

## Introduction

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

## Data Requested

**Survey Questions:** Getting Care When Needed

**Time Frame:** FY16Q4 Army, Navy, NCR; FY17Q1 All Services

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

**Surveys:** Outpatient JOES

### **JOES: *Getting Care when Needed***

***Getting 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 current and former Service 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 Joint Outpatient Experience Survey (JOES). 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." All Services and MTF ratings of Getting Care When Needed in the above time frame are based on the Tri-Service JOES survey, allowing comparison between Services and MTFs.

*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	
<b>Army - Getting Care When Needed</b>		
	<b>FY16Q4</b>	<b>FY17Q1</b>
<b>Army Totals</b>	<b>81%</b>	<b>81%</b>
ACH BASSETT-WAINWRIGHT	83%	86%
ACH BAYNE-JONES-POLK	89%	86%
ACH BLANCHFIELD-CAMPBELL	81%	82%
ACH BRIAN ALLGOOD-SEOUL	78%	88%
ACH EVANS-CARSON	76%	76%
AHC IRELAND-KNOX	78%	82%
ACH IRWIN-RILEY	86%	86%
ACH KELLER-WEST POINT	90%	89%
ACH LEONARD WOOD	82%	78%
ACH MARTIN-BENNING	91%	89%
AHC MONCRIEF-JACKSON	79%	82%
AHC REYNOLDS-SILL	83%	83%
ACH WEED-IRWIN	83%	79%
ACH WINN-STEWART	70%	80%
AHC ANDREW RADER-MYER-HENDERSON	91%	82%
AHC ANSBACH	95%	98%
AHC AP HILL	**	**
AHC BARQUIST-DETRICK	90%	96%
AHC BAUMHOLDER	97%	91%
AHC BG CRAWFORD F SAMS-CAMP ZAMA	93%	91%
AHC BRUSSELS	100%	99%
AHC CAMP CASEY-TONGDUCHON	88%	84%
AHC CAMP HUMPHREYS-PYONGTAEK	89%	79%
AHC CAMP STANLEY	79%	100%
AHC DUNHAM-CARLISLE BARRACKS	92%	92%
AHC FILLMORE-NEW CUMBERLAND	96%	81%
AHC FOX-REDSTONE ARSENAL	73%	77%
AHC GRAFENWOEHR	77%	84%
AHC GUTHRIE-DRUM	79%	79%
AHC HOHENFELS	86%	81%
AHC ILLESHEIM	**	**
AHC KAISERSLAUTERN	74%	87%
AHC KENNER-LEE	64%	66%
AHC KIRK-ABERDEEN PRVNG GD	86%	87%
AHC LETTERKENNY ARMY DEPOT	74%	99%
AHC LIVORNO	**	**
AHC LYSTER-RUCKER	92%	88%
AHC MCAFEE-WHITE SANDS MSL RAN	94%	80%
AHC MCDONALD-EUSTIS	87%	89%

