

APPENDIX A

ANNOTATED QUESTIONNAIRE – HEDIS

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Health Care Survey of DoD Beneficiaries

A world-wide survey of beneficiaries
eligible for health care coverage through
the military health system

February 2017

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Military Health Care Survey:

HEDIS Questionnaire

February 2017

Privacy Advisory

Providing information in this Survey is voluntary. There is no penalty nor will your benefits be affected if you choose not to respond, although maximum participation is encouraged so that the data will be complete and representative.

The Survey was written so that answers should not require you to provide any personally identifiable information (PII), but please be assured that any PII provided will be treated as confidential. Your responses are collected via a secure system which does not collect any information that could be used to determine your identity.

Answering the questions is voluntary; you may stop the Survey at any time.

According to the Privacy Act of 1974 (5 U.S.C. §552a), 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. §1074 (Medical and Dental Care for Members and Certain Former Members, as amended by National Defense Authorization Act of 1993, Public Law 102-484, §706); 10 U.S.C. §1074f (Medical Tracking System for Members Deployed Overseas); 32 C.F.R. §199.17 (TRICARE Program); 45 C.F.R. Part 160 Subparts A and E of Part 164 (Health Insurance Portability and Accountability Act of 1996, Privacy Rule); DoD 6025.18-R (Department of Defense Health Information Privacy Regulation); DoD 6025.13-R (Military Health System Clinical Quality Assurance Program Regulation); 64 FR 22837 (DHA 08 – Health Affairs Survey Data Base, April 28, 1999); and, E.O. 9397 (as amended, November 20, 2008, for SSN collection).

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: Participation is voluntary. Failure to respond will not result in any penalty to the respondent; however maximum participation is encouraged so that data will be as complete and representative as possible.

SURVEY INSTRUCTIONS

Thank you for taking the time to participate in this online survey.

Please note, if the survey is idle for more than 5 minutes, you will be logged out automatically to protect your privacy. If that happens, simply wait 15 minutes and log back in. Please keep your password because you may need it later.

During the survey, please do not use your browser's FORWARD and BACK buttons. Instead, please always use the buttons below to move backward and forward through the survey.

To begin, just click on the "Next" button below. This will take you right into the survey.

SURVEY STARTS HERE

As an eligible TRICARE beneficiary, please complete this survey even if you did not receive your health care from a military facility.

Please recognize that some specific questions about TRICARE benefits may not apply to you, depending on your entitlement and particular TRICARE program.

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

Question 1: Our records show that you are now in TRICARE Prime. Is that right?

Variable name: S17BN01

Editing notes: None

Response	Directions	Value	Percent
Yes	Go to Question 3	1	97.5%
No		2	2.5%

Question 2: What is the name of your health plan? (Please print)

Variable name: S17BN02

Editing notes: None

Response	Percent of responses
(printed name of health plan)	4.3%

YOUR HEALTH CARE IN THE LAST 12 MONTHS

These 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.

Question 3: 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?

Variable name: H17006

Editing notes: See Note 2

Response	Directions	Value	Percent
Yes		1	71.2%
No	Go to Question 5	2	28.8%

Question 4: In the last 12 months, when you needed care right away, how often did you get care as soon as you needed?

Variable name: H17007

Editing notes: See Note 2

Response	Value	Percent
Never	1	4.4%
Sometimes	2	17.2%
Usually	3	26.8%
Always	4	51.5%

Question 5: In the last 12 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

Variable name: H17009

Editing notes: See Note 3

Response	Directions	Value	Percent
Yes		1	90.4%
No	Go to Question 7	2	9.6%

Question 6: In the last 12 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

Variable name: H17010

Editing notes: See Note 3

Response	Value	Percent
Never	1	4.0%
Sometimes	2	25.8%
Usually	3	31.4%
Always	4	38.8%

Question 7: In the last 12 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

Variable name: H17013

Editing notes: See Note 4H

Response	Directions	Value	Percent
None	Go to Question 15	1	11.5%
1		2	12.9%
2		3	20.7%
3		4	16.9%
4		5	12.6%
5 to 9		6	18.0%
10 or more		7	7.4%

