

Health Care Survey of DoD Beneficiaries



SURVEY INSTRUCTIONS

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 → *Go to Question 1*

No

Please return the completed questionnaire in the enclosed postage-paid envelope within seven days. 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

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 572, 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 STARTS HERE

This survey is about the health care of the person addressed in the cover letter. The questionnaire should be completed by that person. If you are not the addressee, please give this survey to the person named in the cover letter.

1. Are you the person whose name appears on the mailing label of this envelope?

- Yes → Go to Question 2
- No → Please give this questionnaire to the person addressed on the envelope.

2. By which of the following health plans are you currently covered? **MARK ALL THAT APPLY.**

Military Health Plans

- TRICARE Prime
- TRICARE Extra or Standard (CHAMPUS)
- TRICARE Plus
- TRICARE for Life

Other Health Plans

- Medicare
- 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)
- The Veterans Administration (VA)
- Not sure

3. **Currently, are you covered by Medicare Part A?** Medicare is the federal health insurance program for people aged 65 or older and for certain persons with disabilities. Medicare Part A helps pay for inpatient hospital care.

- Yes, I am now covered by Medicare Part A
- No, I am not covered by Medicare Part A

4. **Currently, are you covered by Medicare Part B?** Medicare is the federal health insurance program for people aged 65 or older and for certain persons with disabilities. Medicare Part B helps pay for doctor's services, outpatient hospital services, and certain other services.

- Yes, I am now covered by Medicare Part B
- No, I am not covered by Medicare Part B

5. **Currently, are you covered by Medicare supplemental insurance?** Medicare supplemental insurance, also called Medigap or MediSup, is usually obtained from private insurance companies and covers some of the costs not paid for by Medicare.

- Yes, I am now covered by Medicare supplemental insurance
- No, I am not covered by Medicare supplemental insurance

6. **Which health plan did you use for all or most of your health care in the last 12 months? MARK ONLY ONE.**

- TRICARE Prime
- TRICARE Extra or Standard (CHAMPUS)
- TRICARE Plus
- Medicare
- 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)
- The Veterans Administration (VA)
- Not sure
- Did not use any health plan in the last 12 months → Go to Question 8

For the remainder of this questionnaire, the term health plan refers to the plan you indicated in Question 6.

7. How many months or years in a row have you been in this health plan?

- Less than 6 months
- 6 up to 12 months
- 12 up to 24 months
- 2 up to 5 years
- 5 up to 10 years
- 10 or more years

YOUR PERSONAL DOCTOR OR NURSE

The next questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

8. A personal doctor or nurse is the health provider who knows you best. This can be a general doctor, a specialist doctor, a nurse practitioner, or a physician assistant. Do you have one person you think of as your personal doctor or nurse?

- Yes
- No → Go to Question 11

9. 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 personal doctor or nurse?

- 0 Worst personal doctor or nurse possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best personal doctor or nurse possible
- I don't have a personal doctor or nurse.

10. Did you have the same personal doctor or nurse before you joined this health plan?

- Yes → Go to Question 12
- No

11. 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

GETTING HEALTH CARE FROM A SPECIALIST

When you answer the next questions, do not include dental visits.

12. 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 you needed to see a specialist?

- Yes
- No → Go to Question 14

13. In the last 12 months, how much of a problem, if any, was it to see a specialist that you needed to see?

- A big problem
- A small problem
- Not a problem
- I didn't need a specialist in the last 12 months.

14. In the last 12 months, did you see a specialist?

- Yes
- No → Go to Question 16

15. We want to know your rating of the specialist you saw most often in the last 12 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?

- 0 Worst specialist possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best specialist possible
- I didn't see a specialist in the last 12 months.

CALLING DOCTORS' OFFICES

16. In the last 12 months, did you call a doctor's office or clinic during regular office hours to get help or advice for yourself?

- Yes
- No → Go to Question 18

17. In the last 12 months, when you called during regular office hours, how often did you get the help or advice you needed?

- Never
- Sometimes
- Usually
- Always
- I didn't call for help or advice during regular office hours in the last 12 months.

YOUR HEALTH CARE IN THE LAST 12 MONTHS

18. In the last 12 months, did you 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 21

19. In the last 12 months, when you needed care right away for an illness, injury, or condition, how often did you get care as soon as you wanted?

- Never
- Sometimes
- Usually
- Always
- I didn't need care right away for an illness, injury or condition in the last 12 months.

