

As of 19 May 2016

## Introduction

This workbook provides satisfaction ratings for one common outpatient measure, Get Care When Needed.

## Data Requested

**Survey Questions:** Getting Care When Needed

**Time Frame:** FY15Q4

**Benchmark:** This measure does not have a civilian benchmark

**Surveys:** Outpatient APLSS, SDA, PSS and TROSS for some NCR facilities.

## TRI-Service and TROSS: *Getting Care When Needed*

**Get Care When Needed:** “*In general, I am able to see my provider when needed.*” (5-point scale, from “strongly agree” to “strongly disagree”; percent satisfied is “agree” and “strongly agree”).

Access to comprehensive, quality health care services is important to achieve the best health outcomes and healthy life for all MHS beneficiaries. The *Getting Care When Needed* measure is a TRI-Service/DoD designed question that is asked on all of the Services and DHA surveys: Army Provider Level Satisfaction Survey (APLSS), Air Force Service Delivery Assessment (SDA), Navy Medicine Patient Satisfaction Survey (PSS), and Defense Health Agency TRICARE Outpatient Satisfaction Survey (TROSS). The *Getting Care When Needed* measure is based on a 5-point scale. The satisfaction ratings reported here are based on the top two positive responses “Somewhat Agree” and “Strongly Agree.” Because each survey uses a different survey and different methods, the ratings can be compared to other military treatment facilities within a Service (e.g. within Army) but cannot be used to compare one Service’s MTF to another Service’s MTF (e.g. cannot compare Navy facilities and Air Force facilities). However, by the end of 2016, the Services will have unified their surveys into a standardized Joint Outpatient Experience Survey, or JOES.

*Getting Care When Needed* is an important measure in understanding beneficiaries’ perception of their ability to access healthcare. Many studies have shown a relationship between access to care measures and positive patient experiences.

Facility Name	Rating
*Note: For these ratings, <b>do not compare facility ratings across Services</b> . Individual facilities can be compared within a Service.*	
<b>Army - Getting Care When Needed</b>	
<b>Army Total FY2015Q4</b>	<b>82%</b>
ACH BASSETT-WAINWRIGHT	81%
ACH BAYNE-JONES-POLK	86%
ACH BLANCHFIELD-CAMPBELL	81%
ACH BRIAN ALLGOOD-SEOUL	86%
ACH EVANS-CARSON	81%
ACH IRELAND-KNOX	76%
ACH IRWIN-RILEY	83%
ACH KELLER-WEST POINT	92%
ACH LEONARD WOOD	82%
ACH MARTIN-BENNING	83%
ACH MONCRIEF-JACKSON	76%
ACH REYNOLDS-SILL	80%
ACH WEED-IRWIN	87%
ACH WINN-STEWART	80%
AHC ANDREW RADER-MYER-HENDERSON	85%
AHC ANSBACH	91%
AHC BARQUIST-DETRICK	93%
AHC BAUMHOLDER	79%
AHC BG CRAWFORD F SAMS-CAMP ZAMA	89%
AHC BRUSSELS	91%
AHC CAMP CASEY-TONGDUCHON	87%
AHC CAMP HUMPHREYS-PYONGTAEK	74%
AHC CAMP STANLEY	83%
AHC DUNHAM-CARLISLE BARRACKS	89%
AHC FILLMORE-NEW CUMBERLAND	94%
AHC FOX-REDSTONE ARSENAL	82%
AHC GRAFENWOEHR	73%
AHC GUTHRIE-DRUM	83%
AHC HOHENFELS	91%
AHC ILLESHEIM	93%
AHC KAISERSLAUTERN	62%
AHC KENNER-LEE	84%
AHC KIRK-ABERDEEN PRVNG GD	78%
AHC LETTERKENNY ARMY DEPOT	79%
AHC LIVORNO	96%
AHC LYSTER-RUCKER	91%

