

As of 12 September 2016

## Introduction

This workbook provides satisfaction ratings for one inpatient measure, Recommend Hospital.

## Data Requested

**Survey Questions:** TRICARE Inpatient Satisfaction Survey (TRISS) Recommend Hospital

**Time Frame:** FY16Q2.

**Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Benchmark:** 50th percentile based on national scores from 4/2014 to 3/2015 (Latest benchmark data available on the HCAHPS website)

**Surveys:** Inpatient TRISS.

### **TRISS: *Recommend Hospital***

***Willingness to Recommend:*** “Would you recommend this hospital to your friends and family?” (4-point scale, from “definitely no” to “definitely yes”; percent satisfied is “definitely yes”).

The Defense Health Agency manages the TRICARE Inpatient Satisfaction Survey (TRISS) for all Military Health System hospitals worldwide. The TRISS is based on the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey instrument that is used by many hospitals in the private sector. The TRISS assesses the experiences of MHS beneficiaries receiving inpatient care. One of the HCAHPS measures is *Recommend Hospital*. This question asks respondents whether they would recommend the hospital where they received care to others, with the most positive response as “definitely yes.” The ratings reported are based on the top positive response. This measure has a national HCAHPS benchmark which allows us to compare to hospitals in the private sector.

The *Recommend Hospital* measure is important to understand the quality of inpatient care perceived by beneficiaries. This measure was designed by HCAHPS and the results are reported on CMS Hospital Compare.

| Facility Name              | Rating | Benchmark  |
|----------------------------|--------|--|
| Army Overall FY2016Q2      | 74%    | National Civilian<br>Benchmark<br>Average is 71% |
| Navy Overall FY2016Q2      | 77%    |  |
| Air Force Overall FY2016Q2 | 80%    |  |
| NCR Overall FY2016Q2       | 85%    |  |

| Army - Recommend Hospital  | FY15Q4 | FY16Q1 | FY16Q2 |
|----------------------------|--------|--------|--------|
| Army - FY15 Total          | 71%    |        |        |
| ACH BASSETT-WAINWRIGHT     | 68%    | 73%    | 63%    |
| ACH BAYNE-JONES-POLK       | 70%    | 74%    | 69%    |
| ACH BLANCHFIELD-CAMPBELL   | 65%    | 65%    | 69%    |
| ACH BRIAN ALLGOOD-SEOUL    | 71%    | 78%    | 75%    |
| ACH EVANS-CARSON           | 70%    | 75%    | 75%    |
| ACH IRELAND-KNOX           | 82%    | 72%    | 80%    |
| ACH IRWIN-RILEY            | 54%    | 48%    | 65%    |
| ACH KELLER-WEST POINT      | 81%    | 80%    | 72%    |
| ACH LEONARD WOOD           | 63%    | 71%    | 59%    |
| ACH MARTIN-BENNING         | 66%    | 76%    | 76%    |
| ACH MONCRIEF-JACKSON       | 79%    | 80%    | 79%    |
| ACH REYNOLDS-SILL          | 69%    | 64%    | 76%    |
| ACH WEED-IRWIN             | 43%    | 58%    | 56%    |
| ACH WINN-STEWART           | 64%    | 61%    | 57%    |
| AMC BAMC-FSH               | 84%    | 86%    | 85%    |
| AMC DARNALL-HOOD           | 58%    | 57%    | 60%    |
| AMC EISENHOWER-GORDON      | 75%    | 79%    | 80%    |
| AMC MADIGAN-LEWIS          | 73%    | 76%    | 75%    |
| AMC TRIPLER-SHAFTER        | 61%    | 63%    | 65%    |
| AMC WILLIAM BEAUMONT-BLISS | 66%    | 67%    | 67%    |
| AMC WOMACK-BRAGG           | 66%    | 70%    | 74%    |
| LANDSTUHL REGIONAL MEDCEN  | *      | 76%    | 76%    |

