

As of 16 December 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: FY16Q4

Benchmark: This measure does not have a civilian benchmark

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

TRI-Service and TROSS: *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 former 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 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.” 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). As of FY2016Q3 Navy and NCR patient experience ratings are based on the new JOES questionnaire. Army and Air Force will begin reporting their patient experience ratings starting FY2016Q4. At that time there will no longer be Services survey data to report.

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, there was a change in survey instrument to JOES during FY16Q4 and should not be compared across Services. Individual facilities can be compared within a Service.				
Army - Getting Care When Needed				
	FY16Q1	FY16Q2	FY16Q3	FY16Q4
Army FY15 Totals	83%			
Army Totals	83%	84%	84%	81%***
ACH BASSETT-WAINWRIGHT	77%	83%	78%	83%
ACH BAYNE-JONES-POLK	82%	87%	84%	89%
ACH BLANCHFIELD-CAMPBELL	82%	82%	85%	81%
ACH BRIAN ALLGOOD-SEOUL	81%	88%	83%	78%
ACH EVANS-CARSON	78%	80%	80%	76%
ACH IRELAND-KNOX	75%	79%	84%	78%
ACH IRWIN-RILEY	84%	86%	89%	86%
ACH KELLER-WEST POINT	92%	93%	93%	90%
ACH LEONARD WOOD	80%	81%	78%	82%
ACH MARTIN-BENNING	85%	86%	90%	91%
ACH MONCRIEF-JACKSON	82%	82%	81%	79%
ACH REYNOLDS-SILL	85%	88%	89%	83%
ACH WEED-IRWIN	86%	90%	89%	83%
ACH WINN-STEWART	82%	81%	82%	70%
AHC ANDREW RADER-MYER-HENDERSON	85%	89%	91%	91%
AHC ANSBACH	88%	92%	91%	95%
AHC AP HILL	100%**	**	**	**
AHC BARQUIST-DETRICK	94%	92%	97%	90%
AHC BAUMHOLDER	83%	85%	84%	97%
AHC BG CRAWFORD F SAMS-CAMP ZAMA	95%	91%	96%	93%
AHC BRUSSELS	100%	97%	94%	100%
AHC CAMP CASEY-TONGDUCHON	77%	80%	84%	88%
AHC CAMP HUMPHREYS-PYONGTAEK	73%	76%	76%	89%
AHC CAMP STANLEY	80%	100%**	89%	79%
AHC DUNHAM-CARLISLE BARRACKS	94%	91%	91%	92%
AHC FILLMORE-NEW CUMBERLAND	94%	94%	95%	96%
AHC FOX-REDSTONE ARSENAL	79%	76%	72%	73%
AHC GRAFENWOEHR	77%	82%	79%	77%
AHC GUTHRIE-DRUM	86%	87%	88%	79%
AHC HOHENFELS	84%	89%	91%	86%
AHC ILLESHEIM	93%	100%**	**	**
AHC KAISERSLAUTERN	57%	72%	71%	74%
AHC KENNER-LEE	82%	82%	81%	64%
AHC KIRK-ABERDEEN PRVNG GD	75%	80%	86%	86%
AHC LETTERKENNY ARMY DEPOT	100%**	88%	100%	74%
AHC LIVORNO	96%	100%**	**	**
AHC LYSTER-RUCKER	91%	91%	92%	92%