Facility Name	Rating	
AHC MCNAIR-MYER-HENDERSON HALL	100%	90%
AHC MONTEREY	83%	87%
AHC MUNSON-LEAVENWORTH	88%	92%
AHC PATCH BKS-STUTT GART	92%	73%
AHC R W BLISS-HUACHUCA	86%	85%
AHC ROCK ISLAND ARSENAL	70%	81%
AHC RODRIGUEZ-BUCHANAN	100%	97%
AHC SCHOFIELD BARRACKS	84%	87%
AHC SHAPE	77%	86%
AHC TUTTLE-HUNTER ARMY AIRFIELD	72%	78%
AHC VILSECK	81%	89%
AHC WIESBADEN	90%	89%
AHC YUMA PROVING GROUND	100%	100%
AHC-CAMP CARROLL-KOREA	100%	99%
AHC-CAMP RED CLOUD-UIJONGBU	100%	67%
AHC-CAMP WALKER-TAEGU	59%	79%
AHC-GREELY	76%	82%
AHC-MCCHORD AFB	89%	85%
AHC-STORY	**	59%
AHC-VICENZA	83%	81%
AHC-YONGSAN-SEOUL	86%	85%
AMC BAMC-FSH	87%	86%
AMC DARNALL-HOOD	74%	77%
AMC EISENHOWER-GORDON	79%	82%
AMC MADIGAN-LEWIS	83%	81%
AMC MAMC ANNEX	85%	78%
AMC OLD MADIGAN-LEWIS	**	**
AMC TRIPLER-SHAFTER	83%	81%
AMC WILLIAM BEAUMONT-BLISS	80%	78%
AMC WOMACK-BRAGG	76%	73%
AMH FARRELLY AHC-RILEY	78%	86%
AVIATION CLINIC-RILEY	70%	77%
AVIATION MEDICINE CLINIC-CAMPBELL	94%	93%
BAVARIA MEDDAC-VILSECK	94%	100%
BENNETT FAMILY CARE CLINIC-HOOD	85%	83%
BRAGG CLINIC	63%	71%
BYRD HEALTH CLINIC-CAMPBELL	65%	78%
CBMH BAMC-SCHERTZ	85%	86%
CBMH BAMC-WESTOVER	91%	86%
CBMH COPPERAS COVE-HOOD	74%	67%
CBMH FAYETTEVILLE-BRAGG	76%	75%
CBMH HARKER HEIGHTS-HOOD	69%	63%

Facility Name	Rating	
CBMH HOPE MILLS-BRAGG	83%	83%
CBMH KILLEEN-HOOD	79%	81%
CBMH LINDEN OAKS-BRAGG	92%	88%
CBMH MADIGAN-PUYALLUP	93%	80%
CBMH MONCRIEF-JACKSON	85%	89%
CBMH MOUNTAIN POST-CARSON	95%	89%
CBMH NORTH COLUMBUS-BENNING	96%	68%
CBMH OZARK-LEONARD WOOD	94%	92%
CBMH PREMIER-CARSON	86%	85%
CBMH RICHMOND HILL-STEWART	81%	91%
CBMH SCREAMING EAGLE-CAMPBELL	82%	84%
CBMH SOUTH SOUND-MADIGAN	88%	88%
CBMH WARRIOR OHANA-SHAFTER	88%	85%
CBMH-RIO BRAVO-BLISS	98%	90%
CHARLES MOORE HEALTH CLINIC-HOOD	88%	76%
CIV EMP HLTH CLINIC-PUEBLO	38%	97%
CLARK CLINIC-BRAGG	72%	74%
COMBINED MEDICAL SVCS CLIN-WAINWRIGHT	93%	82%
COMMUNITY MENTAL HEALTH SERVICE-IRWIN	81%	95%
CONNELLY HLTH CLIN-GORDON	78%	65%
CPT JENNIFER M MORENO PRIMARY CC-BAMC-FSH	89%	88%
CTMC 2-HARMONY CHURCH-BENNING	80%	79%
CTMC CONNER-DRUM	84%	81%
CTMC RICHARD G WILSON-LEONARD WOOD	61%	71%
CTMC SLEDGEHAMMER-BENNING	**	#N/A
CTMC-BENNING	89%	84%
CUSTER HILL HEALTH CLINIC-RILEY	60%	73%
EAST BLISS CLINIC-BLISS	79%	77%
EBH 17/555 CLINIC-JBLM	86%	100%
EBH 2/2 CLINIC-JBLM	100%	100%
EBH 3/2 CLINIC-JBLM	84%	100%
FPC WINDER-BENNING	87%	91%
JOEL CLINIC-BRAGG	64%	59%
KAMISH CLINIC-WAINWRIGHT	91%	81%
KIMBROUGH AMBULATORY CARE CENTER-MEADE	72%	79%
LA POINTE HEALTH CLINIC-CAMPBELL	77%	77%
LANDSTUHL REGIONAL MEDCEN	84%	82%
MENDOZA SOLDIER FAMILY CARE CLINIC-BLISS	80%	86%
MONROE CONSOLIDATED-HOOD	66%	79%
OHC DUGWAY PROVING GROUND	50%	100%
OHC EDGEWOOD ARS	51%	69%
OHC MCALESTER	100%	#N/A