20. In the last 12 months, when you needed care right away for an illness, injury, or condition, how long did you usually have to wait between trying to get care and actually seeing a provider?

- Same day
- 1 day
- 2 days
- 3 days
- 4-7 days
- 8-14 days
- 15 days or longer
- I didn't need care right away for an illness, injury or condition in the last 12 months.

21. A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else you 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 with a doctor or other health provider for health care?

- Yes
- No → Go to Question 24

22. In the last 12 months, not counting times you needed health care right away, how often did you get an appointment for health care as soon as you wanted?

- Never
- Sometimes
- Usually
- Always
- I had no appointments in the last 12 months.

23. In the last 12 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment and actually seeing a provider?

- Same day
- 1 day
- 2-3 days
- 4-7 days
- 8-14 days
- 15-30 days
- 31 days or longer
- I had no appointments in the last 12 months.

24. In the last 12 months, how many times did you go to an emergency room to get care for yourself?

- None
- 1
- 2
- 3
- 4
- 5 to 9
- 10 or more

25. In the last 12 months (not counting times you went to an emergency room), how many times did you go to a doctor's office or clinic to get care for yourself?

- None → Go to Question 38
- 1
- 2
- 3
- 4
- 5 to 9
- 10 or more

26. In the last 12 months, did you or a doctor believe you needed any care, tests, or treatment?

- Yes
- No → Go to Question 28

27. In the last 12 months, how much of a problem, if any, was it to get the care, tests or treatment you or a doctor believed necessary?

- A big problem
- A small problem
- Not a problem
- I had no visits in the last 12 months.

28. In the last 12 months, did you need approval from your health plan for any care, tests, or treatment?

- Yes
- No → Go to Question 30

29. In the last 12 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?

- A big problem
- A small problem
- Not a problem
- I had no visits in the last 12 months.

30. In the last 12 months, how often were you taken to the exam room within 15 minutes of your appointment?

- Never
- Sometimes
- Usually
- Always
- I had no visits in the last 12 months.

31. In the last 12 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always
- I had no visits in the last 12 months.

32. In the last 12 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?
- Never
 - Sometimes
 - Usually
 - Always
 - I had no visits in the last 12 months.
33. In the last 12 months, how often did doctors or other health providers listen carefully to you?
- Never
 - Sometimes
 - Usually
 - Always
 - I had no visits in the last 12 months.
34. In the last 12 months, how often did doctors or other health providers explain things in a way you could understand?
- Never
 - Sometimes
 - Usually
 - Always
 - I had no visits in the last 12 months.
35. In the last 12 months, how often did doctors or other health providers show respect for what you had to say?
- Never
 - Sometimes
 - Usually
 - Always
 - I had no visits in the last 12 months.
36. In the last 12 months, how often did doctors or other health providers spend enough time with you?
- Never
 - Sometimes
 - Usually
 - Always
 - I had no visits in the last 12 months.

37. 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 all your health care in the last 12 months?
- 0 Worst health care possible
 - 1
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8
 - 9
 - 10 Best health care possible
 - I had no visits in the last 12 months.
38. In general, how would you rate your overall mental or emotional health now?
- Excellent
 - Very good
 - Good
 - Fair
 - Poor
39. In the last 12 months, did you need any treatment or counseling for a personal or family problem?
- Yes
 - No → Go to Question 42
40. In the last 12 months, how much of a problem, if any, was it to get the treatment or counseling you needed through your health plan?
- A big problem
 - A small problem
 - Not a problem

41. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your treatment or counseling in the last 12 months?

- 0 Worst treatment or counseling possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best treatment or counseling possible

42. In the last 12 months, where did you go most often for your health care? **MARK ONLY ONE ANSWER**

- A military facility – This includes:
 - Military clinic
 - Military hospital
 - PRIMUS clinic
 - NAVCARE clinic
- A civilian facility – This includes:
 - Doctor's office
 - Clinic
 - Hospital
 - Civilian TRICARE contractor
- Uniformed Services Family Health Plan facility (USFHP)
- Veterans Affairs (VA) clinic or hospital
- I went to none of the listed types of facilities in the last 12 months.

CIVILIAN PROVIDERS

The following questions ask about your experiences with the TRICARE civilian provider network. TRICARE, including TRICARE Prime and Extra, is the health care system of the Department of Defense that provides care for active duty and retired military personnel and their dependents. TRICARE includes the hospitals, clinics and pharmacies of the three services, supplemented by a civilian network. The TRICARE civilian provider network is made up of the doctors, clinics, hospitals and other health care providers who are part of DoD's preferred provider pool. The next five questions refer to health services you received from the civilian network.