Facility Name	Rating			
AHC MCAFEE-WHITE SANDS MSL RAN	87%	91%	97%	94%
AHC MCDONALD-EUSTIS	88%	87%	91%	87%
AHC MCNAIR-MYER-HENDERSON HALL	96%	100%	95%	100%
AHC MONTEREY	74%	81%	79%	83%
AHC MUNSON-LEAVENWORTH	92%	95%	94%	88%
AHC PATCH BKS-STUTTGART	88%	88%	89%	92%
AHC R W BLISS-HUACHUCA	86%	85%	85%	86%
AHC ROCK ISLAND ARSENAL	83%	88%	85%	70%
AHC RODRIGUEZ-BUCHANAN	85%	93%	86%	100%
AHC SCHOFIELD BARRACKS	88%	86%	87%	84%
AHC SHAPE	87%	93%	91%	77%
AHC TUTTLE-HUNTER ARMY AIRFIELD	76%	80%	83%	72%
AHC VILSECK	85%	83%	88%	81%
AHC WIESBADEN	78%	77%	82%	90%
AHC YUMA PROVING GROUND	93%	95%	92%	100%
AHC-CAMP CARROLL-KOREA	79%	76%	83%	100%
AHC-CAMP RED CLOUD-UIJONGBU	100%	87%	82%	100%
AHC-CAMP WALKER-TAEGU	84%	88%	81%	59%
AHC-GREELY	68%	78%	86%	76%
AHC-MCCHORD AFB	94%	93%	94%	89%
AHC-STORY	86%	79%	72%	**
AHC-VICENZA	86%	79%	77%	83%
AHC-YONGSAN-SEOUL	87%	76%	72%	86%
AMC BAMC-FSH	88%	89%	88%	87%
AMC DARNALL-HOOD	79%	81%	79%	74%
AMC EISENHOWER-GORDON	86%	86%	86%	79%
AMC MADIGAN-LEWIS	84%	85%	83%	83%
AMC MAMC ANNEX	**	84%	84%	85%
AMC OLD MADIGAN-LEWIS	92%	**	**	**
AMC TRIPLER-SHAFTER	85%	88%	88%	83%
AMC WILLIAM BEAUMONT-BLISS	84%	81%	82%	80%
AMC WOMACK-BRAGG	75%	74%	77%	76%
AMH FARRELLY AHC-RILEY	84%	83%	86%	78%
AVIATION CLINIC-RILEY	90%	97%	94%	70%
AVIATION MEDICINE CLINIC-CAMPBELL	87%	93%	87%	94%
BAVARIA MEDDAC-VILSECK	89%	87%	90%	94%
BENNETT FAMILY CARE CLINIC-HOOD	86%	86%	84%	85%
BRAGG CLINIC	81%	63%**	**	63%
BYRD HEALTH CLINIC-CAMPBELL	78%	81%	81%	65%
CBMH BAMC-SCHERTZ	91%	93%	91%	85%
CBMH BAMC-WESTOVER	91%	96%	94%	91%
CBMH COPPERAS COVE-HOOD	73%	78%	69%	74%

Facility Name	Rating			
CBMH FAYETTEVILLE-BRAGG	75%	76%	69%	76%
CBMH HARKER HEIGHTS-HOOD	72%	75%	77%	69%
CBMH HOPE MILLS-BRAGG	84%	76%	76%	83%
CBMH KILLEEN-HOOD	83%	72%	76%	79%
CBMH LINDEN OAKS-BRAGG	**	88%	87%	92%
CBMH MADIGAN-PUYALLUP	87%	84%	83%	93%
CBMH MONCRIEF-JACKSON	76%	86%	88%	85%
CBMH MOUNTAIN POST-CARSON	88%	82%	88%	95%
CBMH NORTH COLUMBUS-BENNING	83%	91%	91%	96%
CBMH OZARK-LEONARD WOOD	83%	85%	84%	94%
CBMH PREMIER-CARSON	79%	83%	88%	86%
CBMH RICHMOND HILL-STEWART	86%	94%	97%	81%
CBMH SCREAMING EAGLE-CAMPBELL	84%	90%	87%	82%
CBMH SOUTH SOUND-MADIGAN	88%	87%	91%	88%
CBMH WARRIOR OHANA-SHAFTER	79%	87%	86%	88%
CBMH-RIO BRAVO-BLISS	91%	92%	94%	98%
CHARLES MOORE HEALTH CLINIC-HOOD	77%	77%	70%	88%
CIV EMP HLTH CLINIC-PUEBLO	**	**	**	38%
CLARK CLINIC-BRAGG	54%	61%	72%	72%
COMBINED MEDICAL SVCS CLIN-WAINWRIGHT	80%	80%	100%	93%
COMMUNITY MENTAL HEALTH SERVICE-IRWIN	80%	64%**	80%	81%
CONNELLY HLTH CLIN-GORDON	83%	74%	82%	78%
CPT JENNIFER M MORENO PRIMARY CC-BAMC-FSH	85%	88%	88%	89%
CTMC 2-HARMONY CHURCH-BENNING	87%	88%	77%	80%
CTMC CONNER-DRUM	88%	82%	77%	84%
CTMC RICHARD G WILSON-LEONARD WOOD	93%	80%	81%	61%
CTMC SLEDGEHAMMER-BENNING	85%	77%	82%	**
CTMC-BENNING	90%	88%	87%	89%
CUSTER HILL HEALTH CLINIC-RILEY	85%	86%	71%	60%
EAST BLISS CLINIC-BLISS	78%	87%	91%	79%
EBH 17/555 CLINIC-JBLM	100%	100%	100%	86%
EBH 2/2 CLINIC-JBLM	67%**	100%**	100%	100%
EBH 3/2 CLINIC-JBLM	100%**	60%**	80%	84%
FPC WINDER-BENNING	80%**	100%**	100%	87%
JOEL CLINIC-BRAGG	66%**	69%	69%	64%
KAMISH CLINIC-WAINWRIGHT	81%	76%	84%	91%
KIMBROUGH AMBULATORY CARE CENTER-MEADE	77%	83%	83%	72%
LA POINTE HEALTH CLINIC-CAMPBELL	71%	80%	77%	77%
LANDSTUHL REGIONAL MEDCEN	84%	84%	86%	84%
MENDOZA SOLDIER FAMILY CARE CLINIC-BLISS	86%	83%	90%	80%
MONROE CONSOLIDATED-HOOD	61%	60%	71%	66%
OHC DUGWAY PROVING GROUND	67%**	75%**	75%	50%