Facility Name	Rating	
OHC PICATINNY ARSENAL	85%	86%
OHC PINE BLUFF ARSENAL	100%	75%
OHC TOOEELE ARMY DEPOT	100%	#N/A
OHC-BLUE GRASS DEPOT	100%	88%
OHC-MCCOY	100%	68%
OHC-WATERVLIET	**	54%
OKUBO FAMILY PRACTICE CLINIC-LEWIS	73%	69%
PUBLIC HEALTH-CALDWELL-RILEY	91%	86%
RED RIVER ARMY DEPOT	77%	100%
ROBINSON CLINIC-BRAGG	71%	74%
RUSSELL COLLIER HEALTH CLINIC-HOOD	84%	80%
SCMH 1-2 GHOST BDE CLINIC-JBLM	71%	88%
SCMH 555 EN/17 FIB-MAMC-JBLM	100%	70%
SCMH SCHOFIELD BARRACKS	80%	83%
SCMH-POLK	80%	79%
SOUTHCOM CLINIC-GORDON	90%	93%
TAYLOR BURK HEALTH CLIN-CAMP-BAMC-BULLIS	88%	84%
TBI CLINIC-BJACH	100%	**
THC RICHARDSON	74%	90%
TMC CON-1-2-4-JACKSON	73%	81%
TMC DIRAIMONDO-CARSON	77%	68%
TMC LLOYD C HAWKS-STEWART	74%	74%
TMC MEDICAL EXAM STATION-BLISS	77%	85%
TMC MOLOGNE-WEST POINT	100%	88%
TMC ROBINSON-CARSON	90%	90%
TMC SGT BLEAK-SILL	89%	72%
TMC-12-HOOD	73%	72%
TMC-14-HOOD	100%	43%
TMC-1-IRWIN	68%	87%
TMC-2-EUSTIS	89%	97%
TMC-4-GORDON	67%	63%
TMC-5-BENNING	100%	100%
TMC-MCWETHY-BAMC-FSH	91%	77%
TMC-RECEPTION STA.-BENNING	100%	93%
TMC-STEWART	84%	85%
TROOP AND FAMILY MEDICAL CLINIC-BRAGG	82%	81%
USA PHYSICAL EXAM CTR-JACKSON	83%	76%
WINDER FAMILY MEDICAL CL-JBLM	70%	80%

