

# APPENDICES TO TRICARE INPATIENT SATISFACTION SURVEY (TRISS)

Annual Report of Findings for Fiscal Year 2015  
*September 2015*

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## Appendix A. Direct Care Facilities and Sampling Plan Data

Facility	DMIS ID	Service Branch	Number of Eligible Discharges Surveyed	Anticipated Yield	Medicine	Surgery	Ob/GYN
Bassett Ach-Ft. Wainwright	0005	Army	977	337	79	41	217
Evans Ach-Ft. Carson	0032	Army	2,950	1,059	252	311	496
Eisenhower AMC-Ft. Gordon	0047	Army	2,717	1,199	650	388	161
Martin Ach-Ft. Benning	0048	Army	1,809	637	249	141	247
Winn Ach-Ft. Stewart	0049	Army	1,937	664	274	101	289
Tripler AMC-Ft. Shafter	0052	Army	4,585	1,823	628	477	718
Irwin Ach-Ft. Riley	0057	Army	1,604	588	193	76	319
Blanchfield Ach-Ft. Campbell	0060	Army	2,433	884	203	151	530
Ireland Ach-Ft. Knox	0061	Army	1,165	450	175	124	151
Bayne-Jones Ach-Ft. Polk	0064	Army	987	313	61	51	201
L. Wood Ach-Ft. Leonard Wood	0075	Army	1,435	497	249	87	161
Keller Ach-West Point	0086	Army	606	175	32	97	46
Womack AMC-Ft. Bragg	0089	Army	4,681	1,706	777	292	637
Reynolds Ach-Ft. Sill	0098	Army	1,234	446	174	75	196
Moncrief Ach-Ft. Jackson	0105	Army	504	139	109	30	0
William Beaumont AMC-Ft. Bliss	0108	Army	3,624	1,305	607	382	316
Brooke AMC-JB San Antonio LAF-RAF-FSH	0109	Army	8,819	4,104	2,149	1,628	326
Darnall AMC-Ft. Hood	0110	Army	3,457	1,206	344	226	636
Madigan AMC-JB Lewis-McChord	0125	Army	5,372	2,256	1,078	751	427
Weed Ach-Ft. Irwin	0131	Army	500	170	14	53	103
Landstuhl Regional Medical Center	0607	Army	2,409	694	200	284	210
Vincenza	0611	Army	98	11	0	0	11
Brian Allgood Ach-Seoul	0612	Army	977	213	53	81	79
<b>Army Total</b>	—	—	<b>54,880</b>	<b>20,876</b>	<b>8,550</b>	<b>5,847</b>	<b>6,477</b>
NH Camp Pendleton	0024	Navy	2,415	797	310	78	409
NH Lemoore	0028	Navy	415	160	14	18	128
NMC San Diego	0029	Navy	7,588	2,787	1,287	824	673
NH Twentynine Palms	0030	Navy	709	245	44	18	182
NH Pensacola	0038	Navy	1,307	606	311	141	154
NH Jacksonville	0039	Navy	1,879	758	389	162	207
NH Camp Lejeune	0091	Navy	2,724	891	258	137	496
NH Beaufort	0104	Navy	159	34	24	10	0
NMC Portsmouth	0124	Navy	6,290	2,368	811	892	665
NH Bremerton	0126	Navy	1,389	536	240	93	203
NH Oak Harbor	0127	Navy	409	131	12	21	98
NH Guantanamo Bay	0615	Navy	25	3	2	0	1
NH Naples	0617	Navy	175	20	5	3	12
NH Rota	0618	Navy	146	19	8	3	8
NH Guam-JT Region Marianas Guam-Anderson	0620	Navy	926	335	167	57	111
NH Okinawa	0621	Navy	1,628	414	89	37	287
NH Yokosuka	0622	Navy	749	162	32	18	112

Facility	DMIS ID	Service Branch	Number of Eligible Discharges Surveyed	Anticipated Yield	Medicine	Surgery	Ob/GYN
NH Sigonella	0624	Navy	104	2	1	0	1
<b>Navy Total</b>	—	—	<b>29,037</b>	<b>10,268</b>	<b>4,004</b>	<b>2,512</b>	<b>3,747</b>
NNMC Bethesda	0067	NCR	5,831	2,644	1,236	1,063	339
DeWitt Ach-Ft. Belvoir	0123	NCR	2,947	1,309	595	327	386
<b>National Capital Region Total</b>	—	—	<b>8,778</b>	<b>3,953</b>	<b>1,831</b>	<b>1,390</b>	<b>725</b>
3rd Medical Group-JB Elmendorf-Richardson	0006	U.S. Air Force	1,566	651	221	172	258
60th Medical Group-Travis	0014	U.S. Air Force	2,584	1,148	668	361	119
96th Medical Group-Eglin	0042	U.S. Air Force	2,218	912	428	216	268
366th Medical Group-Mountain Home	0053	U.S. Air Force	248	89	14	12	63
81st Medical Group-Keesler	0073	U.S. Air Force	1,802	885	532	230	123
99th Medical Group-O'Callaghan Hospital	0079	U.S. Air Force	1,972	901	496	207	198
88th Medical Group-Wright Patterson	0095	U.S. Air Force	2,128	1,142	651	336	155
633rd Medical Group-JB Langley-Eustis	0120	U.S. Air Force	1,661	639	212	123	303
48th Medical Group-Lakenheath	0633	U.S. Air Force	690	199	41	38	120
51st Medical Group-Osan AB	0638	U.S. Air Force	54	6	4	2	0
35th Medical Group-Misawa	0639	U.S. Air Force	260	38	8	2	28
374th Medical Group-Yokota AB	0640	U.S. Air Force	224	40	14	2	24
31st Medical Group-Aviano	0808	U.S. Air Force	211	12	0	5	7
<b>U.S. Air Force Total</b>	—	—	<b>15,618</b>	<b>6,662</b>	<b>3,289</b>	<b>1,706</b>	<b>1,666</b>
<b>Direct Care Total</b>	—	—	<b>108,313</b>	<b>41,759</b>	<b>17,674</b>	<b>11,455</b>	<b>12,615</b>

—Indicates no information/data included.

## Appendix B. Purchased Care Facilities and Sampling Plan Data

Hospital	PC ID	TRO Region	2014 Eligible Dis-charges	2013 Yield Rate	Sampling Rate	Anticipated Number of Completes Total
Sentara Virginia Beach General Hospital	P301	North	754	56.2%	70.76%	300
Sentara Leigh Hospital	P302	North	695	45.6%	100.00%	300
Sentara Norfolk General Hospital	P303	North	799	42.7%	95.00%	300
Cape Fear Valley Medical Center	P306	North	2,101	39.2%	39.38%	300
Inova Fairfax Hospital, Falls Church, VA	P315	North	761	59.4%	71.65%	300
Onslow Memorial Hospital, Jacksonville, NC	P316	North	1,006	27.3%	100.00%	275
CarolinaEast Health System	P319	North	1,056	39.6%	77.55%	300
New Hanover Regional Medical Center	P327	North	1,052	47.0%	65.49%	300
Chesapeake General Hospital	P329	North	974	39.8%	83.63%	300
Samaritan Medical Center, Watertown, NY	P332	North	1,109	30.0%	97.30%	300
Riverside Regional Medical Center, Newport News, VA	P335	North	826	42.2%	92.93%	300
St. Elizabeth's Hospital, Belleville, IL	P342	North	687	37.8%	100.00%	259
Pitt County Memorial Hospital, Greenville, NC	P353	North	476	43.3%	100.00%	206
Wayne Memorial Hospital, Goldsboro, NC	P365	North	646	40.1%	100.00%	259
Mary Washington Hospital	P368	North	836	44.7%	86.64%	300
University of North Carolina Hospitals	P369	North	783	45.2%	91.48%	300
Norton Hospital, Louisville, KY	P371	North	685	38.5%	100.00%	263
FirstHealth Moore Regional Hospital, Pinehurst, NC	P372	North	1,052	47.0%	65.48%	300
<b>North Total/Percent Average</b>	—	—	<b>16,298</b>	<b>41.6%</b>	—	<b>5,162</b>
Florida Hospital Orlando	P304	South	2,200	56.2%	26.18%	372
Southwest Texas Methodist Hospital, San Antonio, TX	P305	South	1,416	45.6%	50.21%	516
Trident Medical Center, Charleston, SC	P309	South	1,437	42.7%	52.82%	673
Scott & White Memorial Hospital, Temple, TX	P310	South	1,353	39.2%	61.15%	715
Metroplex Adventist Hospital, Killeen, TX	P311	South	635	59.4%	85.86%	566
Baptist Health Medical Center, North Little Rock, TX	P313	South	760	27.3%	100.00%	763
Willis-Knighton Medical Center, Shreveport, LA	P314	South	817	39.6%	100.00%	659
Sacred Heart Hospital, Pensacola, FL	P317	South	1,145	47.0%	60.17%	571
Baptist Medical Center, San Antonio, TX	P318	South	1,136	39.8%	71.70%	z665
Fort Walton Beach Medical Center	P320	South	1,106	30.0%	97.56%	929
Palmetto Richland	P323	South	724	42.2%	100.00%	630
Memorial Health University Medical, Savannah, GA	P324	South	945	37.8%	90.75%	795
Holmes Regional Medical Center, Melbourne, FL	P328	South	981	43.3%	76.20%	632
St. Vincent's Medical Center Riverside, Jacksonville, FL	P330	South	782	40.1%	100.00%	654
Gateway Medical Center, Clarksville, TN	P331	South	927	56.2%	62.14%	352
Brandon Regional Hospital	P333	South	819	45.6%	86.81%	644
Huntsville Hospital	P334	South	1,025	42.7%	74.05%	627
University of Alabama Hospital	P336	South	349	39.2%	100.00%	416
Vanderbilt University Hospital	P337	South	836	59.4%	65.22%	451
Orange Park Med Center-HCA	P338	South	699	27.3%	100.00%	698