43. In the last 12 months, how much of your health care did you receive from the TRICARE civilian provider network?

- All of my health care
- Most of my health care
- Some of my health care
- None of my health care
- I did not need health care in the past 12 months → **Go to Question 51**

44. In the last 12 months, how much of a problem was it to get the health care you wanted from the TRICARE civilian provider network?

- A big problem
- A small problem
- Not a problem
- I did not try to get health care from the civilian network.

45. A personal doctor or nurse is the health provider who knows you best. This can be a general doctor, a specialist doctor, a nurse practitioner, or a physician assistant.

In the last 12 months, how much of a problem was it to find a conveniently located personal doctor or nurse from the TRICARE civilian provider network?

- A big problem
- A small problem
- Not a problem
- I did not try to find a personal doctor from the civilian network.

46. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of health care.

In last 12 months, how much of a problem was it to find a conveniently located specialist from the TRICARE civilian provider network?

- A big problem
- A small problem
- Not a problem
- I did not try to find a specialist in the civilian network.

47. In the last 12 months, did you learn that a doctor whom you wanted to see had left the TRICARE civilian provider network?

- Yes
- No
- I did not want to see any network doctors

The following questions ask about your experiences with civilian providers that are not part of TRICARE's network. Under TRICARE Standard, TRICARE pays part of the cost when you see civilian doctors that are not preferred providers.

48. In the last 12 months, have you tried to make an appointment with a civilian doctor who is not part of TRICARE's civilian network?

- Yes
- No → Go to Question 51

49. In the last 12 months, have you been told that a doctor you wanted to see was not seeing TRICARE patients or not seeing new TRICARE patients?

- Yes, not seeing TRICARE patients
- Yes, not seeing new TRICARE patients
- No

50. In the last 12 months, how much of a problem has it been to find doctors who will accept TRICARE?

- A big problem
- A small problem
- Not a problem

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan. By your health plan, we mean the health plan you marked in Question 6.

51. Claims are sent to a health plan for payment. You may send in the claims yourself, or doctors, hospitals, or others may do this for you. In the last 12 months, did you or anyone else send in any claims to your health plan?

- Yes
- No → Go to Question 54
- Don't know → Go to Question 54

52. In the last 12 months, how often did your health plan handle your claims in a reasonable time?

- Never
- Sometimes
- Usually
- Always
- Don't know
- No claims were sent for me in the last 12 months.

53. In the last 12 months, how often did your health plan handle your claims correctly?

- Never
- Sometimes
- Usually
- Always
- Don't know
- No claims were sent for me in the last 12 months.

54. In the last 12 months, did you look for any information about how your health plan works in written material or on the Internet?

- Yes
- No → Go to Question 56

55. In the last 12 months, how much of a problem, if any, was it to find or understand this information?

- A big problem
- A small problem
- Not a problem
- I didn't look for information from my health plan in the last 12 months.

56. In the last 12 months, did you call your health plan's customer service to get information or help?

- Yes
- No → Go to Question 58

57. In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?

- A big problem
- A small problem
- Not a problem
- I didn't call my health plan's customer service in the last 12 months.

58. In the last 12 months, did you have to fill out any paperwork for your health plan?

- Yes
- No → Go to Question 60

59. In the last 12 months, how much of a problem, if any, did you have with paperwork for your health plan?

- A big problem
- A small problem
- Not a problem
- I didn't have any experiences with paperwork for my health plan in the last 12 months.

60. 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 health plan?

- 0 Worst health plan possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health plan possible

PREVENTIVE CARE

Preventive care is medical care you receive that is intended to maintain your good health or prevent a future medical problem. A physical or a cholesterol screening are examples of preventive care.