Facility Name	Rating	
	FY16Q4	FY17Q1
<b>Navy- Getting Care When Needed</b>		
<b>Navy Totals</b>	<b>83%</b>	<b>81%</b>
BHC NALF SAN CLEMENTE ISLAND	**	100%
BMC BARSTOW	83%	76%
BMC BLDG 15 MCB CAMP LEJEUNE	95%	53%
BMC BRIDGEPORT	14%	100%
BMC CAMP BUSH/COURTNEY	93%	99%
BMC CAMP DELMAR MCB	72%	94%
BMC CAMP GEIGER MCB	72%	97%
BMC CAMP HANSEN	73%	79%
BMC CAMP JOHNSON MCB	78%	82%
BMC CAMP KINSER	95%	90%
BMC CAMP SCHWAB	100%	85%
BMC CAPODICHINO	89%	83%
BMC CHINHAE	97%	100%
BMC COLTS NECK EARLE	96%	83%
BMC COURTHOUSE BAY MCB	93%	100%
BMC EDSON RANGE ANNEX	87%	97%
BMC EVANS-CAMP FOSTER	86%	45%
BMC FRENCH CREEK MCB	66%	100%
BMC IWAKUNI	88%	85%
BMC LAKEHURST	100%	100%
BMC MCAS FUTENMA	100%	93%
BMC MCAS KANEOHE BAY	79%	79%
BMC MCAS MIRAMAR	82%	85%
BMC MCAS NEW RIVER	87%	83%
BMC MCB CAMP PENDLETON	80%	89%
BMC MECHANICSBURG	76%	**
BMC NAVSTA GUAM	84%	98%
BMC NAVSUPPACT SOUDA BAY	100%	100%
BMC OCS BROWN FIELD	75%	70%
BMC SAN ONOFRE MCB	84%	82%
BMC YUMA	85%	76%
BRANCH MEDICAL ANNEX HARIO SASEBO JP	100%	69%
ERS-NAVY-SKAGIT COUNTY PUBLIC HOSPITAL-CIV	100%	100%
ERS-NAVY-WHIDBEY GENERAL HOSPITAL-CIV	**	100%
IA-SAN DIEGO EAST COUNTY PRIM CARE CLINIC	**	**
JAMES A LOVELL FED HEALTH CARE CENTER	91%	85%
NAVAL HEALTH CLINIC CHARLESTON	91%	88%
NAVAL HLTH CLINIC NEW ENGLAND	81%	88%
NBHC ALBANY	71%	62%

Facility Name	Rating	
NBHC ANDREWS AFB	81%	67%
NBHC BANCROFT HALL	92%	77%
NBHC CHESAPEAKE	86%	84%
NBHC COMFLEACT SASEBO	76%	85%
NBHC CORONADO	87%	85%
NBHC DAHLGREN	71%	82%
NBHC DAM NECK	89%	91%
NBHC EASTLAKE	90%	89%
NBHC EL CENTRO	84%	95%
NBHC FALLON	78%	89%
NBHC FORT WORTH	85%	94%
NBHC GROTON	85%	85%
NBHC GULFPORT	90%	87%
NBHC INDIAN HEAD	96%	83%
NBHC KEY WEST	72%	89%
NBHC KINGS BAY	80%	83%
NBHC KINGSVILLE	99%	99%
NBHC LITTLE CREEK	87%	85%
NBHC MAYPORT	86%	71%
NBHC MCAS BEAUFORT	86%	82%
NBHC MCB CAMP H.M. SMITH	94%	86%
NBHC MCRD PARRIS ISLAND	82%	71%
NBHC MCRD SAN DIEGO	97%	80%
NBHC MERIDIAN	77%	85%
NBHC MILTON WHITING FIELD	89%	90%
NBHC NAF ATSUGI	77%	74%
NBHC NAS BELLE CHASE	61%	69%
NBHC NAS JACKSONVILLE	80%	75%
NBHC NAS NORTH ISLAND	76%	78%
NBHC NAS PENSACOLA	80%	83%
NBHC NAS POINT MUGU	67%	56%
NBHC NATTC PENSACOLA	96%	85%
NBHC NAVCAMS EASTPAC	72%	82%
NBHC NAVCOASTSYSC PANAMA CITY	100%	90%
NBHC NAVSTA SAN DIEGO	74%	81%
NBHC NAVSTA SEWELLS	75%	77%
NBHC NAVWPNCEN CHINA LAKE	94%	85%
NBHC NCTC GREAT LAKES	78%	63%
NBHC NCTC INPR GREAT LAKES	77%	100%
NBHC NSA BAHRAIN	91%	89%
NBHC NSA MID-SOUTH	81%	69%
NBHC NSF DIEGO GARCIA	100%	100%