Question 8: In the last 12 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

Variable name: S17BP01

Editing notes: See Note 4H

Response	Value	Percent
Yes	1	71.3%
No	2	28.7%

Question 9: In the last 12 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

Variable name: S17BK01

Editing notes: See Notes 4H and 5H

Response	Directions	Value	Percent
Yes		1	53.4%
No	Go to Question 13	2	46.6%

Question 10: Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

Variable name: S17BK02

Editing notes: See Notes 4H and 5H

Response	Value	Percent
Yes	1	94.2%
No	2	5.8%

Question 11: Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

Variable name: S17BK03

Editing notes: See Notes 4H and 5H

Response	Value	Percent
Yes	1	73.1%
No	2	26.9%

Question 12: When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

Variable name: S17BK04

Editing notes: See Notes 4H and 5H

Response	Value	Percent
Yes	1	75.0%
No	2	25.0%

Question 13: 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?

Variable name: H17018

Editing notes: See Note 4H

Response	Value	Percent
0 – Worst health care possible	0	0.7%
1	1	0.5%
2	2	1.8%
3	3	2.3%
4	4	2.9%
5	5	6.8%
6	6	6.9%
7	7	14.2%
8	8	23.2%
9	9	19.9%
10 – Best health care possible	10	20.9%

Question 14: In the last 12 months, how often was it easy to get the care, tests, or treatment you needed?

Variable name: H17033

Editing notes: See Note 4H

Response	Value	Percent
Never	1	3.5%
Sometimes	2	19.6%
Usually	3	39.4%
Always	4	37.6%

YOUR PERSONAL DOCTOR

Question 15: A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

Variable name: H17019

Editing notes: See Note 6H

Response	Directions	Value	Percent
Yes		1	71.2%
No	Go to Question 24	2	28.8%

Question 16: In the last 12 months, how many times did you visit your personal doctor to get care for yourself?

Variable name: H17020

Editing notes: See Notes 6H and 7H

Response	Directions	Value	Percent
None	Go to Question 23	0	12.3%
1		1	20.5%
2		2	24.2%
3		3	16.8%
4		4	12.1%
5 to 9		5	11.7%
10 or more		6	2.4%

Question 17: In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?

Variable name: H17022

Editing notes: See Notes 6H and 7H

Response	Value	Percent
Never	1	1.6%
Sometimes	2	6.0%
Usually	3	24.1%
Always	4	68.2%

Question 18: In the last 12 months, how often did your personal doctor listen carefully to you?

Variable name: H17021

Editing notes: See Notes 6H and 7H

Response	Value	Percent
Never	1	2.5%
Sometimes	2	8.8%
Usually	3	22.1%
Always	4	66.5%

Question 19: In the last 12 months, how often did your personal doctor show respect for what you had to say?

Variable name: H17023

Editing notes: See Notes 6H and 7H

Response	Value	Percent
Never	1	2.2%
Sometimes	2	7.2%
Usually	3	16.8%
Always	4	73.8%

Question 20: In the last 12 months, how often did your personal doctor spend enough time with you?

Variable name: H17024

Editing notes: See Notes 6H and 7H

Response	Value	Percent
Never	1	3.1%
Sometimes	2	9.5%
Usually	3	26.8%
Always	4	60.5%

Question 21: In the last 12 months, did you get care from a doctor or other health provider besides your personal doctor?

Variable name: H17025

Editing notes: See Notes 6H, 7H, and 8

Response	Directions	Value	Percent
Yes		1	74.3%
No	Go to Question 23	2	25.7%

Question 22: In the last 12 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

Variable name: H17026

Editing notes: See Notes 6H, 7H, and 8H

Response	Value	Percent
Never	1	10.0%
Sometimes	2	18.8%
Usually	3	32.3%
Always	4	38.9%

Question 23: Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

Variable name: H17027

Editing notes: See Note 6H

Response	Value	Percent
0 – Worst personal doctor possible	0	1.3%
1	1	1.0%
2	2	1.2%
3	3	1.1%
4	4	1.7%
5	5	6.8%
6	6	5.1%
7	7	9.4%
8	8	17.2%
9	9	22.6%
10 – Best personal doctor possible	10	32.7%

GETTING HEALTH CARE FROM A SPECIALIST

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

Question 24: Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 12 months, did you try to make any appointments to see a specialist?

