Inside Consumer Watch

TRICARE Consumer Watch shows what Prime enrollees at your MTF say about their healthcare in the Health Care Survey of DoD Beneficiaries (HCSDB). Every quarter, a representative sample of TRICARE beneficiaries are asked about their care in the last 12 months. Responses are adjusted for age and health status. Results from FY2016 to FY2018 are reported here. Starting in FY2013, results include scores from surveys fielded in only three quarters. The survey for quarter four was canceled as a result of sequestration.

The HCSDB includes questions from the Consumer Assessment of Healthcare Providers and Systems (CAHPS), a survey designed to help consumers choose among health plans. Benchmark data, from the National Committee for Quality Assurance (NCQA) for 2017, are used in calculating benchmarks.

**Health Care**

Prime enrollees were asked to rate their healthcare from 0 to 10, where 0 is worst and 10 is best. Figure 1 shows the percentage who rated their healthcare 8 or above for each of the following time periods: 2016, 2017, and 2018.

Labels refer to the year a survey was fielded. Numbers in red italics are significantly different from the benchmark (p<.05). Health care ratings depend on things like access to care, and how patients get along with the doctors, nurses, and other care providers who treat them.

Figure 3 shows the percentage who rated their doctor 8 or above for each reporting period. Personal doctor ratings depend on how the patient gets along with the one doctor responsible for their basic care.

**Specialist**

Enrollees who have consulted specialist physicians were asked to rate from 0 to 10 the specialist they had seen most in the previous 12 months.

Figure 4 shows the proportion of enrollees who rated their specialist 8 or above for each reporting period. Specialist ratings depend on beneficiaries’ access to doctors with the special skills they need.

**Health Plan**

Prime enrollees were asked to rate their health plan from 0 to 10, where 0 is worst and 10 is best. Figure 2 shows the percentage who rated their plan 8 or above for each reporting period.

Health plan ratings depend on access to care and how the plan handles things like claims, referrals and customer complaints.

**Personal Provider**

Prime enrollees who have a personal provider were asked to rate their personal provider from 0 to 10, where 0 is worst and 10 is best.
Health Care Topics

Health Care Topics scores average together results for related questions. Each score is the percentage who “usually” or “always” got treatment they wanted or had “no problem” getting a desired service.

“Claims processing” scores are based on both timeliness and correctness.

Preventive Care

The preventive care table compares Prime enrollees’ rates for diagnostic screening tests and smoking cessation with goals from Healthy People 2020, a government initiative to improve Americans’ health by preventing illness.

The mammography rate shown is the proportion of women 40 or above with a mammogram in the past two years. Pap smear is the proportion of adult women screened for cervical cancer in the past three years.

Preventive Care

<table>
<thead>
<tr>
<th>Type of Care</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>Healthy People 2020 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mammography (women &gt; 40)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>81</td>
</tr>
<tr>
<td>Pap Smear (women ≥ 18)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>93</td>
</tr>
<tr>
<td>Hypertension Screen</td>
<td>87</td>
<td>89</td>
<td>83</td>
<td>95</td>
</tr>
<tr>
<td></td>
<td>(adults) (59)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prenatal Care (in 1st trimester)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>78</td>
</tr>
<tr>
<td>Percent Not Obese</td>
<td>84²</td>
<td>90²</td>
<td>93²</td>
<td>69</td>
</tr>
<tr>
<td>(adults)</td>
<td>(55)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Smokers (adults)</td>
<td>97²</td>
<td>98²</td>
<td>99²</td>
<td>88</td>
</tr>
<tr>
<td></td>
<td>(56)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Counselled to Quit (adults)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

*Numbers in green significantly exceed the Healthy People 2020 goal (p < .05).
*Numbers in red significantly fall short of the Healthy People 2020 goal (p < .05).