Facility Name	Rating
AHC MCAFEE-WHITE SANDS MSL RAN	88%
AHC MCDONALD-EUSTIS	88%
AHC MCNAIR-MYER-HENDERSON HALL	100%
AHC MONTEREY	84%
AHC MUNSON-LEAVENWORTH	91%
AHC PATCH BKS-STUTTGART	85%
AHC R W BLISS-HUACHUCA	87%
AHC ROCK ISLAND ARSENAL	81%
AHC RODRIGUEZ-BUCHANAN	89%
AHC SCHOFIELD BARRACKS	86%
AHC SHAPE	94%
AHC TUTTLE-HUNTER ARMY AIRFIELD	79%
AHC VILSECK	85%
AHC WIESBADEN	78%
AHC YUMA PROVING GROUND	100%
AHC-CAMP CARROLL-KOREA	90%
AHC-CAMP RED CLOUD-UIJONGBU	75%
AHC-CAMP WALKER-TAEGU	90%
AHC-GREELY	93%
AHC-MCCHORD AFB	90%
AHC-STORY	83%
AHC-VICENZA	80%
AHC-YONGSAN-SEOUL	88%
AMC BAMC-FSH	86%
AMC DARNALL-HOOD	79%
AMC EISENHOWER-GORDON	81%
AMC MADIGAN-LEWIS	84%
AMC OLD MADIGAN-LEWIS	84%
AMC TRIPLER-SHAFTER	85%
AMC WILLIAM BEAUMONT-BLISS	82%
AMC WOMACK-BRAGG	74%
AMH FARRELLY AHC-RILEY	85%
AVIATION CLINIC-RILEY	85%
AVIATION MEDICINE CLINIC-CAMPBELL	82%
BAVARIA MEDDAC-VILSECK	82%
BENNETT FAMILY CARE CLINIC-HOOD	77%
BRAGG CLINIC	86%
BYRD HEALTH CLINIC-CAMPBELL	69%
CBMH BAMC-SCHERTZ	95%

Facility Name	Rating
CBMH COPPERAS COVE-HOOD	81%
CBMH FAYETTEVILLE-BRAGG	78%
CBMH HARKER HEIGHTS-HOOD	77%
CBMH HOPE MILLS-BRAGG	88%
CBMH KILLEEN-HOOD	80%
CBMH MADIGAN-PUYALLUP	87%
CBMH MONCRIEF-JACKSON	77%
CBMH MOUNTAIN POST-CARSON	87%
CBMH NORTH COLUMBUS-BENNING	82%
CBMH OZARK-LEONARD WOOD	90%
CBMH PREMIER-CARSON	85%
CBMH RICHMOND HILL-STEWART	85%
CBMH SCREAMING EAGLE-CAMPBELL	92%
CBMH SOUTH SOUND-MADIGAN	85%
CBMH WARRIOR OHANA-SHAFTER	82%
CBMH-RIO BRAVO-BLISS	95%
CHARLES MOORE HEALTH CLINIC-HOOD	79%
CLARK CLINIC-BRAGG	64%
COMBINED MEDICAL SVCS CLIN-WAINWRIGHT	88%
COMMUNITY MENTAL HEALTH SERVICE-IRWIN	96%
CONNELLY HLTH CLIN-GORDON	79%
CPT JENNIFER M MORENO PRIMARY CC-BAMC-FSH	86%
CTMC 2-HARMONY CHURCH-BENNING	86%
CTMC CONNER-DRUM	78%
CTMC RICHARD G WILSON-LEONARD WOOD	82%
CTMC SLEDGEHAMMER-BENNING	81%
CTMC-BENNING	83%
CUSTER HILL HEALTH CLINIC-RILEY	85%
EAST BLISS CLINIC-BLISS	77%
EBH 17/555 CLINIC-JBLM	100%**
EBH 2/2 CLINIC-JBLM	67%**
EBH 3/2 CLINIC-JBLM	83%**
FPC WINDER-BENNING	100%**
JOEL CLINIC-BRAGG	73%
KAMISH CLINIC-WAINWRIGHT	84%
KIMBROUGH AMBULATORY CARE CENTER-MEADE	74%
LA POINTE HEALTH CLINIC-CAMPBELL	71%
LANDSTUHL REGIONAL MEDCEN	79%
MENDOZA SOLDIER FAMILY CARE CLINIC-BLISS	83%

