2011 Military Health System Conference

Results of Three Ongoing Beneficiary Surveys

The Quadruple Aim: Working Together, Achieving Success

LTC Lorraine Babeu, Dr. Richard Bannick, Dr. Kimberley Marshall

25 Jan 2011

OASD(HA)/TMA-TPOD
**Title:** Results of Three Ongoing Beneficiary Surveys

**Performing Organization:** Military Health System, TRICARE Management Activity (OASD(HA)/TMA-TPOD), 5111 Leesburg Pike, Skyline 5, Falls Church, VA, 22041

**Abstract:**

Presented at the 2011 Military Health System Conference, January 24-27, National Harbor, Maryland

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>unclassified</td>
<td>unclassified</td>
<td>unclassified</td>
<td>unclassified</td>
</tr>
</tbody>
</table>
Purpose of This Briefing

- Provide an overview of inpatient, outpatient and plan MHS surveys
  - TRICARE Inpatient Satisfaction Survey
  - TRICARE Outpatient Satisfaction Survey
  - Healthcare Survey of DoD Beneficiaries

- Discuss survey results and key drivers of satisfaction- comparison of all three surveys

- Provide recommendations on ways to improve the patients' healthcare experience throughout the MHS
The Quadruple Aim: The MHS Value Model

Experience of Care
Providing a care experience that is patient and family centered, compassionate, convenient, equitable, safe and always of the highest quality.

Readiness
Ensuring that the total military force is medically ready to deploy and that the medical force is ready to deliver health care anytime, anywhere in support of the full range of military operations, including humanitarian missions.

Population Health
Reducing the generators of ill health by encouraging healthy behaviors and decreasing the likelihood of illness through focused prevention and the development of increased resilience.

Per Capita Cost
Creating value by focusing on quality, eliminating waste, and reducing unwarranted variation; considering the total cost of care over time, not just the cost of an individual health care activity.
Event-Based (episode of care) Surveys

Outpatient surveys:
- TRICARE Outpatient Satisfaction Survey (TROSS)
  - Direct Care & Purchased Care, Over Time, Across Services

Inpatient surveys:
- TRICARE Inpatient Satisfaction Survey (TRISS)
  - Direct Care & Purchased Care, Over Time, Across Services
Population Surveys

- Healthcare Survey of DoD Beneficiaries (HCSDB)
  - Direct and Purchased Care; Sample of ALL eligible beneficiaries, MHS users or not.
- DoD Survey of Health Related Behaviors (HRB)
- “Wounded Warrior” surveys: HA/TMA Ill or Injured survey and Army OTSG Warrior Transition Unit (WTU)
- Survey of Civilian Provider Acceptance of TRICARE Standard
Health Care Survey of DoD Beneficiaries (HCSDB)

- **Purpose:** Assesses all eligibles (users/nonusers) to measure health care status and access to and satisfaction with care in the MHS.

- **Data:** Percentages are calculated using weighted data. Weighting accounts for sampling method.

- **Frequency:** Quarterly to adults, annually to children

- **Annual Sample Size:** ~51,000 adults per quarter, ~36,000 children

- **Mode:** Mail or online
Health Care Survey of DoD Beneficiaries (HCSDB)


- Key Indicators of Satisfaction
  - Access, Customer Service, Communication
  - Ratings of doctors, health care, plan
  - Preventive care

- Special Topics
  - Other health insurance
  - Unhealthy behavior (tobacco use, obesity, nutrition, exercise), preventive services (flu shots, mammography, colorectal cancer screening)
MHS ratings of global measures increased from FY08 to FY10; lagged Civilian benchmark except for “Health Plan”
Trends in Measures of Access for All MHS Users (HCSDB)

MHS ratings of key measures of access increased from FY 2008 to FY 2010, but lagged civilian benchmark.
Trends in Beneficiary Ratings of Doctors’ Communications (HCSDB)

Beneficiaries rated their doctor’s communication equal to or exceeding the civilian benchmark
Trends in TRICARE and Alternate Health Insurance Coverage, Age 65+ (HCSDB)

Beneficiaries 65+ reported dropping other health insurance the year after TRICARE for Life and senior pharmacy program began in FY 2001.

MEDICARE SUPPLEMENTAL INSURANCE COVERAGE OF MHS SENIORS


* Insurance coverage for DoD HMOs includes TRICARE Senior Prime (until December 2001) and the Uniformed Services Family Health Plan.
TRICARE Inpatient Satisfaction Survey (TRISS)

- **Purpose:** Assesses beneficiary satisfaction with beneficiaries’ inpatient care experience for medical, surgical and obstetric services

- **Data:** Satisfaction percentages are calculated using weighted data. Weighting accounts for mail survey design, and non-response.