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| Air Force Overall FY2016Q2 | 80%    |  |
| NCR Overall FY2016Q2       | 85%    |  |

| Navy - Recommend Hospital | FY15Q4 | FY16Q1 | FY16Q2 |
|---------------------------|--------|--------|--------|
| Navy - FY15 Total         |        | 74%    |        |
| NH BEAUFORT               | 75%*   | 100%*  | 67%*   |
| NH BREMERTON              | 75%    | 69%    | 74%    |
| NH CAMP LEJEUNE           | 69%    | 68%    | 71%    |
| NH CAMP PENDLETON         | 69%    | 76%    | 72%    |
| NH GUAM                   | 87%    | 85%    | 82%    |
| NH GUANTANAMO BAY         | *      | 80%*   | 100%*  |
| NH JACKSONVILLE           | 74%    | 76%    | 82%    |
| NH NAPLES                 | 63%*   | 88%    | 92%    |
| NH OAK HARBOR             | 55%    | 63%    | 71%    |
| NH OKINAWA                | 83%    | 86%    | 82%    |
| NH PENSACOLA              | 83%    | 82%    | 84%    |
| NH ROTA                   | 100%*  | 85%    | 83%    |
| NH SIGONELLA              | 100%*  | 100%*  | 89%*   |
| NH TWENTYNINE PALMS       | 62%    | 69%    | 67%    |
| NH YOKOSUKA               | 68%    | 89%    | 76%    |
| NMC PORTSMOUTH            | 72%    | 72%    | 73%    |
| NMC SAN DIEGO             | 75%    | 73%    | 80%    |

|                            |     |  |
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| Navy Overall FY2016Q2      | 77% |  |
| Air Force Overall FY2016Q2 | 80% |  |
| NCR Overall FY2016Q2       | 85% |  |

| Air Force - Recommend Hospital           | FY15Q4 | FY16Q1 | FY16Q2 |
|--|--------|--------|--------|
| Air Force - FY15 Total                   |        | 79%    |        |
| AF-H-31st MED GRP-AVIANO                 | 75%    | 83%    | 90%    |
| AF-H-35th MED GRP-MISAWA                 | 100%*  | 57%*   | 80%*   |
| AF-H-366th MED GRP-MOUNTAIN HOME         | 67%*   | 100%*  | 67%*   |
| AF-H-374th MED GRP-YOKOTA AB             | 83%*   | 62%    | 60%*   |
| AF-H-48th MED GRP-LAKENHEATH             | 79%    | 91%    | 83%    |
| AF-H-51st MED GRP-OSAN AB                | *      | *      | 100%*  |
| AF-H-633rd MED GRP-JB LANGLEY-EUSTIS     | 75%    | 73%    | 76%    |
| AF-H-673rd MED GRP-JB ELMNDRF-RICHARDSON | 75%    | 77%    | 73%    |
| AF-H-96th MED GRP-EGLIN                  | 79%    | 80%    | 79%    |
| AF-MC-60th MED GRP-TRAVIS                | 78%    | 77%    | 79%    |
| AF-MC-81st MED GRP-KEESLER               | 89%    | 86%    | 87%    |
| AF-MC-88th MEDICAL GROUP                 | 78%    | 80%    | 85%    |
| AF-MC-99th MED GRP-NELLIS                | 81%    | 80%    | 77%    |

|                                   |            |   |
|-----------------------------------|------------|---|
| <b>Army Overall FY2016Q2</b>      | <b>74%</b> | <b>National Civilian<br/>Benchmark<br/>Average is 71%</b> |
| <b>Navy Overall FY2016Q2</b>      | <b>77%</b> |   |
| <b>Air Force Overall FY2016Q2</b> | <b>80%</b> |   |
| <b>NCR Overall FY2016Q2</b>       | <b>85%</b> |   |

| <b>National Capital Region (NCR) - Recommend Hospital</b> |     | <b>FY16Q1</b> | <b>FY16Q2</b> |
|---|-----|---------------|---------------|
| <b>National Capital Region (NCR) - FY15 Total</b>         |     | <b>85%</b>    |               |
| FORT BELVOIR COMMUNITY HOSPITAL                           | 85% | 88%           | 87%           |
| WALTER REED NATIONAL MILITARY MEDICAL CNTR                | 83% | 83%           | 84%           |

\* - Indicates these facilities for this reporting period had insufficient data (<10 responses), which may reflect in misleading ratings from quarter to quarter.