Facility Name	Rating	
NBHC NSY NORFOLK	76%	79%
NBHC NTC GREAT LAKES	89%	50%
NBHC NTC SAN DIEGO	84%	81%
NBHC NTTC PENSACOLA	100%	85%
NBHC OCEANA	78%	76%
NBHC PORT HUENEME	71%	70%
NBHC PORTSMOUTH	84%	88%
NBHC PUGET SOUND	65%	61%
NBHC RANCHO BERNARDO	90%	95%
NBHC SARATOGA SPRINGS	84%	85%
NBHC SUBASE BANGOR	75%	82%
NBHC THE BASIC SCHOOL	70%	85%
NBHC WASHINGTON NAVY YARD	83%	71%
NBHC WPNSCEN CRANE	72%	100%
NBHC YORKTOWN	84%	85%
NBMC PHILADELPHIA NAVAL BUSINESS CENTER	100%	68%
NH BEAUFORT	88%	86%
NH BREMERTON	75%	79%
NH CAMP LEJEUNE	85%	79%
NH CAMP PENDLETON	84%	82%
NH GUAM	85%	81%
NH GUANTANAMO BAY	96%	82%
NH JACKSONVILLE	85%	82%
NH LEMOORE	76%	82%
NH NAPLES	84%	93%
NH OAK HARBOR	87%	84%
NH OKINAWA	84%	83%
NH PENSACOLA	90%	88%
NH ROTA	94%	93%
NH SIGONELLA	97%	95%
NH TWENTYNINE PALMS	82%	86%
NH YOKOSUKA	89%	82%
NHC ANNAPOLIS	84%	85%
NHC CHERRY POINT	84%	89%
NHC CORPUS CHRISTI	88%	91%
NHC HAWAII	82%	82%
NHC PATUXENT RIVER	82%	83%
NHC QUANTICO	83%	76%
NHCL EVERETT	86%	85%
NMC PORTSMOUTH	82%	79%
NMC SAN DIEGO	86%	85%
TRICARE OUTPATIENT CHESAPEAKE	84%	78%



Facility Name	Rating	
TRICARE OUTPATIENT CLINIC VA BEACH	79%	81%
TRICARE OUTPATIENT-CHULA VISTA (SD 2)	78%	81%
TRICARE OUTPATIENT-CLAIREMONT (SD 1)	87%	75%
TRICARE OUTPATIENT-OCEANSIDE	81%	100%

Air Force - Getting Care When Needed		
*A Full Quarter of JOES Air Force Data Begins FY17Q1*		
		FY17Q1
<b>Air Force Totals</b>		<b>81%</b>
AF-65th MED FLT-LAJES		**
AF-C-10th MED GRP-ACADEMY		85%
AF-C-14th MED GRP-COLUMBUS		91%
AF-C-15th MED GRP-JB HICKAM-PEARL HARBOR		84%
AF-C-17th MED GRP-GOODFELLOW		95%
AF-C-18th MED GRP-KADENA		83%
AF-C-19th MED GRP-LITTLE ROCK AFB		74%
AF-C-1st SPCL OPS MED GRP-HURLBURT		83%
AF-C-20th MED GRP-SHAW		80%
AF-C-21st MED GRP-PETERSON		75%
AF-C-22nd MED GRP-MCCONNELL		75%
AF-C-23rd MED GRP-MOODY		87%
AF-C-27th SPECIAL OPS MEDICAL GRP-CANNON		69%
AF-C-28th MED GRP-ELLSWORTH		88%
AF-C-2nd MED GRP-BARKSDALE		72%
AF-C-30th MED GRP-VANDENBERG		90%
AF-C-319th MED GRP-GRAND FORKS		85%
AF-C-325th MED GRP-TYNDALL		77%
AF-C-341st MED GRP-MALMSTROM		93%
AF-C-354th MED GRP-EIELSON		91%
AF-C-355th MEDICAL GROUP-DAVIS-MONTHAN		75%
AF-C-36th MED GRP-JB RGN MARIANAS GUAM		81%
AF-C-375th MED GRP-SCOTT		80%
AF-C-377th MED GRP-KIRTLAND		89%
AF-C-39th MED GRP-INCIRLIK		82%
AF-C-412th MED GRP-EDWARDS		82%
AF-C-42nd MED GRP-MAXWELL		81%
AF-C-436th MED GRP-DOVER		80%
AF-C-45th MED GRP-PATRICK		85%
AF-C-460th MED GRP-BUCKLEY		77%
AF-C-47th MED GRP-LAUGHLIN		93%
AF-C-49th MED GRP-HOLLOMAN		83%
AF-C-4th MED GRP-SEYMOUR JOHNSON		73%