Variable name: H17028

Editing notes: See Note 9H

Response	Directions	Value	Percent
Yes		1	55.3%
No	Go to Question 28	2	44.7%

Question 25: In the last 12 months, how often did you get an appointment to see a specialist as soon as you needed?

Variable name: H17029

Editing notes: See Note 9H

Response	Value	Percent
Never	1	6.6%
Sometimes	2	18.8%
Usually	3	34.2%
Always	4	40.4%

Question 26: How many specialists have you seen in the last 12 months?

Variable name: H17030

Editing notes: See Notes 9H and 10H

Response	Directions	Value	Percent
None	Go to Question 28	0	2.3%
1 specialist		1	46.1%
2		2	30.5%
3		3	12.5%
4		4	5.3%
5 or more specialists		5	3.3%

Question 27: 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?

Variable name: H17031

Editing notes: See Notes 9H and 10Ha

Response	Value	Percent
0 – Worst specialist possible	0	0.7%
1	1	0.8%
2	2	0.9%
3	3	1.8%
4	4	2.3%
5	5	4.1%
6	6	3.9%
7	7	9.7%
8	8	17.6%
9	9	25.5%
10 – Best specialist possible	10	33.0%

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

Question 28: In the last 12 months, did you look for any information in written materials or on the Internet about how your health plan works?

Variable name: H17034

Editing notes: See Note 12H

Response	Directions	Value	Percent
Yes		1	30.1%
No	Go to Question 30	2	69.9%

Question 29: In the last 12 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

Variable name: H17035

Editing notes: See Note 12H

Response	Value	Percent
Never	1	6.9%
Sometimes	2	34.7%
Usually	3	40.9%
Always	4	17.5%

Question 30: Sometimes people need services or equipment beyond what is provided in a regular or routine office visit, such as care from a specialist, physical therapy, a hearing aid, or oxygen. In the last 12 months, did you look for information from your health plan on how much you would have to pay for a health care service or equipment?

Variable name: H17036

Editing notes: See Note 13H

Response	Directions	Value	Percent
Yes		1	17.1%
No	Go to Question 32	2	82.9%

Question 31: In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment?

Variable name: H17037

Editing notes: See Note 13H

Response	Value	Percent
Never	1	23.9%
Sometimes	2	27.4%
Usually	3	27.4%
Always	4	21.2%

Question 32: In some health plans, the amount you pay for a prescription medicine can be different for different medicines, or can be different for prescriptions filled by mail instead of at the pharmacy. In the last 12 months, did you look for information from your health plan on how much you would have to pay for specific prescription medicines?

Variable name: H17038

Editing notes: See Note 14H

Response	Directions	Value	Percent
Yes		1	13.6%
No	Go to Question 34	2	86.4%

Question 33: In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medications?

Variable name: H17039

Editing notes: See Note 14H

Response	Value	Percent
Never	1	22.4%
Sometimes	2	24.0%
Usually	3	28.3%
Always	4	25.4%

Question 34: In the last 12 months, did you try to get information or help from your health plan's customer service?

Variable name: H17040

Editing notes: See Note 15H

Response	Directions	Value	Percent
Yes		1	24.9%
No	Go to Question 37	2	75.1%

Question 35: In the last 12 months, how often did your health plan's customer service give you the information or help you needed?

Variable name: H17041

Editing notes: See Note 15H

Response	Value	Percent
Never	1	4.5%
Sometimes	2	17.0%
Usually	3	34.4%
Always	4	44.2%

Question 36: In the last 12 months, how often did your health plan's customer service staff treat you with courtesy and respect?