Facility Name	Rating
MONROE CONSOLIDATED-HOOD	61%
NELSON MEDICAL CLINIC-KNOX	76%
OHC DUGWAY PROVING GROUND	92%
OHC EDGEWOOD ARS	78%
OHC MCALESTER	100%**
OHC PINE BLUFF ARSENAL	90%
OHC TOOELE ARMY DEPOT	100%**
OHC-BLUE GRASS DEPOT	91%
OHC-MCCOY	86%
OKUBO FAMILY PRACTICE CLINIC-LEWIS	77%
RED RIVER ARMY DEPOT	89%**
ROBINSON CLINIC-BRAGG	71%
RUSSELL COLLIER HEALTH CLINIC-HOOD	83%
SCMH 3/2 ARROWHEAD CLINIC-JBLM	65%
SCMH 555 EN/17 FIB-MAMC-JBLM	77%
SCMH SCHOFIELD BARRACKS	83%
SCMH-POLK	76%
SOUTHCOM CLINIC-GORDON	90%
TAYLOR BURK HEALTH CLIN-CAMP-BAMC-BULLIS	90%
THC RICHARDSON	85%
TMC CON-1-2-4-JACKSON	77%
TMC DIRAIMONDO-CARSON	70%
TMC LLOYD C HAWKS-STEWART	75%
TMC MEDICAL EXAM STATION-BLISS	82%
TMC MOLOGNE-WEST POINT	95%
TMC ROBINSON-CARSON	82%
TMC SGT BLEAK-SILL	100%**
TMC-12-HOOD	76%
TMC-14-HOOD	81%
TMC-1-IRWIN	74%
TMC-2-EUSTIS	82%
TMC-4-GORDON	79%
TMC-5-BENNING	89%
TMC-MCWETHY-BAMC-FSH	86%
TMC-STEWART	73%
TROOP AND FAMILY MEDICAL CLINIC-BRAGG	76%
USA PHYSICAL EXAM CTR-JACKSON	76%
WINDER FAMILY MEDICAL CL-JBLM	78%

Facility Name	Rating
*Note: For these ratings, <b>do not compare facility ratings across Services</b> . Individual facilities can be compared within a Service.*	
<b>Navy- Getting Care When Needed</b>	
<b>Navy Total FY2015Q4</b>	<b>90%</b>
BMC BARSTOW	100%**
BMC BLDG 15 MCB CAMP LEJEUNE	100%**
BMC CAMP BUSH/COURTNEY	88%
BMC CAMP DELMAR MCB	100%**
BMC CAMP GEIGER MCB	100%**
BMC CAMP HANSEN	100%**
BMC CAMP JOHNSON MCB	100%**
BMC CAMP KINSER	74%
BMC CAPODICHINO	100%**
BMC COLTS NECK EARLE	100%
BMC COURTHOUSE BAY MCB	100%**
BMC EDSON RANGE ANNEX	100%**
BMC EVANS-CAMP FOSTER	100%**
BMC IWAKUNI	97%
BMC LAKEHURST	90%
BMC MCAS FUTENMA	100%**
BMC MCAS KANEOHE BAY	85%
BMC MCAS MIRAMAR	92%
BMC MCAS NEW RIVER	100%**
BMC MCB CAMP PENDLETON	100%
BMC MECHANICSBURG	100%**
BMC NAVSTA GUAM	93%
BMC NAVSUPPACT SOUDA BAY	100%**
BMC OCS BROWN FIELD	100%**
BMC SAN ONOFRE MCB	100%**
BMC YUMA	94%
BRANCH MEDICAL ANNEX HARIO SASEBO JP	100%**
ERS-NAVY-SKAGIT COUNTY PUBLIC HOSPITAL-CIV	100%**
IA-SAN DIEGO EAST COUNTY PRIM CARE CLINIC	92%
JAMES A LOVELL FED HEALTH CARE CENTER	93%
NAVAL HEALTH CLINIC CHARLESTON	96%
NAVAL HLTH CLINIC NEW ENGLAND	93%
NBHC ALBANY	92%
NBHC ANDREWS AFB	80%**
NBHC BANCROFT HALL	100%
NBHC CHESAPEAKE	96%