Hospital	PC ID	TRO Region	2014 Eligible Dis-charges	2013 Yield Rate	Sampling Rate	Anticipated Number of Completes Total
Comanche County Memorial Hospital	P339	South	693	39.6%	100.00%	540
Bay Medical Center, Panama City, FL	P340	South	657	47.0%	100.00%	588
Baptist Medical Center, Jacksonville, FL	P341	South	997	39.8%	81.70%	528
St. Francis Hospital, Columbus, GA	P343	South	957	30.0%	100.00%	589
West Florida Hospital	P344	South	930	42.2%	82.54%	565
United Regional Health Care System, Wichita Falls, TX	P345	South	645	37.8%	100.00%	598
Flowers Hospital, Dothan, AL	P346	South	626	43.3%	100.00%	622
Providence Hospital, Columbia, SC	P348	South	582	40.1%	100.00%	485
Midwest Regional Medical Center, Oklahoma City, OK	P349	South	436	44.7%	100.00%	467
Tampa General Hospital	P350	South	733	45.2%	97.72%	232
Tuomey Regional Medical Center, Sumter, SC	P351	South	561	38.5%	100.00%	597
South Georgia Medical Center	P354	South	803	47.0%	85.79%	510
Orlando Regional Medical Center	P356	South	618	41.6%	100.00%	456
Gulf Coast Medical Center	P357	South	807	38.3%	100.00%	677
Beaufort Memorial Hospital	P359	South	671	33.3%	100.00%	621
Wellstar Kennestone Hospital, Marietta, GA	P366	South	676	49.0%	97.76%	594
Texas Health Harris Methodist Hospital, Fort Worth, TX	P367	South	651	44.5%	100.00%	562
Baptist Memorial Hospital, Memphis, TN	P373	South	742	47.6%	91.74%	494
<b>South Total/Percent Average</b>	—	—	<b>32,877</b>	<b>45.7%</b>	—	<b>22,055</b>
Penrose Hospital, Colorado Springs, CO	P307	West	751	47.5%	90.85%	1,133
Memorial Hospital, Colorado Springs, CO	P308	West	1,481	41.0%	53.35%	459
Presbyterian Healthcare Services, Albuquerque, NM	P312	West	719	40.9%	100.00%	724
Sierra Medical Center, El Paso, TX	P321	West	480	38.8%	100.00%	497
Tucson Medical Center	P322	West	1,071	42.2%	71.75%	745
Carondelet St. Joseph's Hospital, Tucson, AZ	P325	West	802	46.9%	86.15%	511
University of Colorado Hospital	P326	West	1,054	51.9%	59.20%	572
Community Hospital of the Monterey Peninsula	P347	West	654	43.0%	100.00%	675
Sharp Memorial Hospital, San Diego, CA	P352	West	912	38.4%	92.59%	565
St. Luke's Regional Medical Center, Boise, ID	P355	West	778	49.8%	83.66%	536
Sierra Vista Regional Health Center	P358	West	8	43.6%	100.00%	358
Rapid City Regional Hospital	P360	West	722	48.5%	92.53%	458
Southwest Healthcare System, Murrieta, CA	P361	West	472	29.8%	100.00%	379
Yuma Regional Medical Center	P362	West	741	39.1%	100.00%	571
Grossmont Hospital	P363	West	661	50.5%	97.04%	484
Sacred Heart Medical Center, Spokane, WA	P364	West	633	49.7%	100.00%	493
Las Palmas Medical Center	P370	West	479	36.8%	100.00%	522
<b>West Total/Percent Average</b>	—	—	<b>12,418</b>	<b>44.0%</b>	—	<b>9,683</b>
<b>Purchased Care Total/Percent Average</b>	—	—	<b>61,593</b>	<b>44.2%</b>	—	<b>36,901</b>

—Indicates no information/data included.

## Appendix C. Means Used to Conduct Patient and Mode Mixed Adjustments

Patient-Mix Adjustment	Comm. with Nurses	Comm. with Doctors	Responsive-ness of Hospital Staff	Pain Management	Comm. About Medicine	Cleanli-ness of Hospital Env.	Quietness of Hospital Env.	Discharge Infor-mation	Overall Hospital Rating	Reco-mmend the Hospital	Care Transition Measures
Education (per level; 1 = 8th grade or less and 6 = more than 4-year college degree)	1.78%	1.68%	2.51%	2.41%	3.03%	1.68%	3.73%	0.66%	2.96%	1.20%	-0.34%
Self-rated health (per level; 1 = Excellent and 5 = poor)	4.61%	4.60%	5.83%	6.27%	4.63%	3.92%	4.00%	1.05%	5.93%	5.04%	5.94%
Response percentile (per 1% of response percentile)	0.18%	0.16%	0.21%	0.15%	0.17%	0.07%	0.03%	0.02%	0.16%	0.16%	0.16%
<b>Non-English Primary Language</b>											
Non-specific languages*	0.40%	-0.43%	0.60%	-1.16%	-0.94%	1.22%	-3.86%	-0.93%	-5.13%	-3.75%	2.31%
Spanish**	-0.17%	-0.46%	-0.21%	-1.05%	-0.62%	0.18%	-1.40%	-0.27%	-3.06%	-2.11%	0.49%
Chinese**	2.49%	2.34%	2.79%	3.24%	2.25%	1.77%	0.37%	-0.38%	2.34%	1.95%	3.82%
Russian, Vietnamese, Other**	0.11%	0.11%	0.36%	0.45%	0.00%	0.57%	-1.67%	0.03%	0.27%	-0.12%	1.79%
English (Reference)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Age</b>											
18–24	2.52%	1.75%	3.88%	4.88%	-10.68%	1.40%	-6.42%	-3.12%	16.31%	13.15%	-9.75%
25–34	0.11%	-0.25%	-2.70%	1.61%	-11.33%	1.33%	-7.09%	-4.02%	12.66%	8.14%	-11.84%
35–44	-1.52%	-1.70%	-4.63%	-0.34%	-12.64%	1.25%	-5.82%	-4.53%	8.95%	5.67%	-11.93%
45–54	-3.59%	-3.30%	-5.98%	-2.53%	-12.85%	0.78%	-3.51%	-4.91%	4.17%	2.26%	-12.69%
55–64	-4.66%	-4.43%	-6.76%	-4.46%	-12.07%	0.38%	-2.15%	-5.39%	0.34%	0.08%	-12.51%
65–74	-4.79%	-5.26%	-6.08%	-5.56%	-9.99%	1.20%	-1.90%	-4.82%	-1.98%	-1.10%	-10.41%
75–84	-2.63%	-2.88%	-3.46%	-3.14%	-4.96%	1.28%	-0.20%	-2.25%	-1.73%	-0.66%	-4.07%
85+ (Reference)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Service Line</b>											
Maternity	-5.97%	-13.11%	-13.85%	-12.46%	-11.29%	1.89%	-11.49%	-7.13%	-12.29%	-12.97%	-5.10%
Surgical	0.90%	-8.96%	0.20%	-1.78%	-0.93%	0.30%	-1.10%	-4.93%	-5.54%	-4.52%	-2.55%
Medical (Reference)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Interactions</b>											
Surgical line × Age1	-0.14%	0.57%	-0.34%	-0.56%	-0.08%	-0.29%	0.03%	-0.14%	0.46%	0.30%	-0.02%
Maternity line × Age1	1.09%	1.43%	1.55%	1.79%	2.27%	0.68%	0.92%	1.52%	2.08%	2.01%	1.27%

\*January 2013 to September 2013 discharges.

\*\*Post-October 2013.



## Appendix D. TRISS Survey Instrument

The TRISS survey instrument is available for download from [trissreports.com](http://trissreports.com).



DEFENSE HEALTH AGENCY

### TRICARE Inpatient Satisfaction Survey



RCS Number: DD-HA (A) 2076  
OMB# 0938-0981

#### Survey Instructions

- Please answer the questions in the survey about your stay at the hospital named on the cover letter.
- Do not include any other hospital stays in your answers.
- You should only fill out this survey if you were the patient during the hospital stay named in the cover letter. Do not fill out this survey if you were not the patient.
- Answer **all** 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  
 No → If No, Go to Question 1

According to the Privacy Act of 1974, as amended, the Department of Defense is required to inform you of the purposes and use of this survey. Please read this Privacy Act Statement carefully.

**AUTHORITY:** 10 U.S.C. 136, Under Secretary of Defense for Personnel and Readiness; 10 U.S.C. 1071 (NOTE), Annual Beneficiary Survey; 10 U.S.C. Chapter 55, Medical and Dental Care; 42 U.S.C. 11131-11152, Health Care Improvement Act of 1986; 32 CFR 199.16, TRICARE Program; and DoDD 6025.13, Medical Quality Assurance (MQA) in the Military Health System (MHS).

**PURPOSE:** The information collected in this survey helps health policy makers gauge beneficiary satisfaction with inpatient care within the Military Health System's direct care and the purchased care network facilities. Responses will be used to facilitate beneficiary comparisons of hospitals, guide Military Treatment Facility quality improvement efforts, and 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.

Please answer the questions in this survey about your stay at the hospital named on the cover letter. Do not include any other hospital stays in your answers.

#### YOUR CARE FROM NURSES

1. During this hospital stay, how often did nurses treat you with courtesy and respect?  
 Never  
 Sometimes  
 Usually  
 Always
2. During this hospital stay, how often did nurses listen carefully to you?  
 Never  
 Sometimes  
 Usually  
 Always
3. During this hospital stay, how often did nurses explain things in a way you could understand?  
 Never  
 Sometimes  
 Usually  
 Always

4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?  
 Never  
 Sometimes  
 Usually  
 Always  
 I never pressed the call button

#### YOUR CARE FROM DOCTORS

5. During this hospital stay, how often did doctors treat you with courtesy and respect?  
 Never  
 Sometimes  
 Usually  
 Always
6. During this hospital stay, how often did doctors listen carefully to you?  
 Never  
 Sometimes  
 Usually  
 Always



7. During this hospital stay, how often did doctors explain things in a way you could understand?
- Never
  - Sometimes
  - Usually
  - Always

#### THE HOSPITAL ENVIRONMENT

8. During this hospital stay, how often were your room and bathroom kept clean?
- Never
  - Sometimes
  - Usually
  - Always
9. During this hospital stay, how often was the area around your room quiet at night?
- Never
  - Sometimes
  - Usually
  - Always

#### YOUR EXPERIENCES IN THIS HOSPITAL

10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?
- Yes
  - No → If No, Go to Question 12
11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?
- Never
  - Sometimes
  - Usually
  - Always
12. During this hospital stay, did you need medicine for pain?
- Yes
  - No → If No, Go to Question 15
13. During this hospital stay, how often was your pain well controlled?
- Never
  - Sometimes
  - Usually
  - Always

14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?
- Never
  - Sometimes
  - Usually
  - Always

15. During this hospital stay, were you given any medicine that you had not taken before?
- Yes
  - No → If No, Go to Question 18

16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?
- Never
  - Sometimes
  - Usually
  - Always

17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?
- Never
  - Sometimes
  - Usually
  - Always

#### WHEN YOU LEFT THE HOSPITAL

18. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?
- Own home
  - Someone else's home
  - Another health facility → If Another, Go to Question 21
19. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?
- Yes
  - No
20. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?
- Yes
  - No

### OVERALL RATING OF HOSPITAL

Please answer the following questions about your stay at the hospital named on the cover letter. Do not include any other hospital stays in your answers.

21. Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?
- 0 Worst hospital possible
  - 1
  - 2
  - 3
  - 4
  - 5
  - 6
  - 7
  - 8
  - 9
  - 10 Best hospital possible
22. Would you recommend this hospital to your friends and family?
- Definitely no
  - Probably no
  - Probably yes
  - Definitely yes

### UNDERSTANDING YOUR CARE WHEN YOU LEFT THE HOSPITAL

23. During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left.
- Strongly disagree
  - Disagree
  - Agree
  - Strongly agree
24. When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.
- Strongly disagree
  - Disagree
  - Agree
  - Strongly agree
25. When I left the hospital, I clearly understood the purpose for taking each of my medications.
- Strongly disagree
  - Disagree
  - Agree
  - Strongly agree
  - I was not given any medication when I left the hospital

### YOUR HEALTH CARE

This next set of questions is to provide the hospital additional feedback about your hospital stay.

