

As of 22 March 2017

## 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:** FY16Q4.

**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 Hospital:** “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 Benchmark Average is 71%
Navy Overall FY2016Q2	77%	
Air Force Overall FY2016Q2	80%	
NCR Overall FY2016Q2	85%	

Army - Recommend Hospital	FY15Q4	FY16Q1	FY16Q2	FY16Q3**	FY16Q4**
Army - FY15 Total	71%				
ACH BASSETT-WAINWRIGHT	68%	73%	63%	71%	76%
ACH BAYNE-JONES-POLK	70%	74%	69%	72%	61%
ACH BLANCHFIELD-CAMPBELL	65%	65%	69%	75%	69%
ACH BRIAN ALLGOOD-SEOUL	71%	78%	75%	87%	84%
ACH EVANS-CARSON	70%	75%	75%	70%	72%
ACH IRELAND-KNOX	82%	72%	80%	78%	79%
ACH IRWIN-RILEY	54%	48%	65%	62%	68%
ACH KELLER-WEST POINT	81%	80%	72%	75%	64%
ACH LEONARD WOOD	63%	71%	59%	65%	74%
ACH MARTIN-BENNING	66%	76%	76%	81%	74%
ACH MONCRIEF-JACKSON	79%	80%	79%	*	*
ACH REYNOLDS-SILL	69%	64%	76%	70%	75%
ACH WEED-IRWIN	43%	58%	56%	62%	54%
ACH WINN-STEWART	64%	61%	57%	61%	64%
AMC BAMC-FSH	84%	86%	85%	85%	82%
AMC DARNALL-HOOD	58%	57%	60%	64%	66%
AMC EISENHOWER-GORDON	75%	79%	80%	76%	77%
AMC MADIGAN-LEWIS	73%	76%	75%	78%	76%
AMC TRIPLER-SHAFTER	61%	63%	65%	62%	62%
AMC WILLIAM BEAUMONT-BLISS	66%	67%	67%	67%	62%
AMC WOMACK-BRAGG	66%	70%	74%	72%	73%
LANDSTUHL REGIONAL MEDCEN	*	76%	76%	80%	81%

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Army Overall FY2016Q2	74%	National Civilian Benchmark Average is 71%
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Navy - Recommend Hospital	FY15Q4	FY16Q1	FY16Q2	FY16Q3**	FY16Q4**
Navy - FY15 Total	74%				
NH BEAUFORT	75%*	100%*	67%*	39%*	67%*
NH BREMERTON	75%	69%	74%	74%	70%
NH CAMP LEJEUNE	69%	68%	71%	67%	67%
NH CAMP PENDLETON	69%	76%	72%	66%	66%
NH GUAM-AGANA	87%	85%	82%	91%	84%
NH GUANTANAMO BAY	*	80%*	100%*	0%*	60%*
NH JACKSONVILLE	74%	76%	82%	77%	77%
NH NAPLES	63%*	88%	92%	85%	76%
NH OAK HARBOR	55%	63%	71%	44%	63%
NH OKINAWA	83%	86%	82%	85%	84%
NH PENSACOLA	83%	82%	84%	82%	82%
NH ROTA	100%*	85%	83%	89%	88%
NH SIGONELLA	100%*	100%*	89%*	83%	87%
NH TWENTYNINE PALMS	62%	69%	67%	66%	66%
NH YOKOSUKA	68%	89%	76%	82%	86%
NMC PORTSMOUTH	72%	72%	73%	73%	73%
NMC SAN DIEGO	75%	73%	80%	74%	74%

Army Overall FY2016Q2	74%	National Civilian Benchmark Average is 71%
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Air Force Overall FY2016Q2	80%	
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Air Force - Recommend Hospital	FY15Q4	FY16Q1	FY16Q2	FY16Q3**	FY16Q4**
Air Force - FY15 Total	79%				
AF-H-31st MED GRP-AVIANO	75%	83%	90%	93%	93%
AF-H-35th MED GRP-MISAWA	100%*	57%*	80%*	48%*	40%*
AF-H-366th MED GRP-MOUNTAIN HOME	67%*	100%*	67%*	100%*	70%*
AF-H-374th MED GRP-YOKOTA AB	83%*	62%	60%*	64%*	53%*
AF-H-48th MED GRP-LAKENHEATH	79%	91%	83%	74%	87%
AF-H-51st MED GRP-OSAN AB	*	*	100%*	70%*	80%*
AF-H-633rd MED GRP-JB LANGLEY-EUSTIS	75%	73%	76%	79%	70%
AF-H-673rd MED GRP-JB ELMNDRF-RICHARDSON	75%	77%	73%	75%	75%
AF-H-96th MED GRP-EGLIN	79%	80%	79%	80%	77%
AF-MC-60th MED GRP-TRAVIS	78%	77%	79%	78%	78%
AF-MC-81st MED GRP-KEESLER	89%	86%	87%	89%	85%
AF-MC-88th MEDICAL GROUP	78%	80%	85%	86%	79%
AF-MC-99th MED GRP-NELLIS	81%	80%	77%	76%	79%

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National Capital Region (NCR) - Recommend Hospital	FY15Q4	FY16Q1	FY16Q2	FY16Q3**	FY16Q4**
National Capital Region (NCR) - FY15 Total	85%				
FORT BELVOIR COMMUNITY HOSPITAL	85%	88%	87%	86%	84%
WALTER REED NATIONAL MILITARY MEDICAL CNTR	83%	83%	84%	78%	77%

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

\*\* - Indicates **weighted ratings**. Ratings prior to this quarter was reported as **unweighted** ratings.