The number of responding beneficiaries for each type of care is in parentheses.
### Figure 1: Health Care Rating

<table>
<thead>
<tr>
<th>Year/Benchmark</th>
<th>Prime enrollee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benchmark</td>
<td>73</td>
</tr>
<tr>
<td>2016</td>
<td>55 b</td>
</tr>
<tr>
<td>2017</td>
<td>56 b</td>
</tr>
<tr>
<td>2018</td>
<td>59</td>
</tr>
</tbody>
</table>

### Figure 2: Health Plan Rating

<table>
<thead>
<tr>
<th>Year/Benchmark</th>
<th>Prime enrollee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benchmark</td>
<td>56</td>
</tr>
<tr>
<td>2016</td>
<td>57</td>
</tr>
<tr>
<td>2017</td>
<td>55</td>
</tr>
<tr>
<td>2018</td>
<td>73 a</td>
</tr>
</tbody>
</table>

### Figure 3: Personal Provider Rating

<table>
<thead>
<tr>
<th>Year/Benchmark</th>
<th>Prime enrollee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benchmark</td>
<td>82</td>
</tr>
<tr>
<td>2016</td>
<td>-</td>
</tr>
<tr>
<td>2017</td>
<td>73</td>
</tr>
<tr>
<td>2018</td>
<td>62</td>
</tr>
</tbody>
</table>

### Figure 4: Specialist Rating

<table>
<thead>
<tr>
<th>Year/Benchmark</th>
<th>Prime enrollee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benchmark</td>
<td>81</td>
</tr>
<tr>
<td>2016</td>
<td>-</td>
</tr>
<tr>
<td>2017</td>
<td>84</td>
</tr>
<tr>
<td>2018</td>
<td>-</td>
</tr>
</tbody>
</table>
### Figure 5: Access Composites

<table>
<thead>
<tr>
<th>Year</th>
<th>Getting Needed Care</th>
<th>Benchmark For Getting Needed Care</th>
<th>Getting Care Quickly</th>
<th>Benchmark For Getting Care Quickly</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>-</td>
<td>85</td>
<td>-</td>
<td>83</td>
</tr>
<tr>
<td>2017</td>
<td>77</td>
<td>85</td>
<td>72&lt;sup&gt;b&lt;/sup&gt;</td>
<td>83</td>
</tr>
<tr>
<td>2018</td>
<td>69&lt;sup&gt;b&lt;/sup&gt;</td>
<td>85</td>
<td>77</td>
<td>83</td>
</tr>
</tbody>
</table>

### Figure 6: Doctor's Communication

<table>
<thead>
<tr>
<th>Year</th>
<th>Doctor's Communication</th>
<th>Benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>-</td>
<td>95</td>
</tr>
<tr>
<td>2017</td>
<td>92</td>
<td>95</td>
</tr>
<tr>
<td>2018</td>
<td>-</td>
<td>95</td>
</tr>
</tbody>
</table>

### Figure 7: Claims/Service Composites

<table>
<thead>
<tr>
<th>Year</th>
<th>Customer Service</th>
<th>Benchmark For Customer Service</th>
<th>Claims Processing</th>
<th>Benchmark For Claims Processing</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>-</td>
<td>85</td>
<td>-</td>
<td>86</td>
</tr>
<tr>
<td>2017</td>
<td>-</td>
<td>85</td>
<td>-</td>
<td>86</td>
</tr>
<tr>
<td>2018</td>
<td>-</td>
<td>85</td>
<td>-</td>
<td>86</td>
</tr>
</tbody>
</table>
## Preventive Care

<table>
<thead>
<tr>
<th>Type of Care</th>
<th>FY 2016</th>
<th>FY 2017</th>
<th>FY 2018</th>
<th>Healthy People 2020 Goal</th>
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<tbody>
<tr>
<td>Mammography (women &gt;= 40)</td>
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<td>-</td>
<td>93</td>
</tr>
<tr>
<td>Hypertension Screen (adults)</td>
<td>87</td>
<td>89</td>
<td>83 (59)</td>
<td>95</td>
</tr>
<tr>
<td>Prenatal Care (in 1st trimester)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>78</td>
</tr>
<tr>
<td>Percent Not Obese (adults)</td>
<td>84&lt;sup&gt;a&lt;/sup&gt;</td>
<td>90&lt;sup&gt;a&lt;/sup&gt;</td>
<td>93&lt;sup&gt;a&lt;/sup&gt;(55)</td>
<td>69</td>
</tr>
<tr>
<td>Non-Smokers (adults)</td>
<td>97&lt;sup&gt;a&lt;/sup&gt;</td>
<td>98&lt;sup&gt;a&lt;/sup&gt;</td>
<td>99&lt;sup&gt;a&lt;/sup&gt;(56)</td>
<td>88</td>
</tr>
<tr>
<td>Counseled to Quit (adults)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

<sup>a</sup> Numbers in green significantly exceed the Healthy People 2020 goal (p< .05).
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