26. During this hospital stay, when doctors, nurses or other hospital staff first came to your room, how often did they introduce themselves?
- Never
  - Sometimes
  - Usually
  - Always
27. During this hospital stay, how often did you feel there was good communication between team members about your health care needs?
- Never
  - Sometimes
  - Usually
  - Always
28. Did staff allow family members or someone close to you to be with you when you wanted them there?
- Yes
  - No
  - Not applicable to my situation
29. Which best describes your hospital room?
- Private
  - Semi-private (two patients in one room)
  - Bay (three or more patients in a room)
30. For this stay, were you admitted to the hospital for childbirth (including C-section), a surgical procedure or operation, or another medical condition or illness?
- Childbirth (including C-section)
  - Surgical procedure or operation
  - Another medical condition or illness

### CHILDBIRTH

31. If you were just beginning your pregnancy, and you had a choice, would you use the same hospital for your OB care?
- Yes
  - No
  - Not sure
32. Were you offered education or support about breastfeeding while in the hospital?
- Yes
  - No

**PATIENT SAFETY**

33. How often did your staff wash or sanitize their hands before touching you?
- Never
  - Sometimes
  - Usually
  - Always
  - I was not treated or checked by staff
  - I don't know
34. How often did staff ask your name, check your ID band, or confirm who you were before giving you any medications, treatments, or tests?
- Never
  - Sometimes
  - Usually
  - Always

**NURSING CARE**

35. Using any number from 0 to 10, where 0 is the worst nursing care possible and 10 is the best nursing care possible, what number would you use to rate the care you received during your stay?
- 0 Worst nursing care possible
  - 1
  - 2
  - 3
  - 4
  - 5
  - 6
  - 7
  - 8
  - 9
  - 10 Best nursing care possible

**ABOUT YOU**

*There are only a few remaining items left.*

36. During this hospital stay, were you admitted to this hospital through the Emergency Room?
- Yes
  - No
37. In general, how would you rate your overall health?
- Excellent
  - Very good
  - Good
  - Fair
  - Poor

Questions 1-22 and 36-42 are part of the HCAHPS survey and are works of the U.S. Government. These HCAHPS questions are in the public domain and therefore are NOT subject to U.S. copyright laws. The three Care Transitions Measure® questions (Questions 23-25) are copyright of The Care Transitions Program® (www.caretransitions.org).

38. In general, how would you rate your overall mental or emotional health?
- Excellent
  - Very good
  - Good
  - Fair
  - Poor
39. What is the highest grade or level of school that you have completed?
- 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
40. Are you of Spanish, Hispanic or Latino origin or descent?
- No, not Spanish/Hispanic/Latino
  - Yes, Puerto Rican
  - Yes, Mexican, Mexican American, Chicano
  - Yes, Cuban
  - Yes, other Spanish/Hispanic/Latino
41. What is your race? Please choose one or more.
- White
  - Black or African American
  - Asian
  - Native Hawaiian or other Pacific Islander
  - American Indian or Alaska Native
42. What language do you mainly speak at home?
- English
  - Spanish
  - Chinese
  - Russian
  - Vietnamese
  - Portuguese
  - Some other language (please print):

**COMMENT**

43. Do you have any comments regarding your inpatient care or suggestions for improvement?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**THANK YOU**

Please return the complete survey in the postage-paid envelope.  
TRICARE Inpatient Satisfaction Survey  
c/o Survey Processing Center  
PO Box 5030  
Chicago, IL 60680-9858

**Appendix E. Scores by Facility, Care Type, and TRO**

Facility Name	DMIS ID	Overall Hospital Rating	Recommend the Hospital	Comm. with Nurses	Comm. with Doctors	Responsiveness of Staff	Pain Management	Comm. About Medicine	Discharge	Care Transition	Cleanliness of Hospital Env.	Quietness of Hospital Env.
	n =	33,707	33,564	33,849	33,802	22,411	23,735	17,703	31,126	32,283	33,598	33,670
Bassett Army Community Hospital, Ft. Wainwright	0005	65.87%	64.96%*	78.43%	80.96%	77.74%*	71.30%	76.21%*	90.28%*	54.58%	77.95%	70.48%*
673rd Medical Group, Elmendorf	0006	75.84%*	76.94%*	89.29%*	87.50%*	82.84%*	76.32%*	75.41%*	93.51%*	63.44%*	72.30%	63.83%
60th Medical Group, Travis	0014	73.96%	73.55%	85.86%*	85.34%*	75.08%*	72.60%	75.33%*	88.43%	60.24%*	73.52%	51.52%*
Naval Hospital Camp Pendleton	0024	65.67%*	66.37%*	80.06%	84.30%	68.61%	67.31%	70.54%*	87.09%	53.46%	70.88%	65.97%*
Naval Medical Center San Diego	0029	70.40%	74.08%*	82.29%*	85.77%*	76.59%*	70.59%	73.06%*	88.80%*	56.20%*	75.38%	55.40%*
Naval Hospital Twentynine Palms	0030	56.98%*	60.29%*	80.27%	83.64%	78.96%*	67.11%	63.54%	87.94%	55.77%	64.75%*	69.04%*
Evans Army Community Hospital, Ft. Carson	0032	64.55%*	64.28%*	80.82%	82.31%	73.82%*	70.98%	71.98%*	88.15%	53.53%	75.22%	69.01%*
Naval Hospital Pensacola	0038	80.15%*	82.61%*	87.98%*	88.51%*	83.31%*	69.74%	82.81%*	92.27%*	64.19%*	81.72%*	76.27%*
Naval Hospital Jacksonville	0039	75.49%*	77.55%*	85.58%*	86.57%*	83.22%*	77.25%*	78.52%*	91.72%*	61.75%*	80.11%*	73.28%*
96th Medical Group, Eglin	0042	78.50%*	76.63%*	87.29%*	89.18%*	80.54%*	76.64%*	78.85%*	89.76%*	61.48%*	73.86%	70.30%*
Eisenhower Army Medical Center, Ft. Gordon	0047	73.90%	80.65%*	86.96%*	87.99%*	75.17%*	73.35%	76.12%*	88.47%	60.64%*	71.46%	54.03%*
Martin Army Community Hospital, Ft. Benning	0048	71.94%	74.00%	81.84%	90.29%*	71.62%	71.72%	77.28%*	87.93%	61.19%*	79.83%*	76.56%*
Winn Army Community Hospital, Ft. Stewart	0049	58.44%*	57.27%*	82.85%*	84.60%	71.84%	72.86%	71.22%	91.42%*	52.22%	79.09%*	68.07%*
Tripler Army Medical Center, Ft. Shafter	0052	58.62%*	60.79%*	82.60%*	81.75%	70.97%	69.82%	71.90%*	89.41%*	53.20%	72.69%	57.58%*
366th Medical Group, Mountain Home	0053	—	—	—	—	—	—	—	—	—	—	—
Irwin Army Community Hospital, Ft. Riley	0057	58.81%*	58.84%*	81.71%	80.66%	73.86%	68.84%	73.07%*	87.66%	50.61%	69.28%*	68.95%*

Facility Name	DMIS ID	Overall Hospital Rating	Recommend the Hospital	Comm. with Nurses	Comm. with Doctors	Responsiveness of Staff	Pain Management	Comm. About Medicine	Discharge	Care Transition	Cleanliness of Hospital Env.	Quietness of Hospital Env.
Blanchfield Army Community Hospital, Ft. Campbell	0060	65.73%*	63.39%*	82.03%	83.49%	77.49%*	72.59%	75.65%*	90.33%*	55.75%	82.63%*	67.19%*
Ireland Army Community Hospital, Ft. Knox	0061	73.31%	70.58%	88.05%*	92.86%*	83.22%*	81.89%*	74.99%*	90.98%*	62.41%*	81.87%*	80.93%*
Bayne Jones Army Community Hospital, Ft. Polk	0064	63.50%*	58.42%*	83.41%	86.96%*	77.97%*	78.04%*	72.14%	88.97%	56.31%	80.23%*	61.93%
Walter Reed National Medical Center	0067	80.39%*	83.05%*	86.33%*	88.46%*	81.43%*	73.35%	72.66%*	89.66%*	59.85%*	73.13%	65.73%*
81st Medical Group, Keesler	0073	83.24%*	86.70%*	89.50%*	86.73%*	87.91%*	76.46%*	80.83%*	91.97%*	67.49%*	83.45%*	71.02%*
L. Wood Army Community Hospital, Ft. Leonard Wood	0075	63.23%*	61.28%*	79.82%	86.07%*	72.27%	72.24%	72.14%*	87.98%	53.44%	74.30%	59.84%
99th Medical Group, O'Callaghan Hospital	0079	73.44%	75.50%*	85.83%*	86.17%*	76.18%*	72.26%	77.25%*	88.84%	60.63%*	71.67%	56.15%*
Keller Army Community Hospital, West Point	0086	74.74%	72.60%	86.83%*	89.55%*	90.26%*	80.09%*	82.30%*	89.81%	56.36%	83.46%*	84.13%*
Womack Army Medical Center, Ft. Bragg	0089	62.96%*	60.43%*	82.24%*	84.18%	72.46%*	68.90%	69.95%*	88.19%	54.01%	76.51%*	61.82%
Naval Hospital Camp Lejeune	0091	55.89%*	60.49%*	78.51%	81.21%	76.05%*	70.31%	69.67%	89.72%*	52.43%	66.51%*	51.65%*
88th Medical Group, Wright-Patterson	0095	80.12%*	81.46%*	90.84%*	91.11%*	84.06%*	81.21%*	80.04%*	92.16%*	65.26%*	78.30%*	71.82%*
Reynolds Army Community Hospital, Ft. Sill	0098	71.65%	72.51%	82.71%	89.11%*	82.76%*	73.47%	71.52%	92.83%*	57.08%	88.50%*	75.18%*
20th Medical Group, Shaw	0101	—	—	—	—	—	—	—	—	—	—	—
Naval Hospital Beaufort	0104	—	—	—	—	—	—	—	—	—	—	—
Moncrief Army Community Hospital, Ft. Jackson	0105	—	—	—	—	—	—	—	—	—	—	—
William Beaumont Army Medical Center, Ft. Bliss	0108	60.76%*	60.34%*	81.48%	81.72%	68.94%	70.81%	72.47%*	88.78%*	54.98%	75.03%	60.13%