Facility Name	Rating
NBHC COMFLEACT SASEBO	93%
NBHC CORONADO	50%**
NBHC DAHLGREN	100%
NBHC DAM NECK	94%
NBHC EL CENTRO	88%**
NBHC FALLON	100%
NBHC FORT WORTH	85%
NBHC GROTON	94%
NBHC GULFPORT	89%
NBHC INDIAN HEAD	80%
NBHC KEY WEST	86%
NBHC KINGS BAY	92%
NBHC KINGSVILLE	100%
NBHC LITTLE CREEK	86%
NBHC MAYPORT	86%
NBHC MCAS BEAUFORT	90%
NBHC MCB CAMP H.M. SMITH	100%**
NBHC MCRD PARRIS ISLAND	100%**
NBHC MCRD SAN DIEGO	100%**
NBHC MERIDIAN	96%
NBHC MILTON WHITING FIELD	100%
NBHC NAF ATSUGI	92%
NBHC NAS BELLE CHASE	83%
NBHC NAS JACKSONVILLE	83%
NBHC NAS NORTH ISLAND	90%
NBHC NAS PENSACOLA	100%
NBHC NAS POINT MUGU	67%**
NBHC NATTC PENSACOLA	**
NBHC NAVCAMS EASTPAC	100%**
NBHC NAVCOASTSYSC PANAMA CITY	100%
NBHC NAVSTA SAN DIEGO	81%
NBHC NAVSTA SEWELLS	89%
NBHC NAVWPNCEN CHINA LAKE	87%
NBHC NCTC GREAT LAKES	**
NBHC NCTC INPR GREAT LAKES	100%**
NBHC NSA MID-SOUTH	75%
NBHC NSF DIEGO GARCIA	100%**
NBHC NSY NORFOLK	83%
NBHC NTC GREAT LAKES	100%**

Facility Name	Rating
NBHC NTC SAN DIEGO	91%
NBHC NTTC PENSACOLA	83%**
NBHC OCEANA	88%
NBHC PORT HUENEME	73%
NBHC PORTSMOUTH	92%
NBHC PUGET SOUND	69%
NBHC SARATOGA SPRINGS	100%**
NBHC SUBASE BANGOR	100%**
NBHC THE BASIC SCHOOL	100%**
NBHC WASHINGTON NAVY YARD	88%**
NBHC WPNSCEN CRANE	86%**
NBHC YORKTOWN	85%
NBMC PHILADELPHIA NAVAL BUSINESS CENTER	100%**
NH BEAUFORT	92%
NH BREMERTON	83%
NH CAMP LEJEUNE	85%
NH CAMP PENDLETON	91%
NH GUAM	91%
NH GUANTANAMO BAY	94%
NH JACKSONVILLE	88%
NH LEMOORE	91%
NH NAPLES	93%
NH OAK HARBOR	95%
NH OKINAWA	88%
NH PENSACOLA	95%
NH ROTA	91%
NH SIGONELLA	100%
NH TWENTYNINE PALMS	91%
NH YOKOSUKA	86%
NHC ANNAPOLIS	93%
NHC CHERRY POINT	92%
NHC CORPUS CHRISTI	97%
NHC HAWAII	87%
NHC PATUXENT RIVER	90%
NHC QUANTICO	89%
NHCL EVERETT	90%
NMC PORTSMOUTH	89%
NMC SAN DIEGO	89%
TRICARE OUTPATIENT CHESAPEAKE	94%



Facility Name	Rating
TRICARE OUTPATIENT CLINIC VA BEACH	86%
TRICARE OUTPATIENT-CHULA VISTA (SD 2)	84%
TRICARE OUTPATIENT-CLAIREMONT (SD 1)	96%
TRICARE OUTPATIENT-OCEANSIDE	90%
*Note: For these ratings, <b>do not compare facility ratings across Services</b> . Individual facilities can be compared within a Service.*	
Air Force - Getting Care When Needed	
<b>Air Force Total FY2015Q4</b>	<b>90%</b>
AF-65th MED FLT-LAJES	100%**
AF-ASU-10th MED GRP-USAF ACADEMY	98%
AF-ASU-39th MED GRP-INCIRLIK	96%
AF-ASU-59th MDW-WHASC-JBSA-LACKLAND	85%
AF-ASU-779th MED GRP-JB ANDREWS	87%
AF-C-14th MED GRP-COLUMBUS	93%
AF-C-15th MED GRP-JB HICKAM-PEARL HARBOR	91%
AF-C-17th MED GRP-GOODFELLOW	94%
AF-C-18th MED GRP-KADENA AB	88%
AF-C-19th MED GRP-LITTLE ROCK AFB	93%
AF-C-1st SPCL OPS MED GRP-HURLBURT	81%
AF-C-20th MED GRP-SHAW	78%
AF-C-21st MED GRP-PETERSON	98%
AF-C-22nd MED GRP-MCCONNELL	85%
AF-C-23rd MED GRP-MOODY	88%
AF-C-27th SPECIAL OPS MEDICAL GRP-CANNON	95%
AF-C-28th MED GRP-ELLSWORTH	93%
AF-C-2nd MED GRP-BARKSDALE	83%
AF-C-30th MED GRP-VANDENBERG	92%
AF-C-319th MEDICAL GROUP-GRANDFORKS	90%
AF-C-325th MED GRP-TYNDALL	72%
AF-C-341st MED GRP-MALMSTROM	94%
AF-C-354th MED GRP-EIELSON	96%
AF-C-355th MEDICAL GROUP-DAVIS-MONTHAN	92%
AF-C-36th MED GRP-JB RGN MARIANAS GUAM	85%
AF-C-375th MED GRP-SCOTT	83%
AF-C-377th MED GRP-KIRTLAND	88%
AF-C-412th MED GRP-EDWARDS	91%
AF-C-42nd MED GRP-MAXWELL	86%
AF-C-436th MED GRP-DOVER	95%
AF-C-45th MED GRP-PATRICK	90%