61. When did you last have a blood pressure reading?

- Less than 12 months ago
- 1 to 2 years ago
- More than 2 years ago

62. Do you know if your blood pressure is too high?

- Yes, it is too high
- No, it is not too high
- Don't know

63. When did you last have a flu shot?

- Less than 12 months ago
- 1-2 years ago
- More than 2 years ago
- Never had a flu shot

64. Have you ever smoked at least 100 cigarettes in your entire life?
- Yes
 - No → Go to Question 70
 - Don't know → Go to Question 70
65. Do you now smoke every day, some days or not at all?
- Every day → Go to Question 67
 - Some days → Go to Question 67
 - Not at all → Go to Question 66
 - Don't know → Go to Question 70
66. How long has it been since you quit smoking cigarettes?
- Less than 12 months → Go to Question 67
 - 12 months or more → Go to Question 70
 - Don't know → Go to Question 70
67. In the last 12 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?
- None
 - 1 visit
 - 2 to 4 visits
 - 5 to 9 visits
 - 10 or more visits
 - I had no visits in the last 12 months.
68. On how many visits was medication recommended or discussed to assist you with quitting smoking (for example: nicotine gum, patch, nasal spray, inhaler, prescription medication)?
- None
 - 1 visit
 - 2 to 4 visits
 - 5 to 9 visits
 - 10 or more visits
 - I had no visits in the last 12 months
69. On how many visits did your doctor or health provider recommend or discuss methods and strategies (other than medication) to assist you with quitting smoking?
- None
 - 1 visit
 - 2 to 4 visits
 - 5 to 9 visits
 - 10 or more visits
 - I had no visits in the last 12 months
70. Are you male or female?
- Male → Go to Question 77
 - Female → Go to Question 71
71. When did you last have a Pap smear test?
- Within the last 12 months
 - 1 to 3 years ago
 - More than 3 but less than 5 years ago
 - 5 or more years ago
 - Never had a Pap smear test
72. Are you under age 40?
- Yes → Go to Question 74
 - No
73. When was the last time your breasts were checked by mammography?
- Within the last 12 months
 - 1 to 2 years ago
 - More than 2 years ago but less than 5 years ago
 - 5 or more years ago
 - Never had a mammogram

74. Have you been pregnant in the last 12 months or are you pregnant now?

- Yes, I am currently pregnant → Go to Question 75
- No, I am not currently pregnant, but have been pregnant in the past 12 months → Go to Question 76
- No, I am not currently pregnant, and have not been pregnant in the past 12 months → Go to Question 77

75. In what trimester is your pregnancy?

- First trimester (up to 12 weeks after 1st day of last period) → Go to Question 77
- Second trimester (13th through 27th week)
- Third trimester (28th week until delivery)

76. In which trimester did you first receive prenatal care?

- First trimester (up to 12 weeks after 1st day of last period)
- Second trimester (13th through 27th week)
- Third trimester (28th week until delivery)
- Did not receive prenatal care

ABOUT YOU

77. In general, how would you rate your overall health now?

- Excellent
- Very good
- Good
- Fair
- Poor

78. Are you limited in any way in any activities because of any impairment or health problem?

- Yes
- No

For questions 79 and 80, please write your response on the lines provided, then check the matching box below each column. For example in question 79 if you are five feet and six inches tall, you would put a "5" on the first line and a "6" on the second line, and then check the box next to the "5" in the first column and check the box next to the "6" in the second column. For example:

_____ 5 _____ Feet _____ 6 _____ Inches

- | | |
|---------------------------------------|---------------------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 0 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 1 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 2 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 3 |
| <input checked="" type="checkbox"/> 5 | <input type="checkbox"/> 4 |
| <input type="checkbox"/> 6 | <input type="checkbox"/> 5 |
| <input type="checkbox"/> 7 | <input checked="" type="checkbox"/> 6 |
| | <input type="checkbox"/> 7 |
| | <input type="checkbox"/> 8 |
| | <input type="checkbox"/> 9 |
| | <input type="checkbox"/> 10 |
| | <input type="checkbox"/> 11 |

79. How tall are you without your shoes on? Please give your answer in feet and inches.

_____ Feet _____ Inches

- | | |
|----------------------------|-----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 0 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 1 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 2 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 3 |
| <input type="checkbox"/> 5 | <input type="checkbox"/> 4 |
| <input type="checkbox"/> 6 | <input type="checkbox"/> 5 |
| <input type="checkbox"/> 7 | <input type="checkbox"/> 6 |
| | <input type="checkbox"/> 7 |
| | <input type="checkbox"/> 8 |
| | <input type="checkbox"/> 9 |
| | <input type="checkbox"/> 10 |
| | <input type="checkbox"/> 11 |