Facility Name	DMIS ID	Overall Hospital Rating	Recommend the Hospital	Comm. with Nurses	Comm. with Doctors	Responsiveness of Staff	Pain Management	Comm. About Medicine	Discharge	Care Transition	Cleanliness of Hospital Env.	Quietness of Hospital Env.
Brooke Army Medical Center, Ft. Sam Houston	0109	79.18%*	82.32%*	84.11%*	86.89%*	73.81%*	71.58%	76.15%*	89.36%*	60.89%*	77.95%*	62.77%
Darnall Army Medical Center, Ft. Hood	0110	56.81%*	53.26%*	79.88%	81.07%	69.80%	64.21%*	69.90%*	87.03%	49.89%	76.89%	58.90%
633rd Medical Group, Langley-Eustis	0120	67.04%	67.68%	85.39%*	85.25%	77.69%*	68.61%	75.72%*	88.52%	55.90%	64.04%*	63.35%
Ft. Belvoir Community Hospital	0123	81.15%*	83.00%*	85.58%*	84.74%*	80.95%*	75.50%*	73.47%*	88.43%	58.54%*	77.53%*	73.90%*
Naval Medical Center Portsmouth	0124	68.19%	70.72%	83.08%*	86.45%*	80.79%*	72.70%	72.58%*	89.99%*	56.05%*	72.15%	66.28%*
Madigan Army Medical Center, Ft. Lewis	0125	66.54%*	70.14%	81.33%*	84.51%*	68.10%	68.09%*	69.42%*	88.39%	55.83%*	69.97%*	55.66%*
Naval Hospital Bremerton	0126	71.31%	67.94%	83.80%*	82.00%	77.78%*	72.17%	69.35%	90.99%*	62.00%*	72.19%	57.83%
Naval Hospital Oak Harbor	0127	55.71%*	53.42%*	77.23%	80.59%	—	71.19%	—	93.20%*	47.71%	70.59%	57.17%
Weed Army Community Hospital, Ft. Irwin	0131	62.33%	70.46%	84.63%	88.73%	82.03%*	76.25%	—	90.26%	68.30%*	79.90%	78.88%*
Landstuhl Regional Medical Center	0607	75.14%	77.95%*	86.97%*	90.13%*	91.91%*	79.71%*	85.56%*	89.67%	63.54%*	80.28%*	65.75%
Brian Allgood Army Community Hospital, Seoul	0612	—	—	—	—	—	—	—	—	—	—	—
Naval Hospital Guantanamo Bay	0615	—	—	—	—	—	—	—	—	—	—	—
Naval Hospital Naples	0617	—	—	—	—	—	—	—	—	—	—	—
Naval Hospital Rota	0618	—	—	—	—	—	—	—	—	—	—	—
Naval Hospital Guam	0620	80.55%*	91.66%*	88.44%*	89.02%*	84.52%*	77.74%	80.28%*	91.74%*	62.57%*	73.61%	78.75%*
Naval Hospital Okinawa	0621	72.49%	71.37%	83.19%	82.14%	83.37%*	61.68%	69.10%	87.03%	51.77%	78.89%	74.38%*
Naval Hospital Yokosuka	0622	—	—	—	—	—	—	—	—	—	—	—
Naval Hospital Sigonella	0624	—	—	—	—	—	—	—	—	—	—	—
48th Medical Group, Lakenheath	0633	—	—	—	—	—	—	—	—	—	—	—
35th Medical Group, Misawa Air Base	0639	—	—	—	—	—	—	—	—	—	—	—



Facility Name	DMIS ID	Overall Hospital Rating	Recommend the Hospital	Comm. with Nurses	Comm. with Doctors	Responsiveness of Staff	Pain Management	Comm. About Medicine	Discharge	Care Transition	Cleanliness of Hospital Env.	Quietness of Hospital Env.
374th Medical Group, Yokota Air Base	0640	—	—	—	—	—	—	—	—	—	—	—
31st Medical Group, Aviano Air Base	0808	—	—	—	—	—	—	—	—	—	—	—
Sentara Virginia Beach General Hospital	P301	71.91%	73.18%	77.58%	81.01%	67.48%	76.26%	63.07%	92.41%*	48.32%	65.72%*	57.84%
Sentara Leigh Hospital	P302	75.36%	76.49%*	82.42%	81.85%	68.80%	73.19%	69.61%	90.12%*	59.65%*	75.59%	62.02%
Sentara Norfolk General Hospital	P303	77.05%*	81.95%*	80.41%	84.15%	73.69%	77.59%*	70.88%	89.53%	59.73%*	71.19%	58.83%
Florida Hospital Orlando	P304	76.85%	76.72%	86.27%*	81.33%	68.58%	77.55%	72.37%	89.90%	59.85%	80.71%*	64.02%
Methodist Hospital, San Antonio, TX	P305	68.01%	65.94%*	75.70%	81.07%	59.15%*	65.50%	70.32%	87.89%	49.50%	71.12%	52.27%*
Cape Fear Valley Medical Center	P306	59.01%*	60.53%*	70.60%*	75.34%	62.60%	68.05%	62.30%	84.51%	41.76%*	61.27%*	54.87%
Penrose Hospital, Colorado Springs, CO	P307	76.26%	78.20%*	81.65%	82.40%	65.22%	71.19%	66.86%	87.65%	59.27%*	72.77%	66.52%
Memorial Hospital, Colorado Springs, CO	P308	68.38%	70.81%	75.58%	77.46%*	62.06%*	67.93%	65.34%	88.96%	53.65%	74.50%	51.00%*
Trident Medical Center, Charleston, SC	P309	55.53%*	56.62%*	71.46%*	77.03%	58.68%*	65.37%	66.23%	89.37%	45.91%	66.16%*	53.66%*
Scott & White Memorial Hospital, Temple, TX	P310	75.38%	77.02%*	80.60%	83.06%	66.35%	71.71%	69.64%	87.07%	59.32%*	71.28%	66.35%
Metroplex Adventist Hospital, Killeen, TX	P311	67.28%	69.12%	80.91%	81.10%	69.14%	69.73%	72.01%	89.96%	55.99%	77.58%	64.65%
Presbyterian Healthcare Services, Albuquerque, NM	P312	73.90%	77.21%*	77.58%	82.14%	65.59%	73.15%	75.34%	85.79%	58.06%	71.36%	59.27%
Baptist Health Medical Center, North Little Rock, TX	P313	72.19%	76.18%	80.35%	84.78%	68.72%	68.45%	64.86%	89.61%	58.34%	77.12%	56.77%
Willis-Knighton Medical Center, Shreveport, LA	P314	67.28%	69.68%	75.09%	80.77%	63.06%	69.93%	62.59%	89.27%	48.73%	68.33%	64.33%
Inova Fairfax Hospital, Falls Church, VA	P315	79.02%*	80.76%*	81.55%	82.11%	61.36%	72.69%	75.45%*	89.77%	57.59%	79.06%*	60.22%
Onslow Memorial Hospital, Jacksonville, NC	P316	56.56%*	61.90%	78.37%	76.18%	63.42%	67.41%	68.67%	91.66%*	50.28%	58.34%*	41.95%*



Facility Name	DMIS ID	Overall Hospital Rating	Recommend the Hospital	Comm. with Nurses	Comm. with Doctors	Responsiveness of Staff	Pain Management	Comm. About Medicine	Discharge	Care Transition	Cleanliness of Hospital Env.	Quietness of Hospital Env.
Sacred Heart Hospital, Pensacola, FL	P317	74.50%	75.91%*	80.88%	83.45%	64.97%	73.93%	65.53%	88.83%	52.96%	76.61%	64.29%
Baptist Medical Center, San Antonio, TX	P318	65.43%*	66.01%*	73.87%*	76.56%*	61.67%	70.41%	57.42%	84.48%	53.20%	70.75%	52.29%*
CarolinaEast Health System	P319	67.29%	75.31%	81.32%	81.15%	70.37%	73.64%	72.75%	90.65%*	56.84%	78.30%	57.92%
Fort Walton Beach Medical Center	P320	60.59%*	64.91%	73.52%	76.37%	63.10%	72.11%	68.22%	86.89%	47.03%	76.80%	52.90%*
Sierra Medical Center, El Paso, TX	P321	57.13%*	62.25%*	70.19%*	77.49%	62.91%	63.49%	69.72%	82.86%	46.27%	75.19%	63.00%
Tucson Medical Center	P322	72.77%	80.32%*	79.73%	79.21%	60.33%	72.81%	60.44%	88.41%	53.82%	75.93%	53.97%*
Palmetto Health Richland	P323	69.71%	70.17%	81.05%	82.09%	67.69%	70.59%	71.95%	89.61%	55.25%	74.97%	69.22%*
Memorial Health University Medical, Savannah, GA	P324	62.83%*	76.17%	84.23%	86.46%	73.18%	71.57%	65.73%	86.36%	55.61%	66.15%*	59.43%
Carondelet St. Joseph's Hospital, Tucson, AZ	P325	64.07%*	61.74%*	72.08%*	76.51%*	62.15%	65.48%	59.53%	89.69%	45.74%*	70.69%	50.76%*
University Of Colorado Hospital	P326	81.59%*	86.37%*	80.63%	77.39%	64.16%	63.45%	68.14%	87.86%	56.59%	79.12%	72.38%*
New Hanover Regional Medical Center	P327	80.54%*	82.86%*	83.60%	83.35%	65.14%	76.68%	73.53%*	91.44%*	58.54%	78.85%	60.65%
Holmes Regional Medical Center, Melbourne, FL	P328	68.34%	70.52%	77.68%	77.60%	61.93%	70.49%	67.86%	87.87%	56.04%	80.01%*	58.58%
Chesapeake General Hospital	P329	66.87%	72.17%	78.38%	83.57%	65.68%	72.15%	66.43%	89.11%	58.72%*	72.31%	55.24%*
St. Vincent's Medical Center Riverside, Jacksonville, FL	P330	68.76%	70.04%	79.01%	79.77%	58.11%*	70.68%	67.70%	88.80%	52.39%	67.33%*	60.50%
Gateway Medical Center, Clarksville, TN	P331	52.07%*	46.21%*	67.16%*	76.84%	63.06%	60.48%*	51.71%*	81.99%	44.85%	67.96%	58.48%
Samaritan Medical Center, Watertown, NY	P332	61.68%*	59.16%*	81.33%	79.30%	65.05%	62.32%*	61.20%	92.03%*	49.65%	71.84%	60.94%
Brandon Regional Hospital	P333	42.28%*	39.25%*	68.56%*	73.56%*	58.45%	57.20%*	48.73%*	84.80%	38.42%*	66.21%*	44.00%*
Huntsville Hospital	P334	76.08%	81.23%*	82.46%	82.19%	71.46%	74.93%	72.27%	87.31%	61.63%*	74.64%	69.88%*
Riverside Regional Medical Center, Newport News, VA	P335	73.28%	75.39%	78.66%	85.35%	63.19%	68.02%	67.35%	90.98%*	53.82%	74.73%	57.62%