Facility Name	Rating	
AF-C-509th MED GRP-WHITEMAN		84%
AF-C-52nd MED GRP-SPANGDAHLEM		86%
AF-C-55th MED GRP-OFFUTT		81%
AF-C-56th MED GRP-LUKE		80%
AF-C-579th MED GRP-JB ANACOSTIA-BOLLING		75%
AF-C-59th MDW-359 MDG-JBSA-RANDOLPH		87%
AF-C-59th MDW-WHASC-LACKLAND		85%
AF-C-5th MED GRP-MINOT		75%
AF-C-61st MED GRP-LOS ANGELES		72%
AF-C-628th MED GRP-JB-CHARLESTON		90%
AF-C-66th MED GRP-HANSCOM		88%
AF-C-6th MED GRP-MACDILL		85%
AF-C-71st MED GRP-VANCE		96%
AF-C-72nd MED GRP-TINKER		77%
AF-C-75th MED GRP-HILL		75%
AF-C-779th MED GRP-ANDREWS		82%
AF-C-78th MED GRP-ROBINS		81%
AF-C-7th MED GRP-DYESS		83%
AF-C-82nd MED GRP-SHEPPARD		80%
AF-C-86th MED GRP-RAMSTEIN		82%
AF-C-87th MED GRP-JB MCGUIRE-DIX-LKHRST		85%
AF-C-90th MED GRP-FE WARREN		92%
AF-C-92nd MED GRP-FAIRCHILD		82%
AF-C-97th MED GRP-ALTUS		93%
AF-C-9th MED GRP-BEALE		76%
AF-CC-59th MDW-359 MDG-JBSA-RANDOLPH		**
AF-H-31st MED GRP-AVIANO		80%
AF-H-35th MED GRP-MISAWA		89%
AF-H-366th MED GRP-MOUNTAIN HOME		82%
AF-H-374th MED GRP-YOKOTA		88%
AF-H-48th MED GRP-LAKENHEATH		86%
AF-H-51st MED GRP-OSAN		89%
AF-H-633rd MED GRP-JB LANGLEY-EUSTIS		70%
AF-H-673rd MED GRP-JB ELMNDRF-RICHARDSON		86%
AF-H-96th MED GRP-EGLIN		83%
AF-LN-62nd MED SQ-JB LEWIS-MCCHORD		85%
AF-LS-422nd ABS MED FLT-CROUGHTON		**
AF-LS-423rd MDS-RAF ALCONBURY		35%
AF-LS-470th MED FLT-GEILENKIRCHEN		100%
AF-MC-60th MED GRP-TRAVIS		76%
AF-MC-81st MED GRP-KEESLER		81%
AF-MC-88th MED GRP-WRIGHT-PATTERSON		82%

Facility Name	Rating	
AF-MC-99th MED GRP-NELLIS		75%

National Capital Region (NCR) - Getting Care When Needed		
	FY16Q4	FY17Q1
<b>NCR Totals</b>	<b>84%</b>	<b>83%</b>
DILORENZO TRICARE HEALTH CLINIC	75%	72%
DUMFRIES HEALTH CENTER	83%	84%
FAIRFAX HEALTH CENTER	88%	85%
FORT BELVOIR COMMUNITY HOSPITAL	81%	82%
WALTER REED NATIONAL MILITARY MEDICAL CNTR	87%	85%
BMC CARDEROCK	**	**

Ratings for all JOES results are weighted and able to be compared MHS wide

\*Air Force did not report a full quarter of JOES data until FY17Q1

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