Variable name: H17042

Editing notes: See Note 15H

Response	Value	Percent
Never	1	2.2%
Sometimes	2	7.4%
Usually	3	22.3%
Always	4	68.1%

Question 37: In the last 12 months, did your health plan give you any forms to fill out?

Variable name: H17043

Editing notes: See Note 16H

Response	Directions	Value	Percent
Yes		1	24.4%
No	Go to Question 39	2	75.6%

Question 38: In the last 12 months, how often were the forms from your health plan easy to fill out?

Variable name: H17044

Editing notes: See Note 16H

Response	Value	Percent
Never	1	4.1%
Sometimes	2	12.0%
Usually	3	43.8%
Always	4	40.0%

Question 39: 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?

Variable name: H17045

Editing notes: See Note 17H

Response	Directions	Value	Percent
Yes		1	26.6%
No	Go to Question 42	2	45.1%
Don't know	Go to Question 42	-5	28.3%

Question 40: In the last 12 months, how often did your health plan handle your claims quickly?

Variable name: H17046

Editing notes: See Note 17H

Response	Value	Percent
Never	1	4.7%
Sometimes	2	8.2%
Usually	3	25.3%
Always	4	44.7%
Don't know	-5	17.1%

Question 41: In the last 12 months, how often did your health plan handle your claims correctly?

Variable name: H17047

Editing notes: See Note 17H

Response	Value	Percent
Never	1	3.2%
Sometimes	2	10.0%
Usually	3	23.2%
Always	4	47.1%
Don't know	-5	16.5%

Question 42: 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?

Variable name: H17048

Editing notes: None

Response	Value	Percent
0 – Worst health plan possible	0	1.1%
1	1	0.4%
2	2	0.7%
3	3	1.3%
4	4	1.7%
5	5	7.5%
6	6	6.2%
7	7	15.0%
8	8	20.6%
9	9	19.8%
10 – Best health plan possible	10	25.7%

ABOUT YOU

Question 43: In general, how would you rate your overall health?

Variable name: H17065

Editing notes: None

Response	Value	Percent
Excellent	5	16.6%
Very good	4	40.4%
Good	3	33.2%
Fair	2	8.3%
Poor	1	1.5%

Question 44: In general, how would you rate your overall mental or emotional health?

Variable name: S17B01

Editing notes: None

Response	Value	Percent
Excellent	1	31.8%
Very good	2	36.0%
Good	3	22.1%
Fair	4	8.4%
Poor	5	1.7%

Question 45: Have you had either a flu shot or flu spray in the nose since July 1, 2016?

Variable name: S17B001

Editing notes: None

Response	Value	Percent
Yes	1	66.5%
No	2	32.1%
Don't know	-5	1.4%

Question 46: Do you now smoke cigarettes or use tobacco every day, some days or not at all?

Variable name: H17053

Editing notes: See Note 18H

Response	Directions	Value	Percent
Every day		4	6.6%
Some days		3	5.3%
Not at all	Go to Question 50	2	85.3%
Don't know	Go to Question 50	-5	2.8%

Question 47: In the last 12 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

Variable name: H17054

Editing notes: See Note 18H

Response	Value	Percent
Never	1	20.3%
Sometimes	2	25.6%
Usually	3	22.6%
Always	4	31.4%

Question 48: In the last 12 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

Variable name: H17055

Editing notes: See Note 18H

Response	Value	Percent
Never	1	51.2%
Sometimes	2	21.1%
Usually	3	14.7%
Always	4	13.0%

Question 49: In the last 12 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

Variable name: H17056

Editing notes: See Note 18H

Response	Value	Percent
Never	1	49.7%
Sometimes	2	22.0%
Usually	3	15.6%
Always	4	12.7%

Question 50: Do you take aspirin daily or every other day?

Variable name: S17BL01

Editing notes: None

Response	Value	Percent
Yes	1	14.6%
No	2	85.2%
Don't know	-5	0.2%

Question 51: Do you have a health problem or take medication that makes taking aspirin unsafe for you?