Facility Name	DMIS ID	Overall Hospital Rating	Recommend the Hospital	Comm. with Nurses	Comm. with Doctors	Responsiveness of Staff	Pain Management	Comm. About Medicine	Discharge	Care Transition	Cleanliness of Hospital Env.	Quietness of Hospital Env.
University Of Alabama Hospital	P336	80.35%*	86.97%*	79.98%	84.32%	74.10%	75.67%	69.30%	84.85%	59.58%	64.31%*	68.06%
Vanderbilt University Hospital	P337	81.00%*	82.17%*	83.16%	84.91%	69.43%	74.82%	75.38%*	92.98%*	62.01%*	72.74%	58.73%
Orange Park Medical Center, Orange Park, FL	P338	56.93%*	51.85%*	71.85%*	73.05%*	54.81%*	62.15%*	61.17%	84.13%	44.35%*	66.98%*	45.97%*
Comanche County Memorial Hospital	P339	68.27%	71.79%	80.36%	87.38%*	69.10%	71.74%	78.10%*	89.20%	53.84%	78.94%	58.59%
Bay Medical Center, Panama City, FL	P340	53.75%*	56.22%*	67.51%*	70.59%*	48.26%*	58.19%*	45.96%*	84.08%	40.17%*	65.20%*	49.66%*
Baptist Medical Center, Jacksonville, FL	P341	76.64%*	84.83%*	77.00%	78.80%	61.45%	64.39%	62.86%	87.98%	52.56%	73.99%	61.96%
St. Elizabeth's Hospital, Belleville, IL	P342	56.70%*	62.77%*	79.21%	76.83%	65.10%	68.68%	67.91%	88.67%	50.54%	65.26%*	58.58%
St. Francis Hospital, Columbus, GA	P343	70.15%	76.25%*	78.58%	85.77%	66.98%	70.71%	64.04%	84.46%	56.44%	74.19%	68.50%*
West Florida Hospital	P344	74.64%	75.35%	80.83%	77.80%	69.71%	70.64%	65.91%	88.95%	56.11%	74.69%	63.26%
United Regional Health Care System, Wichita Falls, TX	P345	75.74%	78.13%*	82.42%	77.49%	77.31%*	72.09%	65.31%	91.00%*	52.07%	87.91%*	69.95%*
Flowers Hospital, Dothan, AL	P346	81.38%*	86.85%*	87.99%*	82.53%	63.50%	75.84%	79.04%*	89.93%	61.17%*	84.86%*	69.69%*
Community Hospital of the Monterey Peninsula	P347	80.56%*	83.60%*	78.63%	78.91%	69.76%	70.33%	69.26%	93.37%*	57.00%	85.72%*	65.06%
Providence Hospital, Columbia, SC	P348	78.12%*	75.28%	82.24%	86.39%	72.59%	80.12%*	69.54%	87.13%	61.79%*	74.96%	80.43%*
Midwest Regional Medical Center, Oklahoma City, OK	P349	45.65%*	46.49%*	69.73%	74.59%	55.85%	48.27%*	—	86.97%	40.44%*	61.02%*	70.84%
Tampa General Hospital	P350	68.17%	78.63%*	78.00%	78.31%	69.27%	71.70%	65.16%	90.87%*	59.32%*	68.37%	56.95%
Tuomey Regional Medical Center, Sumter, SC	P351	58.35%*	49.84%*	80.01%	81.57%	66.46%	69.41%	51.58%*	86.51%	51.20%	68.70%	58.48%
Sharp Memorial Hospital, San Diego, CA	P352	81.59%*	83.80%*	82.17%	82.84%	69.54%	74.98%	70.20%	90.15%*	62.68%*	79.01%	59.76%
Vidant Medical Center, Greenville, NC	P353	80.91%*	82.57%*	80.37%	83.51%	63.06%	74.47%	73.03%	90.10%	67.83%*	75.09%	58.03%

Facility Name	DMIS ID	Overall Hospital Rating	Recommend the Hospital	Comm. with Nurses	Comm. with Doctors	Responsiveness of Staff	Pain Management	Comm. About Medicine	Discharge	Care Transition	Cleanliness of Hospital Env.	Quietness of Hospital Env.
South Georgia Medical Center	P354	65.83%	61.28%*	71.82%*	75.79%*	63.27%	66.69%	72.64%	90.26%*	48.69%	75.86%	60.06%
St. Luke's Regional Medical Center, Boise, ID	P355	82.16%*	84.71%*	78.72%	83.27%	65.75%	73.51%	69.28%	91.58%*	62.22%*	75.76%	61.81%
Orlando Regional Medical Center	P356	69.03%	76.42%*	74.82%	74.73%*	64.18%	70.95%	64.43%	87.34%	48.73%	73.62%	59.32%
Gulf Coast Medical Center	P357	61.47%*	64.39%*	73.02%*	74.49%*	59.62%*	67.05%	62.95%	86.44%	44.84%*	65.98%*	45.42%*
Sierra Vista Regional Health Center	P358	—	—	—	—	—	—	—	—	—	—	—
Beaufort Memorial Hospital	P359	59.69%*	64.94%	81.27%	79.09%	64.35%	71.80%	65.84%	89.57%	53.36%	77.47%	51.47%*
Rapid City Regional Hospital	P360	68.38%	72.36%	83.68%	77.34%	76.32%*	73.58%	64.98%	90.89%*	56.93%	74.96%	51.09%*
Southwest Healthcare System, Murrieta, CA	P361	74.71%	76.75%	83.08%	78.02%	—	80.65%	—	87.60%	62.66%	71.75%	66.63%
Yuma Regional Medical Center	P362	61.53%*	60.17%*	74.56%	70.43%*	64.07%	72.54%	66.16%	82.50%	51.71%	72.43%	52.36%*
Sharp Grossmont Hospital	P363	69.95%	70.61%	80.70%	76.08%*	62.88%	72.48%	64.79%	89.27%	53.16%	77.44%	47.31%*
Sacred Heart Medical Center, Spokane, WA	P364	79.57%*	87.22%*	81.12%	81.61%	72.99%	78.46%*	68.50%	90.83%*	58.56%	74.56%	58.29%
Wayne Memorial Hospital, Goldsboro, NC	P365	60.29%*	58.94%*	76.17%	79.02%	62.82%	64.45%	56.63%	87.86%	54.51%	73.90%	58.50%
Wellstar Kennestone Hospital, Marietta, GA	P366	72.46%	72.79%	74.65%	75.54%*	63.60%	71.73%	58.99%	90.09%*	51.17%	71.93%	62.12%
Texas Health Harris Methodist Hospital, Fort Worth, TX	P367	74.53%	83.22%*	80.53%	82.92%	78.40%*	76.18%	73.21%	90.84%*	59.75%*	75.36%	57.88%
Mary Washington Hospital	P368	66.74%	64.60%*	75.73%	76.07%*	60.38%	68.29%	58.87%	90.64%*	51.57%	71.01%	46.97%*
University Of North Carolina Hospitals	P369	92.53%*	93.58%*	91.74%*	94.23%*	74.89%	81.54%*	79.99%*	94.99%*	74.73%*	84.18%*	69.05%*
Las Palmas Medical Center	P370	64.96%	64.61%	75.12%	76.97%	66.49%	66.06%	73.99%	85.26%	50.66%	82.48%*	58.15%
Norton Hospital, Louisville, KY	P371	72.16%	72.92%	80.03%	76.80%	65.61%	66.36%	67.62%	89.62%	56.22%	70.23%	51.30%*

Facility Name	DMIS ID	Overall Hospital Rating	Recommend the Hospital	Comm. with Nurses	Comm. with Doctors	Responsiveness of Staff	Pain Management	Comm. About Medicine	Discharge	Care Transition	Cleanliness of Hospital Env.	Quietness of Hospital Env.
FirstHealth Moore Regional Hospital, Pinehurst, NC	P372	80.72%*	86.42%*	87.54%*	85.65%	78.09%*	77.24%*	73.62%*	92.44%*	65.73%*	84.47%*	67.28%*
Baptist Memorial Hospital, Memphis, TN	P373	66.29%	72.07%	78.62%	79.71%	64.27%	74.81%	67.88%	87.18%	51.17%	66.41%*	67.41%
Mercy Hospital Springfield	PW02	85.74%*	86.53%*	86.19%*	84.95%	72.00%	78.66%*	69.13%	87.49%	55.31%	80.38%*	57.99%
Navy	—	68.30%*	71.01%	82.54%*	85.00%*	78.45%*	71.24%	72.56%*	89.30%*	56.22%*	73.53%	—
Army	—	67.04%*	67.97%*	82.66%*	84.80%*	73.58%*	71.10%	73.60%*	88.92%*	56.21%*	76.29%*	—
Air Force	—	76.21%*	77.38%*	87.65%*	87.90%*	81.22%*	74.75%*	78.23%*	90.62%*	62.15%*	74.41%	—
NCR	—	80.62%*	83.02%*	86.08%*	87.25%*	81.27%*	74.07%*	72.90%*	89.26%*	59.42%*	74.55%	—
West	—	72.88%	75.61%*	78.75%	79.14%*	65.72%	71.33%	67.35%	88.32%	55.53%*	75.69%	—
North	—	69.72%	72.14%	79.52%	80.89%	66.59%	71.29%	67.82%	89.97%*	54.74%*	71.86%*	—
South	—	67.73%*	69.80%	77.92%	79.82%*	64.87%*	70.12%	66.41%	87.97%	53.02%	72.97%	—
Purchased Care	—	69.29%	71.58%	78.49%	79.95%*	65.51%*	70.69%	66.97%	88.55%*	53.96%*	73.26%	59.04%*
Direct Care	—	69.88%	71.45%	83.61%*	85.49%*	76.61%*	71.86%	73.84%*	89.27%*	57.30%*	75.15%	63.89%
DC and PC Combined	—	69.66%	71.50%	81.72%*	83.45%*	72.34%*	71.47%	71.28%*	89.01%*	56.13%*	74.45%	62.11%

n = Population size.

\*Indicates that the score is significantly different from the benchmark.

—Indicates no information/data included.

**Appendix F. Department of Defense Specific Questions Scores**

Facility Name	DMIS ID	Family Member Stayed	Staff Check ID	Comm. Among Staff	Staff Introduced Self	Overall Nursing Care	Staff Washed Hands	Education on Breast Feeding	OB Repeat Care
	<i>n</i> =	33,707	33,564	33,849	33,802	22,411	23,735	17,703	31,126
Bassett Army Community Hospital, Ft. Wainwright	0005	98.46%	71.90%	57.70%	73.00%	68.94%	84.78%	83.50%	82.19%
673rd Medical Group, Elmendorf	0006	98.80%	88.43%	71.25%	80.11%	84.23%	92.39%	97.19%	81.17%
60th Medical Group, Travis	0014	99.50%	80.72%	63.90%	77.33%	79.62%	85.22%	98.47%	75.47%
Naval Hospital Camp Pendleton	0024	99.60%	76.94%	62.58%	81.84%	73.21%	86.42%	94.82%	77.33%
Naval Medical Center San Diego	0029	98.76%	80.92%	65.65%	81.56%	75.02%	87.36%	95.79%	78.31%
Naval Hospital Twentynine Palms	0030	95.26%	71.05%	73.49%	74.77%	67.17%	83.50%	95.22%	92.80%
Evans Army Community Hospital, Ft. Carson	0032	99.33%	82.76%	60.94%	77.58%	71.78%	90.28%	90.61%	78.64%
Naval Hospital Pensacola	0038	99.63%	90.89%	75.17%	81.23%	88.07%	91.85%	95.67%	88.92%
Naval Hospital Jacksonville	0039	98.64%	90.02%	71.34%	83.58%	80.35%	85.05%	92.42%	79.47%
96th Medical Group, Eglin	0042	98.93%	84.12%	70.96%	82.55%	84.14%	87.37%	93.25%	89.75%
Eisenhower Army Medical Center, Ft. Gordon	0047	98.51%	87.73%	74.40%	79.89%	80.36%	88.76%	—	—
Martin Army Community Hospital, Ft. Benning	0048	99.19%	82.26%	63.55%	79.92%	75.82%	87.03%	88.42%	88.51%
Winn Army Community Hospital, Ft. Stewart	0049	99.65%	83.94%	63.64%	81.88%	72.41%	89.12%	92.81%	74.29%
Tripler Army Medical Center, Ft. Shafter	0052	98.60%	75.03%	60.48%	80.92%	71.03%	84.74%	91.50%	78.96%
366th Medical Group, Mountain Home	0053	—	—	—	—	—	—	—	—
Irwin Army Community Hospital, Ft. Riley	0057	97.34%	73.00%	60.58%	75.30%	66.12%	87.48%	93.55%	75.24%
Blanchfield Army Community Hospital, Ft. Campbell	0060	98.23%	85.23%	65.47%	76.62%	73.82%	84.47%	88.89%	79.04%
Ireland Army Community Hospital, Ft. Knox	0061	100.00%	82.57%	76.99%	79.85%	80.43%	87.59%	—	—
Bayne Jones Army Community Hospital, Ft. Polk	0064	100.00%	84.93%	65.90%	77.48%	77.63%	84.76%	87.31%	74.60%
Walter Reed National Medical Center	0067	99.07%	80.36%	66.94%	82.82%	82.57%	86.74%	82.59%	76.92%
81st Medical Group, Keesler	0073	99.33%	87.55%	77.82%	80.65%	89.10%	92.68%	98.31%	90.14%
L. Wood Army Community Hospital, Ft. Leonard Wood	0075	98.23%	77.21%	65.39%	77.98%	70.29%	88.43%	85.05%	87.34%
99th Medical Group, O’Callaghan Hospital	0079	99.37%	82.36%	71.90%	85.48%	83.89%	90.75%	96.04%	92.49%