80. How much do you weigh without your shoes on?
Please give your answer in pounds.

_____ Pounds

- | | | |
|----------------------------|----------------------------|----------------------------|
| <input type="checkbox"/> 0 | <input type="checkbox"/> 0 | <input type="checkbox"/> 0 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 2 | <input type="checkbox"/> 2 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 3 | <input type="checkbox"/> 3 |
| | <input type="checkbox"/> 4 | <input type="checkbox"/> 4 |
| | <input type="checkbox"/> 5 | <input type="checkbox"/> 5 |
| | <input type="checkbox"/> 6 | <input type="checkbox"/> 6 |
| | <input type="checkbox"/> 7 | <input type="checkbox"/> 7 |
| | <input type="checkbox"/> 8 | <input type="checkbox"/> 8 |
| | <input type="checkbox"/> 9 | <input type="checkbox"/> 9 |

81. Overall, how would you rate the current level of stress in your personal life?

- Much less than usual
- Less than usual
- About the same as usual
- More than usual
- Much more than usual

For each of the following matters, please indicate the extent to which it is currently a concern for you.

82. To what extent are child care arrangements a concern?

- Not a concern
- Small extent
- Moderate extent
- Large extent
- Very large extent

83. To what extent is your child's or children's education a concern?

- Not a concern
- Small extent
- Moderate extent
- Large extent
- Very large extent

84. To what extent are household repairs, yardwork and maintenance a concern?

- Not a concern
- Small extent
- Moderate extent
- Large extent
- Very large extent

85. To what extent is communicating with your spouse a concern?

- Not a concern
- Small extent
- Moderate extent
- Large extent
- Very large extent

86. To what extent is managing household expenses a concern?

- Not a concern
- Small extent
- Moderate extent
- Large extent
- Very large extent

87. To what extent is the birth or adoption of a child a concern?

- Not a concern
- Small extent
- Moderate extent
- Large extent
- Very large extent

88. To what extent is providing care for an elderly family member a concern?

- Not a concern
- Small extent
- Moderate extent
- Large extent
- Very large extent

89. To what extent are marital problems between you and your spouse a concern?

- Not a concern
- Small extent
- Moderate extent
- Large extent
- Very large extent

90. To what extent are your health problems a concern?

- Not a concern
- Small extent
- Moderate extent
- Large extent
- Very large extent

91. To what extent are the health problems of a child, sibling, parent or elderly family member a concern?

- Not a concern
- Small extent
- Moderate extent
- Large extent
- Very large extent

92. To what extent are your job or education demands a concern?

- Not a concern
- Small extent
- Moderate extent
- Large extent
- Very large extent

93. To what extent are major financial hardship or bankruptcy in your family a concern?

- Not a concern
- Small extent
- Moderate extent
- Large extent
- Very large extent

94. Are you the spouse of a member of the uniformed services currently deployed to a combat zone?

- Yes
- No → Go to Question 104

95. Have you sought information about resources available to spouses and families of deployed personnel?

- Yes
- No → Go to Question 98

96. How helpful was the information you received in coping with your spouse's deployment?

- Very helpful
- Somewhat helpful
- Not helpful

97. How much of a problem was it for you to find information?

- Not a problem
- A small problem
- A big problem

98. Have you sought help from a support group while your spouse is deployed?

- Yes
- No → Go to Question 101

99. How helpful were support groups in coping with your spouse's deployment?

- Very helpful
- Somewhat helpful
- Not helpful

100. How much of a problem was it for you to find a support group?

- Not a problem
- A small problem
- A big problem

101. Have you sought counseling for personal or family problems related to your spouse's deployment?

- Yes
- No → Go to Question 104

102. How helpful was counseling in dealing with your spouse's deployment?

- Very helpful
- Somewhat helpful
- Not helpful

103. How much of a problem was it for you to find counseling?

- Not a problem
- A small problem
- A big problem

104. 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

105. Are you of Hispanic or Latino origin or descent? (Mark "NO" if not Spanish/Hispanic/Latino.)

- No, not Spanish, Hispanic, or Latino
- Yes, Mexican, Mexican American, Chicano
- Yes, Puerto Rican
- Yes, Cuban
- Yes, other Spanish, Hispanic, or Latino

106. What is your race? (Mark ONE OR MORE races to indicate what you consider yourself to be.)

- White
- Black or African American
- American Indian or Alaska Native
- Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese)
- Native Hawaiian or other Pacific Islander (e.g., Samoan, Guamanian or Chamorro)

107. What is your age now?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

If you have any suggestions or comments that you would like to add, please neatly print your comments in question 108 on the lines provided.

108. SUGGESTIONS AND COMMENTS:

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS 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:

Synovate
PO Box 5030
Chicago, IL 60680-4138