Variable name: S17BL02

Editing notes: None

Response	Value	Percent
Yes	1	4.5%
No	2	90.1%
Don't know	-5	5.4%

Question 52: Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

Variable name: S17BL03

Editing notes: None

Response	Value	Percent
Yes	1	25.4%
No	2	74.6%

Question 53: Are you aware that you have any of the following conditions?

MARK ONE OR MORE

Variable names: S17BL04A-S17BL04C

Editing notes: None

Response	Variable Name	Percent Marked
High cholesterol	S17BL04A	19.5%
High blood pressure	S17BL04B	21.6%
Parent or sibling with heart attack before the age of 60	S17BL04C	12.2%

Question 54: Has a doctor ever told you that you have any of the following conditions?

MARK ONE OR MORE

Variable names: S17BL05A-S17BL05D

Editing notes: None

Response	Variable Name	Percent Marked
A heart attack	S17BL05A	1.2%
Angina or coronary heart disease	S17BL05B	1.5%
A stroke	S17BL05C	1.0%
Any kind of diabetes or high blood sugar	S17BL05D	10.5%

Question 55: In the last 12 months, did you get health care 3 or more times for the same condition or problem?

Variable name: H17067

Editing notes: See Note 22

Response	Directions	Value	Percent
Yes		1	35.8%
No	Go to Question 57	2	64.2%

Question 56: Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

Variable name: H17068

Editing notes: See Note 22

Response	Value	Percent
Yes	1	84.6%
No	2	15.4%

Question 57: Do you now need or take medicine prescribed by a doctor? Do not include birth control.

Variable name: H17069

Editing notes: See Note 23

Response	Directions	Value	Percent
Yes		1	54.4%
No	Go to Question 59	2	45.6%

Question 58: Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

Variable name: H17070

Editing notes: See Note 23

Response	Value	Percent
Yes	1	89.7%
No	2	10.3%

Question 59: What is your age?

Variable name: SRAGE

Editing notes: None

Response	Value	Percent
18 to 24	1	15.2%
25 to 34	2	27.7%
35 to 44	3	21.5%
45 to 54	4	14.3%
55 to 64	5	20.6%
65 to 74	6	0.6%
75 or older	7	0.1%

Question 60: Are you male or female?

Variable name: H17058

Editing notes: See Note 19H

Response	Value	Percent
Male	1	51.0%
Female	2	49.0%

Question 61: What is the highest grade or level of school that you have completed?

Variable name: SREDA

Editing notes: None

Response	Value	Percent
8 th grade or less	1	0.1%
Some high school, but did not graduate	2	0.7%
High school graduate or GED	3	14.4%
Some college or 2-year degree	4	43.3%
4-year college graduate	5	21.1%
More than 4-year college degree	6	20.5%

Question 62: Are you of Hispanic or Latino origin or descent?

Variable names: H17073

Editing notes: None

Response	Value	Percent
Yes, Hispanic or Latino	1	13.7%
No, not Hispanic or Latino	2	86.3%

Question 63: What is your race?

MARK ONE OR MORE

Variable names: SRRACEA-SRRACEF

Editing notes: None

Response	Variable Name	Percent Marked
White	SRRACEA	67.9%
Black or African American	SRRACEB	15.7%
Asian	SRRACED	8.3%
Native Hawaiian or other Pacific Islander	SRRACEE	2.3%
American Indian or Alaska Native	SRRACEC	3.0%
Other	SRRACEF	7.8%

Question 64: Did someone help you complete this survey?

Variable name: S17BM01

Editing notes: See Note 24H

Response	Directions	Value	Percent
Yes		1	3.0%
No	Go to Question 66	2	97.0%

Question 65: How did that person help you?

MARK ONE OR MORE

Variable names: S17BM02A-S17BM02E

Editing notes: See Note 24H

Response	Variable Name	Percent Marked
Read the questions to me	S17BM02A	19.0%
Wrote down the answers I gave	S17BM02B	13.4%
Answered the questions for me	S17BM02C	27.8%
Translated the questions into my language	S17BM02D	2.9%
Helped in some other way	S17BM02E	23.9%

Now we would like to ask you a few more questions about your health care and health plan.