Facility Name	DMIS ID	Family Member Stayed	Staff Check ID	Comm. Among Staff	Staff Introduced Self	Overall Nursing Care	Staff Washed Hands	Education on Breast Feeding	OB Repeat Care
Keller Army Community Hospital, West Point	0086	97.34%	83.78%	65.93%	80.99%	80.28%	86.17%	—	—
Womack Army Medical Center, Ft. Bragg	0089	98.51%	84.02%	62.29%	81.99%	70.46%	86.97%	86.35%	75.09%
Naval Hospital Camp Lejeune	0091	97.85%	82.92%	58.16%	77.72%	66.50%	85.44%	97.57%	80.59%
88th Medical Group, Wright-Patterson	0095	98.33%	88.62%	72.74%	80.46%	86.81%	89.90%	94.26%	86.81%
Reynolds Army Community Hospital, Ft. Sill	0098	99.21%	86.77%	73.66%	80.24%	78.33%	93.30%	97.84%	91.36%
20th Medical Group, Shaw	0101	—	—	—	—	—	—	—	—
Naval Hospital Beaufort	0104	—	—	—	—	—	—	—	—
Moncrief Army Community Hospital, Ft. Jackson	0105	—	—	—	—	—	—	—	—
William Beaumont Army Medical Center, Ft. Bliss	0108	97.60%	81.05%	60.10%	76.11%	71.59%	83.21%	93.92%	79.42%
Brooke Army Medical Center, Ft. Sam Houston	0109	98.13%	87.37%	66.72%	78.05%	81.31%	84.95%	94.62%	78.48%
Darnall Army Medical Center, Ft. Hood	0110	98.90%	82.96%	60.51%	78.97%	72.70%	85.44%	89.32%	75.57%
633rd Medical Group, Langley-Eustis	0120	99.61%	72.03%	60.17%	74.78%	72.72%	79.33%	95.12%	81.13%
Ft. Belvoir Community Hospital	0123	98.98%	81.19%	70.25%	83.39%	83.44%	89.41%	92.43%	82.52%
Naval Medical Center Portsmouth	0124	97.98%	87.98%	65.60%	81.64%	74.30%	86.68%	95.54%	76.99%
Madigan Army Medical Center, Ft. Lewis	0125	98.73%	77.14%	63.42%	77.93%	73.93%	84.29%	96.18%	80.10%
Naval Hospital Bremerton	0126	99.01%	85.98%	61.69%	77.87%	76.82%	82.25%	94.19%	89.87%
Naval Hospital Oak Harbor	0127	100.00%	72.46%	65.96%	68.50%	66.44%	86.32%	100.00%	79.24%
Weed Army Community Hospital, Ft. Irwin	0131	100.00%	72.72%	70.10%	76.99%	74.10%	90.47%	—	—
Landstuhl Regional Medical Center	0607	95.58%	82.89%	69.66%	85.12%	82.24%	87.14%	—	—
Brian Allgood Army Community Hospital, Seoul	0612	—	—	—	—	—	—	—	—
Naval Hospital Guantanamo Bay	0615	—	—	—	—	—	—	—	—
Naval Hospital Naples	0617	—	—	—	—	—	—	—	—
Naval Hospital Rota	0618	—	—	—	—	—	—	—	—
Naval Hospital Guam	0620	98.97%	77.86%	72.42%	89.47%	87.76%	91.99%	90.33%	91.13%
Naval Hospital Okinawa	0621	97.48%	89.51%	67.51%	79.34%	74.06%	83.55%	—	—
Naval Hospital Yokosuka	0622	—	—	—	—	—	—	—	—
Naval Hospital Sigonella	0624	—	—	—	—	—	—	—	—
48th Medical Group, Lakenheath	0633	—	—	—	—	—	—	—	—
35th Medical Group, Misawa Air Base	0639	—	—	—	—	—	—	—	—
374th Medical Group, Yokota Air Base	0640	—	—	—	—	—	—	—	—

Facility Name	DMIS ID	Family Member Stayed	Staff Check ID	Comm. Among Staff	Staff Introduced Self	Overall Nursing Care	Staff Washed Hands	Education on Breast Feeding	OB Repeat Care
31st Medical Group, Aviano Air Base	0808	—	—	—	—	—	—	—	—
Sentara Virginia Beach General Hospital	P301	99.04%	90.49%	65.07%	70.40%	81.28%	80.46%	—	—
Sentara Leigh Hospital	P302	100.00%	91.17%	73.92%	74.22%	83.42%	88.10%	—	—
Sentara Norfolk General Hospital	P303	100.00%	93.11%	69.77%	75.85%	82.73%	86.80%	—	—
Florida Hospital Orlando	P304	99.44%	88.63%	71.94%	78.26%	86.42%	84.34%	—	—
Methodist Hospital, San Antonio, TX	P305	99.57%	88.09%	63.19%	73.10%	74.89%	81.42%	—	—
Cape Fear Valley Medical Center	P306	95.22%	87.80%	58.24%	70.27%	69.74%	84.38%	—	—
Penrose Hospital, Colorado Springs, CO	P307	100.00%	93.14%	67.27%	75.35%	83.22%	83.57%	—	—
Memorial Hospital, Colorado Springs, CO	P308	98.65%	90.27%	61.30%	71.52%	75.56%	84.82%	95.40%	89.63%
Trident Medical Center, Charleston, SC	P309	100.00%	88.09%	52.40%	71.89%	68.56%	85.52%	—	—
Scott & White Memorial Hospital, Temple, TX	P310	99.43%	87.77%	66.28%	82.24%	78.46%	91.64%	—	—
Metroplex Adventist Hospital, Killeen, TX	P311	100.00%	87.87%	68.86%	82.34%	76.57%	83.51%	—	—
Presbyterian Healthcare Services, Albuquerque, NM	P312	99.47%	87.14%	59.46%	69.09%	78.87%	84.67%	—	—
Baptist Health Medical Center, North Little Rock, TX	P313	99.41%	91.87%	68.23%	75.37%	76.99%	81.70%	—	—
Willis-Knighton Medical Center, Shreveport, LA	P314	99.10%	83.53%	62.44%	71.90%	74.73%	76.66%	—	—
Inova Fairfax Hospital, Falls Church, VA	P315	100.00%	87.73%	63.31%	76.91%	82.81%	87.56%	—	—
Onslow Memorial Hospital, Jacksonville, NC	P316	96.15%	93.87%	59.32%	67.76%	72.13%	84.69%	—	—
Sacred Heart Hospital, Pensacola, FL	P317	99.64%	93.53%	69.46%	72.96%	78.42%	81.94%	—	—
Baptist Medical Center, San Antonio, TX	P318	100.00%	82.48%	62.56%	70.79%	72.58%	74.92%	—	—
CarolinaEast Health System	P319	99.08%	91.29%	70.11%	80.20%	81.23%	92.06%	94.16%	88.43%
Fort Walton Beach Medical Center	P320	100.00%	91.06%	56.34%	67.05%	72.73%	77.27%	—	—
Sierra Medical Center, El Paso, TX	P321	97.98%	78.90%	55.27%	70.11%	65.20%	78.47%	—	—
Tucson Medical Center	P322	100.00%	88.27%	65.00%	72.09%	76.99%	83.74%	—	—
Palmetto Health Richland	P323	99.32%	94.71%	70.31%	82.54%	82.24%	90.87%	—	—
Memorial Health University Medical, Savannah, GA	P324	98.97%	85.13%	71.87%	73.16%	74.63%	82.12%	100.00%	90.70%
Carondelet St Joseph's Hospital, Tucson, AZ	P325	99.53%	83.77%	54.61%	67.77%	71.04%	82.44%	—	—
University Of Colorado Hospital	P326	100.00%	90.86%	67.75%	81.41%	81.33%	87.97%	—	—
New Hanover Regional Medical Center	P327	100.00%	89.57%	73.22%	81.01%	86.85%	84.55%	100.00%	93.46%
Holmes Regional Medical Center, Melbourne, FL	P328	99.37%	94.63%	64.48%	76.60%	81.48%	87.79%	—	—