Facility Name	Rating
AF-C-460th MED GRP-BUCKLEY	88%
AF-C-47th MED GRP-LAUGHLIN	89%
AF-C-49th MED GRP-HOLLOMAN	99%
AF-C-4th MEDICAL GROUP-SJ	93%
AF-C-509th MED GRP-WHITEMAN	93%
AF-C-52nd MED GRP-SPANGDAHLEM	89%
AF-C-55th MED GRP-OFFUTT	82%
AF-C-56th MED GRP-LUKE	96%
AF-C-579th MED GRP-JB ANACOSTIA-BOLLING	91%
AF-C-5th MED GRP-MINOT	96%
AF-C-61st MED GRP-LOS ANGELES	92%
AF-C-628th MED GRP-JB-CHARLESTON	93%
AF-C-66th MED GRP-HANSCOM	93%
AF-C-6th MED GRP-MACDILL	98%
AF-C-71st MED GRP-VANCE	96%
AF-C-72nd MED GRP-TINKER	71%
AF-C-75th MED GRP-HILL	97%
AF-C-78th MED GRP-ROBINS	90%
AF-C-7th MED GRP-DYESS	93%
AF-C-82nd MED GRP-SHEPPARD	98%
AF-C-86th MED GRP-RAMSTEIN	87%
AF-C-87th MED GRP-JB MCGUIRE-DIX-LKHRST	85%
AF-C-90th MED GRP-F.E. WARREN	92%
AF-C-92nd MED GRP-FAIRCHILD	94%
AF-C-97th MED GRP-ALTUS	99%
AF-C-9th MED GRP-BEALE	90%
AF-CC-59th MDW-359 MDG-JBSA-RANDOLPH	88%
AF-H-31st MED GRP-AVIANO	96%
AF-H-35th MED GRP-MISAWA	93%
AF-H-366th MED GRP-MOUNTAIN HOME	86%
AF-H-374th MED GRP-YOKOTA AB	89%
AF-H-48th MED GRP-LAKENHEATH	91%
AF-H-51st MED GRP-OSAN AB	95%
AF-H-633rd MED GRP-JB LANGLEY-EUSTIS	88%
AF-H-673rd MED GRP-JB ELMNDRF-RICHARDSON	95%
AF-H-96th MED GRP-EGLIN	87%
AF-LN-62nd MED SQ-JB LEWIS-AF-MCCHORD	94%
AF-LS-422nd ABS MED FLT-CROUGHTON	80%
AF-LS-423rd MDS-RAF ALCONBURY	82%

Facility Name	Rating
AF-LS-470th MED FLT-GEILENKIRCHEN	95%
AF-MC-60th MED GRP-TRAVIS	84%
AF-MC-81st MED GRP-KEESLER	89%
AF-MC-88th MEDICAL GROUP	89%
AF-MC-99th MED GRP-NELLIS	94%
*Note: For these ratings, <b>do not compare facility ratings across Services</b> . Individual facilities can be compared within a Service.*	
National Capital Region (NCR) - Getting Care When Needed	
<b>NCR Total FY2015Q4</b>	<b>82%</b>
DILORENZO TRICARE HEALTH CLINIC	74%
DUMFRIES HEALTH CENTER	84%
FAIRFAX HEALTH CENTER	91%
FORT BELVOIR COMMUNITY HOSPITAL	81%
WALTER REED NATIONAL MILITARY MEDICAL CNTR	80%

\*Note: For these ratings, **do not compare facility ratings across Services**. Individual facilities can be compared within a Service.

\*\* - Indicates that these facilities had 10 or less responses to the survey and/or insufficient data, which may cause variation in ratings from quarter to quarter.