | QURGENTWAITv2 | No transformation |
| Are you enrolled in TRICARE Prime? | Char(1) | QUSEPRIMEv1 | QUSEPRIMEv1 | No transformation |
| Do you currently participate in any of the following TRICARE plans? REPLACED QUSEPRIMEv1 STARTING WITH QUESTIONNAIRE VERSION 2003/3003. | Char(2) | QUSEPRIMEv2 | QUSEPRIMEv2 | No transformation |
| Have you used TRICARE Standard/Extra benefits? | Char(1) | QUSETRIBENv1 | QUSETRIBENv1 | No transformation |
| Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt? | Char(1) | QUSUALPROv1 | QUSUALPROv1 | No transformation |
| Received Date | Num(8) | RECEIVED\_DATE | RECEIVED\_DATE | No transformation |
| Unique respondent identifier | Char(10) | SAMPLE\_ID | SAMPLE\_ID | No transformation |
| Same Day Surgery Indicator | Char(1) | SDS | SDS | No transformation |
| Same Day Surgery Flag | Char(1) | SDSFLAG | SDSFLAG | No transformation |
| Sex of respondent | Char(6) | SEX | SEX | No transformation |
| Treatment DMIS ID MSMA | Char(3) | TXMSMA | TXMSMA | No transformation |
| Treatment DMIS ID Region | Char(1) | TXREG | TXREG | No transformation |
| Treatment DMIS ID Military Service | Char(1) | TXSVC | TXSVC | No transformation |
| Weight | Num(8) | WEIGHT | WEIGHT | No transformation |
| Week Appointment Made | Char(6) | DTAPMDTTM | WKYRAPMDTTM | Converted Date/Time to Week Appointment was made |
| Type of Care | Char(7) | TYPE\_CARE | TYPE\_CARE | No transformation |
| Weight | Num(8) | WEIGHT | WEIGHT | No transformation |

1. Refresh Frequency
2. The current Fiscal year JOES-C file will be updated quarterly.
3. Annual files will past the current year will not be regularly updated.
4. Data Marts
5. The JOES-C is not available on the MHS Mart (M2)