Facility Name	DMIS ID	Family Member Stayed	Staff Check ID	Comm. Among Staff	Staff Introduced Self	Overall Nursing Care	Staff Washed Hands	Education on Breast Feeding	OB Repeat Care
Chesapeake General Hospital	P329	99.27%	94.90%	67.37%	82.46%	77.14%	81.76%	97.40%	85.45%
St. Vincent's Medical Center Riverside, Jacksonville, FL	P330	98.74%	90.99%	62.64%	77.48%	73.51%	79.79%	—	—
Gateway Medical Center, Clarksville, TN	P331	96.29%	84.03%	52.70%	63.05%	57.09%	83.49%	—	—
Samaritan Medical Center, Watertown, NY	P332	98.91%	93.75%	61.86%	75.95%	68.16%	83.51%	92.19%	85.39%
Brandon Regional Hospital	P333	96.54%	83.59%	44.45%	67.39%	56.58%	72.58%	—	—
Huntsville Hospital	P334	99.53%	95.45%	64.76%	75.49%	87.66%	86.14%	—	—
Riverside Regional Medical Center, Newport News, VA	P335	100.00%	90.09%	62.15%	76.40%	78.46%	83.06%	—	—
University Of Alabama Hospital	P336	97.80%	83.72%	70.89%	74.39%	82.52%	81.94%	—	—
Vanderbilt University Hospital	P337	100.00%	88.71%	65.50%	81.74%	82.83%	85.47%	—	—
Orange Park Medical Center, Orange Park, FL	P338	96.99%	84.25%	56.61%	68.49%	67.02%	77.31%	—	—
Comanche County Memorial Hospital	P339	100.00%	88.60%	68.76%	78.60%	80.78%	88.52%	—	—
Bay Medical Center, Panama City, FL	P340	98.50%	80.96%	51.17%	58.46%	63.61%	71.33%	—	—
Baptist Medical Center, Jacksonville, FL	P341	99.32%	88.63%	65.94%	65.99%	80.48%	78.77%	—	—
St. Elizabeth's Hospital, Belleville, IL	P342	100.00%	92.86%	59.07%	71.09%	68.73%	82.57%	—	—
St. Francis Hospital, Columbus, GA	P343	99.54%	91.35%	60.51%	68.97%	75.24%	80.36%	—	—
West Florida Hospital	P344	98.88%	94.56%	69.20%	77.49%	84.76%	83.94%	—	—
United Regional Health Care System, Wichita Falls, TX	P345	99.03%	87.20%	70.90%	74.38%	80.06%	88.17%	—	—
Flowers Hospital, Dothan, AL	P346	100.00%	91.80%	69.84%	69.07%	89.34%	86.88%	—	—
Community Hospital Of The Monterey Peninsula	P347	100.00%	90.33%	68.67%	79.61%	83.08%	87.02%	95.69%	95.69%
Providence Hospital, Columbia, SC	P348	99.47%	88.72%	71.60%	78.51%	84.02%	88.53%	—	—
Midwest Regional Medical Center, Oklahoma City, OK	P349	100.00%	75.07%	53.14%	61.09%	56.36%	76.48%	—	—
Tampa General Hospital	P350	100.00%	87.66%	70.91%	70.31%	78.19%	87.06%	—	—
Tuomey Regional Medical Center, Sumter, SC	P351	98.59%	94.99%	63.51%	75.65%	72.92%	81.74%	—	—
Sharp Memorial Hospital, San Diego, CA	P352	95.28%	95.34%	71.90%	80.25%	86.03%	90.07%	91.45%	95.58%
Vidant Medical Center, Greenville, NC	P353	98.80%	92.62%	75.20%	70.75%	85.31%	88.24%	—	—
South Georgia Medical Center	P354	98.51%	91.84%	61.68%	75.85%	77.18%	84.82%	86.57%	83.79%
St. Luke's Regional Medical Center, Boise, ID	P355	100.00%	90.13%	71.19%	72.94%	84.01%	87.80%	—	—
Orlando Regional Medical Center	P356	99.42%	90.71%	59.27%	78.02%	77.92%	83.52%	—	—

Facility Name	DMIS ID	Family Member Stayed	Staff Check ID	Comm. Among Staff	Staff Introduced Self	Overall Nursing Care	Staff Washed Hands	Education on Breast Feeding	OB Repeat Care
Gulf Coast Medical Center	P357	98.51%	81.87%	57.07%	71.78%	69.47%	78.95%	96.93%	93.06%
Sierra Vista Regional Health Center	P358	—	—	—	—	—	—	—	—
Beaufort Memorial Hospital	P359	99.07%	85.62%	60.98%	79.94%	76.07%	81.17%	—	—
Rapid City Regional Hospital	P360	97.81%	89.68%	66.98%	79.17%	80.88%	86.58%	—	—
Southwest Healthcare System, Murrieta, CA	P361	100.00%	100.00%	75.83%	83.46%	79.30%	95.67%	—	—
Yuma Regional Medical Center	P362	99.00%	86.26%	59.33%	70.95%	75.18%	85.58%	100.00%	83.31%
Sharp Grossmont Hospital	P363	97.06%	90.37%	65.60%	77.62%	79.71%	81.42%	—	—
Sacred Heart Medical Center, Spokane, WA	P364	100.00%	90.09%	68.69%	75.79%	80.75%	90.51%	—	—
Wayne Memorial Hospital, Goldsboro, NC	P365	97.10%	92.83%	60.86%	74.65%	66.34%	76.10%	—	—
Wellstar Kennestone Hospital, Marietta, GA	P366	98.81%	90.82%	60.01%	66.86%	75.85%	88.20%	—	—
Texas Health Harris Methodist Hospital, Fort Worth, TX	P367	100.00%	93.49%	70.35%	73.85%	81.61%	83.11%	—	—
Mary Washington Hospital	P368	99.56%	91.81%	53.77%	74.27%	73.65%	83.73%	—	—
University Of North Carolina Hospitals	P369	100.00%	95.74%	77.47%	86.62%	88.35%	96.14%	—	—
Las Palmas Medical Center	P370	100.00%	74.45%	58.00%	75.61%	75.48%	82.68%	—	—
Norton Hospital, Louisville, KY	P371	98.57%	87.52%	56.47%	71.60%	83.34%	84.72%	—	—
FirstHealth Moore Regional Hospital, Pinehurst, NC	P372	99.57%	96.49%	70.13%	80.90%	83.85%	88.41%	100.00%	97.31%
Baptist Memorial Hospital, Memphis, TN	P373	99.47%	89.45%	60.30%	74.33%	74.96%	84.67%	—	—
Mercy Hospital Springfield	PW02	98.75%	90.99%	72.98%	75.52%	91.24%	89.72%	—	—
Navy	—	98.48%	83.65%	65.37%	81.14%	74.30%	86.55%	93.44%	79.46%
Army	—	98.42%	82.10%	64.31%	79.05%	74.98%	86.12%	90.76%	79.28%
Air Force	—	99.20%	83.21%	69.91%	79.64%	82.86%	88.42%	95.11%	85.03%
NCR	—	99.04%	80.63%	68.01%	83.00%	82.85%	87.59%	87.83%	79.91%
West	—	99.09%	89.26%	64.85%	74.63%	79.10%	85.59%	93.76%	91.01%
North	—	98.67%	91.55%	64.73%	75.54%	77.65%	85.28%	92.29%	82.69%
South	—	99.22%	88.69%	63.50%	73.74%	76.31%	83.11%	91.99%	87.64%
Purchased Care	—	99.06%	89.52%	64.08%	74.38%	77.22%	84.16%	92.54%	86.92%
Direct Care	—	98.60%	82.51%	65.68%	80.06%	76.59%	86.68%	91.87%	80.06%
DC and PC Combined	—	98.77%	85.09%	65.09%	77.96%	76.82%	85.76%	92.04%	81.76%

*n* = Population size.

—Indicates no data/information included.

## Appendix G. Direct Care Response and Eligibility Rates

### Quarters 1 and 2 FY 2015 Overall Direct Care Response and Eligibility Rates

	Eligible Sample Selected			Response Rate Calculation		
	Total	Q1	Q2	Completed	Response Rate	Ineligible Rate
<b>Total Direct Care</b>	59,024	23,387	35,637	21,905	37.11%	6.70%
<b>Service Facility</b>						
Army	30,239	11,893	18,346	11,236	37.16%	7.45%
National Capital Region	5,604	2,296	3,308	2,318	41.36%	5.26%
Navy	15,681	6,278	9,403	5,140	32.78%	7.37%
U.S. Air Force	7,500	2,920	4,580	3,211	42.81%	3.39%
<b>CONUS/OCONUS</b>						
OCONUS	3,646	1,548	2,098	418	11.46%	5.76%
CONUS	55,378	21,839	33,539	21,487	38.80%	6.76%

**Quarters 1 and 2 FY 2015 Direct Care Facility Level Response and Eligibility Rates**

Facility	DMIS ID/ PC ID	Service Branch	CONUS/ OCONUS	Eligible Sample Selected			Response Rate Calculation		
				Q1	Q2	Total	Completes	Response Rate	Ineligible Rate
Bassett Ach-Ft. Wainwright	5	Army	CONUS	168	210	378	165	43.65%	2.12%
Evans Ach-Ft. Carson	32	Army	CONUS	601	892	1,493	503	33.69%	7.97%
Eisenhower AMC-Ft. Gordon	47	Army	CONUS	524	839	1,363	552	40.50%	17.98%
Martin Ach-Ft. Benning	48	Army	CONUS	387	651	1,038	345	33.24%	9.34%
Winn Ach-Ft. Stewart	49	Army	CONUS	330	582	912	308	33.77%	8.22%
Tripler AMC-Ft. Shafter	52	Army	CONUS	1,036	1,689	2,725	1,015	37.25%	7.96%
Irwin Ach-Ft. Riley	57	Army	CONUS	254	443	697	264	37.88%	0.72%
Blanchfield Ach-Ft. Campbell	60	Army	CONUS	465	647	1,112	424	38.13%	0.90%
Ireland Ach-Ft. Knox	61	Army	CONUS	123	178	301	124	41.20%	0.33%
Bayne-Jones Ach-Ft. Polk	64	Army	CONUS	137	209	346	123	35.55%	1.45%
L. Wood Ach-Ft. Leonard Wood	75	Army	CONUS	291	465	756	267	35.32%	8.73%
Keller Ach-West Point	86	Army	CONUS	111	188	299	79	26.42%	0.00%
Womack AMC-Ft. Bragg	89	Army	CONUS	1,177	1,677	2,854	1,026	35.95%	5.50%
Reynolds Ach-Ft. Sill	98	Army	CONUS	162	220	382	127	33.25%	1.05%
Moncrief Ach-Ft. Jackson	105	Army	CONUS	37	68	105	25	23.81%	6.67%
William Beaumont AMC-Ft. Bliss	108	Army	CONUS	819	1,175	1,994	685	34.35%	10.23%
Brooke AMC-JB San Antonio LAF-RAF-FSH	109	Army	CONUS	2,363	3,755	6,118	2,721	44.48%	5.77%
Darnall AMC-Ft. Hood	110	Army	CONUS	773	1,225	1,998	644	32.23%	11.21%
Madigan AMC-JB Lewis-McChord	125	Army	CONUS	1,472	2,311	3,783	1,620	42.82%	8.41%
Weed Ach-Ft. Irwin	131	Army	CONUS	65	90	155	45	29.03%	1.94%
Landstuhl Regional Medical Center	607	Army	OCONUS	496	693	1,189	149	12.53%	8.58%
Brian Allgood Ach-Seoul	612	Army	OCONUS	102	139	241	25	10.37%	13.28%
NH Camp Pendleton	24	Navy	CONUS	516	763	1,279	456	35.65%	1.09%
NMC San Diego	29	Navy	CONUS	1,828	2,822	4,650	1,665	35.81%	10.90%
NH Twentynine Palms	30	Navy	CONUS	114	171	285	104	36.49%	0.00%
NH Pensacola	38	Navy	CONUS	192	274	466	239	51.29%	1.07%
NH Jacksonville	39	Navy	CONUS	392	610	1,002	404	40.32%	1.40%
NH Camp Lejeune	91	Navy	CONUS	636	982	1,618	503	31.09%	11.93%
NH Beaufort	104	Navy	CONUS	14	21	35	6	17.14%	0.00%
NMC Portsmouth	124	Navy	CONUS	1,611	2,445	4,056	1,332	32.84%	8.41%
NH Bremerton	126	Navy	CONUS	204	284	488	189	38.73%	1.64%