- **Frequency:** “Before Jan 2011” Mail survey fielded annually; Telephone survey fielded quarterly

- **Annual Sample Size:** “Before Jan 2011” ~45,000 (mail survey); ~620 (phone survey)

- **Mode:** Mail and phone
TRICARE Inpatient Satisfaction Survey (TRISS)

- Results based on Hospital Consumer Assessment of Healthcare Providers & Systems (HCAHPS)
  - National benchmarks are available for HCAHPS

- Composites
  - Communication with Nurses
  - Communication with Doctors
  - Communication about Medications
  - Responsiveness of Hospital Staff
  - Discharge Information
  - Pain Control
TRISS Course of Action begins Jan 2011

- Improve all aspects of survey time-frame
  - The mail survey is fielded monthly to ~168,000 MHS beneficiaries who have had an inpatient stay.
  - New improvements include changes in:
    - Survey fielding
    - Reporting
    - Mode

- Improvements to the TRISS questionnaire
  - Decrease in length
  - Revising Questions
  - Combination of HCAHPS and DoD questions
Obstetrics Direct Care ratings and recommendations of hospital are 20 percent lower than Purchased Care ratings.
Willingness to Recommend Hospital among “Prime enrollees”

Obstetrics Direct Care ratings and recommendations of hospital are 20 percent lower than Purchased Care ratings.
# HCAHPS and TRISS questions

<table>
<thead>
<tr>
<th>Category</th>
<th>Rating Scale:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rate Hospital</strong> 0-10</td>
<td>Rating Scale: 9-10</td>
</tr>
<tr>
<td><strong>Recommend This Hospital</strong></td>
<td>Rating Scale: Definitely yes</td>
</tr>
<tr>
<td><strong>Communication w/ Nurses</strong></td>
<td>Rating Scale: Always</td>
</tr>
<tr>
<td><strong>Responsiveness of Hosp Staff</strong></td>
<td>Rating Scale: Always</td>
</tr>
<tr>
<td><strong>Communication w/ Doctors</strong></td>
<td>Rating Scale: Always</td>
</tr>
<tr>
<td><strong>Hospital Environment</strong></td>
<td>Rating Scale: Always</td>
</tr>
<tr>
<td><strong>Pain Management</strong></td>
<td>Rating Scale: Always</td>
</tr>
<tr>
<td><strong>Communication re: Medicines</strong></td>
<td>Rating Scale: Always</td>
</tr>
<tr>
<td><strong>Discharge Information</strong></td>
<td>Rating Scale: Yes</td>
</tr>
</tbody>
</table>

### Communication w/ Nurses
- Nurses treat with courtesy/respect
- Nurses listen carefully to you
- Nurses explained things in way you understand

### Communication w/ Doctors
- Doctors treat with courtesy/respect
- Doctors listen carefully to you
- Doctors explained things in way you understand

### Hospital Environment
- Room and bathroom kept clean
- Area around room quiet at night

### Pain Management
- Need medicine for pain
- Pain well controlled
- Staff do everything help with pain

### Communication re: Medicines
- Given medicine had not taken before
- Tell you what new medicine was for
- Staff describe medicine side effect

### Discharge Information
- Left hospital- destination
- Staff talk about help when you left
- Info re: symptoms/problems to look for
TRISS Current Findings/ Way Forward

- **Current Findings:**
  - Direct Care obstetric ratings significantly lower than the benchmark for all services
  - Three of the top 5 categories of negative written comments (on survey)
    - Pain management, Postpartum care, Staff attitudes

- **Way Forward:**
  - Implement revised methodology to produce more timely and relevant results
TRICARE Outpatient Satisfaction Survey (TROSS)

- **Purpose:** To assess the ambulatory care experiences of MHS beneficiaries who received care at an MTF or a civilian network provider.

- **Survey Instrument:** DoD specific & Clinician and Group CAHPS questions
  - Global indicators of satisfaction, overall rating of health care, provider and health plan (scale 0-10, 10=best).
  - Composites (questions that focus on specific area)
    - Access to Care, Communication with Doctor, Office Staff and Mental Health
  - Civilian benchmarks are from Synovate's Consumer Opinion Panel

- **Mode:** 512K surveys mailed annually (55 questions), 15,000 phone surveys (20 questions)

- **Response rates:** DC 16%, PC 28%
Key indicator of satisfaction: overall rating of satisfaction with health care 2009 & 2010

Direct Care satisfaction ratings are lower than Purchased Care, with no significant change past two years. Scale 0-10 (10=Best)
Key indicator of satisfaction: overall rating of satisfaction with health plan 2009 & 2010

Direct Care increasing slightly
Key indicator of satisfaction: overall rating of satisfaction with provider 2009 & 2010

Purchased Care ratings are higher than Direct Care
Key indicator of satisfaction: overall rating of satisfaction with health care

A similar pattern in beneficiary responses was found for all key indicators of satisfaction.
Predicators of satisfaction

- Composites are questions that focus on specific area.
- TROSS Composites
  - Access to Care (timely appointment for routine care; got answer after hours)
  - Doctor Communication (provider knew important medical history)
  - Office Staff (treated with courtesy)
  - Mental Health (access to mental health care)
A similar pattern in beneficiary responses was found for all Composite questions.
### TROSS Drivers of Satisfaction with Health Care: All TRICARE Enrollees by Beneficiary Category (Direct Care)