Question 66: On the days you smoke or use tobacco products, what type of product do you smoke or use?

MARK ONE OR MORE

Variable names: H17057A-H17057E

Editing notes: See Note 18H

Response	Variable Name	Percent Marked
I do not smoke or use tobacco products at all	H17057E	81.3%
Cigarettes	H17057A	8.4%
Dip, chewing tobacco, snuff or snus	H17057B	3.7%
Cigars	H17057C	3.0%
Pipes, bidis, or kreteks (Pipes include hookahs. Bidis are small, brown, hand-rolled cigarettes from India and other Southeast Asian countries. Kreteks are clove cigarettes made in Indonesia that contain clove extract and tobacco.)	H17057D	1.0%

Question 67: In the last 12 months, how many days did you usually have to wait for an appointment when you needed care right away?

Variable name: H17008

Editing notes: See Note 2

Response	Value	Percent
Same day	1	31.7%
1 day	2	19.1%
2-3 days	3	20.2%
4-7 days	4	13.4%
More than 7 days	5	15.6%
I did not need care right away in the last 12 months	-6	

Question 68: In the last 12 months, how many days did you usually have to wait for an appointment for a check-up or routine care?

Variable name: H17011

Editing notes: See Note 3

Response	Value	Percent
Same day	1	7.5%
1 day	2	7.3%
2-3 days	3	20.0%
4-7 days	4	25.3%
8-14 days	5	19.9%
15-30 days	6	14.6%
More than 30 days	7	5.3%
I did not need a check-up or routine care in the last 12 months	-6	

Question 69: In the last 12 months, did you need to visit a doctor's office or clinic after regular office hours?

Variable name: S17BM05

Editing notes: See Note 25H

Response	Directions	Value	Percent
Yes		1	20.5%
No	Go to Question 71	2	79.5%

Question 70: In the last 12 months, how often were you able to get the care you needed from a doctor's office or clinic after regular office hours?

Variable name: S17BM06

Editing notes: See Note 25H

Response	Value	Percent
Never	1	27.6%
Sometimes	2	14.5%
Usually	3	23.3%
Always	4	34.7%

Question 71: In the last 12 months, did you need care for yourself during evenings, weekends, or holidays?

Variable name: S17BM07

Editing notes: See Note 26H

Response	Directions	Value	Percent
Yes		1	25.8%
No	Go to Question 73	2	74.2%

Question 72: In the last 12 months, how often were you able to get the care you needed from a doctor's office or clinic during evenings, weekends, or holidays?

Variable name: S17BM08

Editing notes: See Note 26H

Response	Value	Percent
Never	1	35.6%
Sometimes	2	14.9%
Usually	3	17.8%
Always	4	31.7%

Question 73: Using a scale of 1 to 5, with 1 being “strongly disagree” and 5 being “strongly agree”, how much do you agree with the following statement: In general, I am able to see my provider(s) when needed?

Variable name: S17011

Editing notes: None

Response	Value	Percent
Strongly disagree	1	5.7%
Disagree	2	8.0%
Neither agree nor disagree	3	16.7%
Agree	4	44.6%
Strongly agree	5	25.0%

Question 74: Using a scale of 1 to 5, with 1 being “completely dissatisfied” and 5 being “completely satisfied”, how satisfied are you, overall, with the health care you received during your last visit?

Variable name: S17014

Editing notes: None

Response	Value	Percent
Completely dissatisfied	1	3.1%
Somewhat dissatisfied	2	4.6%
Neither satisfied nor dissatisfied	3	12.6%
Somewhat satisfied	4	36.2%
Completely satisfied	5	43.5%

THANK YOU FOR TAKING THE TIME TO COMPLETE THE SURVEY!

Your generous contribution will greatly aid efforts to improve the health of our military community.