Facility	DMIS ID/ PC ID	Service Branch	CONUS/ OCONUS	Eligible Sample Selected			Response Rate Calculation		
				Q1	Q2	Total	Completes	Response Rate	Ineligible Rate
NH Oak Harbor	127	Navy	CONUS	45	80	125	38	30.40%	0.00%
NH Guantanamo Bay	615	Navy	OCONUS	5	12	17	1	5.88%	0.00%
NH Naples	617	Navy	OCONUS	36	45	81	6	7.41%	2.47%
NH ROTA	618	Navy	OCONUS	20	38	58	11	18.97%	8.62%
NH Guam-JT Region Marianas Guam-Anderson	620	Navy	OCONUS	164	199	363	118	32.51%	5.23%
NH Okinawa	621	Navy	OCONUS	349	463	812	45	5.54%	4.56%
NH Yokosuka	622	Navy	OCONUS	124	164	288	20	6.94%	1.39%
NH Sigonella	624	Navy	OCONUS	28	30	58	3	5.17%	8.62%
Walter Reed National Medical Center	67	NCR	CONUS	1,578	2,253	3,831	1,614	42.13%	5.25%
DeWitt Ach-Ft. Belvoir	123	NCR	CONUS	718	1,055	1,773	704	39.71%	5.30%
3rd Medical Group-JB Elmendorf-Richardson	6	U.S. Air Force	CONUS	304	461	765	340	44.44%	5.36%
60th Medical Group-Travis	14	U.S. Air Force	CONUS	477	770	1,247	555	44.51%	6.74%
96th Medical Group-Eglin	42	U.S. Air Force	CONUS	416	729	1,145	507	44.28%	2.18%
366th Medical Group-Mountain Home	53	U.S. Air Force	CONUS	15	3	18	4	22.22%	0.00%
81st Medical Group-Keesler	73	U.S. Air Force	CONUS	325	497	822	388	47.20%	4.26%
99th Medical Group-O'Callaghan Hospital	79	U.S. Air Force	CONUS	410	662	1,072	508	47.39%	2.05%
88th Medical Group-Wright-Patterson	95	U.S. Air Force	CONUS	413	692	1,105	601	54.39%	3.17%
20th Medical Group-Shaw	101	U.S. Air Force	CONUS	3	0	3	2	66.67%	0.00%
633rd Medical Group-JB Langley-Eustis	120	U.S. Air Force	CONUS	333	451	784	266	33.93%	1.15%
48th Medical Group-Lakenheath	633	U.S. Air Force	OCONUS	109	141	250	12	4.80%	0.40%
51st Medical Group-Osan AB	638	U.S. Air Force	OCONUS	8	10	18	0	0.00%	0.00%
35th Medical Group-Misawa	639	U.S. Air Force	OCONUS	31	62	93	10	10.75%	0.00%
374th Medical Group-Yokota AB	640	U.S. Air Force	OCONUS	27	39	66	5	7.58%	0.00%
31st Medical Group-Aviano	808	U.S. Air Force	OCONUS	49	63	112	13	11.61%	0.89%
<b>Total/Percent Average</b>	—	—	—	<b>23,387</b>	<b>35,637</b>	<b>59,024</b>	<b>21,905</b>	<b>37.11%</b>	<b>6.70%</b>

—Indicates no information/data included.

## Appendix H. Purchased Care Response and Eligibility Rates

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### Quarters 1 and 2 FY 2015 Overall Purchased Care Response and Eligibility Rates

Facility	Sample Frame	Eligible Sample Selected	Completed	Response Rate	Ineligibles	Ineligible Rate
Total Purchased Care	32,962	27,714	12,058	45.0%	910.00	3.3%
<b>TRICARE Region</b>						
North	8,225	6,984	2,949	43.6%	219.09	3.1%
South	17,926	14,734	6,415	45.1%	510.29	3.5%
West	6,811	5,996	2,694	46.3%	180.35	3.0%

**Quarters 1 and 2 FY 2015 Facility Level Purchased Care Response and Eligibility Rates**

Facility	PC ID	TRICARE Region	Sample Frame	Eligible Sample Selected	Completes	Response Rate	Ineligible Rate
Sentara Virginia Beach General Hospital	P301	North	567	427	212	52.3%	5.2%
Sentara Leigh Hospital	P302	North	452	452	199	46.5%	5.3%
Sentara Norfolk General Hospital	P303	North	488	488	196	41.4%	3.1%
Cape Fear Valley Medical Center	P306	North	1,157	453	151	34.6%	3.5%
Inova Fairfax Hospital, Falls Church, VA	P315	North	478	406	208	53.1%	3.4%
Onslow Memorial Hospital, Jacksonville, NC	P316	North	379	324	87	27.3%	1.5%
CarolinaEast Health System	P319	North	453	395	167	43.2%	2.0%
New Hanover Regional Medical Center	P327	North	517	382	173	46.3%	2.1%
Chesapeake General Hospital	P329	North	532	532	212	41.4%	3.8%
Samaritan Medical Center, Watertown, NY	P332	North	419	419	123	29.7%	1.2%
Riverside Regional Medical Center, Newport News, VA	P335	North	474	465	211	46.9%	3.2%
St. Elizabeth's Hospital, Belleville, IL	P342	North	299	299	126	42.7%	1.3%
Vidant Medical Center, Greenville, NC	P353	North	157	157	81	56.6%	8.9%
Wayne Memorial Hospital, Goldsboro, NC	P365	North	267	267	118	45.6%	3.0%
Mary Washington Hospital	P368	North	402	402	177	45.4%	3.0%
University of North Carolina Hospitals	P369	North	307	307	122	40.5%	2.0%
Norton Hospital, Louisville, KY	P371	North	342	342	143	42.9%	2.6%
FirstHealth Moore Regional Hospital, Pinehurst, NC	P372	North	535	467	243	53.6%	3.0%
Florida Hospital Orlando	P304	South	1,236	354	153	45.3%	4.5%
Methodist Hospital, San Antonio, TX	P305	South	926	504	268	55.5%	4.2%
Trident Medical Center, Charleston, SC	P309	South	897	380	170	45.7%	2.1%
Scott & White Memorial Hospital, Temple, TX	P310	South	939	611	250	42.2%	3.1%
Metroplex Adventist Hospital, Killeen, TX	P311	South	343	343	116	35.2%	3.8%
Baptist Health Medical Center, North Little Rock, TX	P313	South	350	350	151	44.7%	3.4%
Willis-Knighton Medical Center, Shreveport, LA	P314	South	425	425	168	41.3%	4.2%
Sacred Heart Hospital, Pensacola, FL	P317	South	655	465	223	49.6%	3.2%
Baptist Medical Center, San Antonio, TX	P318	South	741	542	278	52.6%	2.4%
Fort Walton Beach Medical Center	P320	South	584	402	168	43.2%	3.2%
Palmetto Health Richland	P323	South	356	356	173	50.1%	3.1%
Memorial Health University Medical, Savannah, GA	P324	South	429	403	146	37.1%	2.5%
Holmes Regional Medical Center, Melbourne, FL	P328	South	671	471	226	50.0%	4.0%
St. Vincent's Medical Center Riverside, Jacksonville, FL	P330	South	423	423	189	46.1%	3.1%
Gateway Medical Center, Clarksville, TN	P331	South	448	448	145	33.7%	4.0%



Facility	PC ID	TRICARE Region	Sample Frame	Eligible Sample Selected	Completes	Response Rate	Ineligible Rate
Brandon Regional Hospital	P333	South	399	399	164	42.4%	3.0%
Huntsville Hospital	P334	South	619	454	209	47.5%	3.1%
University of Alabama Hospital	P336	South	159	159	82	55.4%	6.9%
Vanderbilt University Hospital	P337	South	379	362	168	47.6%	2.5%
Orange Park Medical Center, Orange Park, FL	P338	South	371	371	168	47.6%	4.9%
Comanche County Memorial Hospital	P339	South	322	322	130	42.3%	4.7%
Bay Medical Center, Panama City, FL	P340	South	473	473	228	50.2%	4.0%
Baptist Medical Center, Jacksonville, FL	P341	South	395	395	162	41.9%	2.0%
St. Francis Hospital, Columbus, GA	P343	South	528	528	242	47.5%	3.4%
West Florida Hospital	P344	South	479	415	191	49.2%	6.5%
United Regional Health Care System, Wichita Falls, TX	P345	South	349	349	132	38.9%	2.9%
Flowers Hospital, Dothan, AL	P346	South	353	353	129	38.4%	4.8%
Providence Hospital, Columbia, SC	P348	South	318	318	152	49.5%	3.5%
Midwest Regional Medical Center, Oklahoma City, OK	P349	South	180	180	68	39.3%	3.9%
Tampa General Hospital	P350	South	329	329	149	46.1%	1.8%
Tuomey Regional Medical Center, Sumter, SC	P351	South	272	272	103	39.6%	4.4%
South Georgia Medical Center	P354	South	350	350	163	47.7%	2.3%
Orlando Regional Medical Center	P356	South	330	330	148	46.1%	2.7%
Gulf Coast Medical Center	P357	South	477	477	196	42.3%	2.9%
Beaufort Memorial Hospital	P359	South	370	370	134	37.1%	2.4%
Wellstar Kennestone Hospital, Marietta, GA	P366	South	345	345	161	48.5%	3.8%
Texas Health Harris Methodist Hospital, Fort Worth, TX	P367	South	372	372	156	43.1%	2.7%
Baptist Memorial Hospital, Memphis, TN	P373	South	334	334	156	48.9%	4.5%
Penrose Hospital, Colorado Springs, CO	P307	West	911	429	184	44.1%	2.8%
Memorial Hospital, Colorado Springs, CO	P308	West	882	796	354	45.9%	3.1%
Presbyterian Healthcare Services, Albuquerque, NM	P312	West	363	363	161	46.4%	4.4%
Sierra Medical Center, El Paso, TX	P321	West	333	333	133	41.7%	4.2%
Tucson Medical Center	P322	West	556	407	192	47.9%	1.5%
Carondelet St. Joseph's Hospital, Tucson, AZ	P325	West	400	400	197	51.6%	4.5%
University of Colorado Hospital	P326	West	276	178	77	43.8%	1.1%
Community Hospital of the Monterey Peninsula	P347	West	310	310	142	47.2%	2.9%
Sharp Memorial Hospital, San Diego, CA	P352	West	375	375	160	44.3%	3.7%
St. Luke's Regional Medical Center, Boise, ID	P355	West	340	340	186	55.4%	1.2%
Sierra Vista Regional Health Center	P358	West	14	14	6	46.2%	7.1%
Rapid City Regional Hospital	P360	West	289	289	123	43.3%	1.7%
Southwest Healthcare System, Murrieta, CA	P361	West	180	180	46	26.3%	2.8%

Facility	PC ID	TRICARE Region	Sample Frame	Eligible Sample Selected	Completes	Response Rate	Ineligible Rate
Yuma Regional Medical Center	P362	West	376	376	185	50.7%	2.9%
Sharp Grossmont Hospital	P363	West	343	343	161	48.2%	2.6%
Sacred Heart Medical Center, Spokane, WA	P364	West	305	305	138	46.3%	2.3%
Las Palmas Medical Center	P370	West	278	278	99	36.9%	3.6%
Mercy Hospital Springfield	PW02	West	280	280	150	56.0%	4.3%
<b>Total/Percent Average</b>	—	—	<b>32,962</b>	<b>27,714</b>	<b>12,058</b>	<b>45.0%</b>	<b>3.3%</b>

—Indicates no information/data included.