<table>
<thead>
<tr>
<th>2010 Rank</th>
<th>Active Duty</th>
<th>Active Duty Family Members</th>
<th>Retirees &amp; Dependents &lt; 65</th>
<th>Retirees &amp; Dependents 65+</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Doctor Communication</td>
<td>Doctor Communication</td>
<td>Doctor Communication</td>
<td>Doctor Communication</td>
</tr>
<tr>
<td>2</td>
<td>Office Staff</td>
<td>Office Staff</td>
<td>Office Staff</td>
<td>Office Staff</td>
</tr>
<tr>
<td>3</td>
<td>Access to Care</td>
<td>Access to Care</td>
<td>Mental Health*</td>
<td>Mental Health*</td>
</tr>
</tbody>
</table>

*Doctor Communication remains the top driver of beneficiary satisfaction*
<table>
<thead>
<tr>
<th>2010 Rank</th>
<th>Active Duty</th>
<th>Active Duty Family Members</th>
<th>Retirees &amp; Dependents &lt; 65</th>
<th>Retirees &amp; Dependents 65+</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mental Health</td>
<td>Doctor Communication</td>
<td>Doctor Communication</td>
<td>Doctor Communication</td>
</tr>
<tr>
<td>2</td>
<td>Doctor Communication</td>
<td>Office Staff</td>
<td>Office Staff</td>
<td>Office Staff</td>
</tr>
<tr>
<td>3</td>
<td>Office Staff</td>
<td>Access to Care</td>
<td>Access to Care</td>
<td>Mental Health*</td>
</tr>
</tbody>
</table>

*Doctor Communication remains the top driver of beneficiary satisfaction*
Additional analysis was conducted September 2010 targeting the Active Duty population to better assess drivers of satisfaction as this population is generally less satisfied across all questions.

Less satisfied AD include:

- Females
- Younger ages (18-24)
- Lower ranks
Key areas of dissatisfaction for AD compared to civilian

- Access to Care (Timely Appt, Answer After Hours, Answer Same Day, Saw Provider Quickly, Appt for Urgent Care)
- Doctor Communication (Provider Knew Medical History)
- Office Staff (Treated with Courtesy)
Overall Comparison of Survey Results

- The results of similar questions from three active surveys of MHS beneficiaries were compared
  - TROSS (TRICARE Outpatient Satisfaction Survey)
  - TRISS (TRICARE Inpatient Satisfaction Survey)
  - HCSDB (Health Care Survey of DoD Beneficiaries)

- Drivers of satisfaction were also compared for PRIME enrollees and Active Duty service members using logistic regression methods
Drivers of Satisfaction “Direct Care” Prime Enrollees

<table>
<thead>
<tr>
<th>HCSDB</th>
<th>TROSS</th>
<th>TRISS MED</th>
<th>TRISS Surg</th>
<th>TRISS OB</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Doctor Communication</td>
<td>Office Staff</td>
<td>Family and friends</td>
<td>Doctor Communication</td>
</tr>
<tr>
<td>2</td>
<td>Getting Care Quickly</td>
<td>Doctor Communication</td>
<td>Pain control</td>
<td>Communication about Medicine</td>
</tr>
<tr>
<td>3</td>
<td>Getting Needed Care</td>
<td>Access to Care</td>
<td>Staff response</td>
<td>Discharge info</td>
</tr>
</tbody>
</table>

Overall - Doctor and Nurse Communication top drivers of satisfaction
# Drivers of Satisfaction “Purchased Care” Prime Enrollees

<table>
<thead>
<tr>
<th></th>
<th>HCSDB</th>
<th>TROSS</th>
<th>TRISS MED</th>
<th>TRISS Surg</th>
<th>TRISS OB</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Doctor Communication</td>
<td>Doctor Communication</td>
<td>Family and friends</td>
<td>Family and friends</td>
<td>Nurse Communication</td>
</tr>
<tr>
<td>2</td>
<td>Getting Needed Care</td>
<td>Office Staff</td>
<td>Staff response</td>
<td>Pain control</td>
<td>Clean environment</td>
</tr>
<tr>
<td>3</td>
<td>Getting Care Quickly</td>
<td>Mental Health</td>
<td>Doctor Communication</td>
<td>Clean environment</td>
<td>Pain control</td>
</tr>
</tbody>
</table>

*(Doctor and Nurse) Communication top driver*
Conclusions

- Throughout the surveys, satisfaction with Purchased Care was generally higher than satisfaction with Direct Care.

- The major drivers of satisfaction among MHS beneficiaries across all three surveys was staff communication.
Recommendations

- Engaged front-line staff – embrace service excellence
- Provide training sessions within healthcare facilities to improve staff communication with patients
- Provide survey results to accountable units
- Increase transparency
- Spread successful practices
Questions?

If you have any further questions, please contact:

LTC Lorraine Babeu—Outpatient Satisfaction (TROSS) Lorraine.Babeu@tma.osd.mil

Dr. Kimberley Marshall—Inpatient Satisfaction (TRISS) Kimberley.Marshall@tma.osd.mil

Dr. Richard Bannick—Open website reports available: http://www.tricare.mil/survey/hcsurvey/ Richard.Bannick@tma.osd.mil