Facility Name	Rating			
OHC EDGEWOOD ARS	88%	83%**	89%	51%
OHC MCALESTER	86%**	100%**	100%	100%
OHC PICATINNY ARSENAL	**	**	**	85%
OHC PINE BLUFF ARSENAL	94%	90%	81%	100%
OHC TOOELE ARMY DEPOT	82%	91%	100%	100%
OHC-BLUE GRASS DEPOT	82%	82%	94%	100%
OHC-MCCOY	100%**	87%	81%	100%
OHC-WATERVLIET	100%**	88%**	75%	**
OKUBO FAMILY PRACTICE CLINIC-LEWIS	77%	80%	72%	73%
PUBLIC HEALTH-CALDWELL-RILEY	**	**	67%**	91%
RED RIVER ARMY DEPOT	**	100%**	93%	77%
ROBINSON CLINIC-BRAGG	64%	64%	63%	71%
RUSSELL COLLIER HEALTH CLINIC-HOOD	80%	80%	82%	84%
SCMH 1-2 GHOST BDE CLINIC-JBLM	**	**	84%	71%
SCMH 3/2 ARROWHEAD CLINIC-JBLM	73%	84%	**	**
SCMH 555 EN/17 FIB-MAMC-JBLM	84%	84%	80%	100%
SCMH SCHOFIELD BARRACKS	84%	84%	86%	80%
SCMH-POLK	78%	72%	88%	80%
SOUTHCOM CLINIC-GORDON	97%	92%	96%	90%
TAYLOR BURK HEALTH CLIN-CAMP-BAMC-BULLIS	91%	91%	96%	88%
TBI CLINIC-BJACH	**	**	**	100%
THC RICHARDSON	86%	81%	86%	74%
TMC CON-1-2-4-JACKSON	86%	88%	74%	73%
TMC DIRAIMONDO-CARSON	82%	73%	73%	77%
TMC LLOYD C HAWKS-STEWART	69%	66%	54%	74%
TMC MEDICAL EXAM STATION-BLISS	82%	87%	86%	77%
TMC MOLOGNE-WEST POINT	71%**	88%	80%	100%
TMC ROBINSON-CARSON	91%	90%	85%	90%
TMC SGT BLEAK-SILL	**	100%**	100%	89%
TMC-12-HOOD	66%	82%	78%	73%
TMC-14-HOOD	83%	89%	94%	100%
TMC-1-IRWIN	83%	67%	79%	68%
TMC-2-EUSTIS	79%	86%	83%	89%
TMC-4-GORDON	75%	77%	79%	67%
TMC-5-BENNING	93%	95%	100%	100%
TMC-MCWETHY-BAMC-FSH	86%	84%	87%	91%
TMC-RECEPTION STA.-BENNING	50%**	**	**	100%
TMC-STEWART	83%	59%	59%	84%
TROOP AND FAMILY MEDICAL CLINIC-BRAGG	72%	70%	72%	82%
USA PHYSICAL EXAM CTR-JACKSON	86%	79%	82%	83%
WINDER FAMILY MEDICAL CL-JBLM	71%	77%	70%	70%

Facility Name	Rating			
Note: For these ratings, there was a change in survey instrument to JOES during FY16Q3 and should not be compared across Services. Individual facilities can be compared within a Service.				
Navy- Getting Care When Needed				
	FY61Q1	FY16Q2	FY16Q3	FY16Q4
Navy FY15 Total	90%			
Navy Totals	90%	90%	87%***	83%***
BHC NALF SAN CLEMENTE ISLAND	**	**	100%**	**
BMC BARSTOW	100%**	88%**	100%**	83%
BMC BLDG 15 MCB CAMP LEJEUNE	100%**	100%**	90%	95%
BMC BRIDGEPORT	**	**	**	14%
BMC CAMP BUSH/COURTNEY	95%	87%	83%	93%
BMC CAMP DELMAR MCB	80%**	100%**	100%	72%
BMC CAMP GEIGER MCB	50%**	83%**	100%**	72%
BMC CAMP HANSEN	89%**	100%**	80%	73%
BMC CAMP JOHNSON MCB	100%**	50%**	100%	78%
BMC CAMP KINSER	88%	85%	77%	95%
BMC CAMP SCHWAB	100%**	**	**	100%
BMC CAPODICHINO	100%**	73%**	100%	89%
BMC CHINHAE	**	**	100%**	97%
BMC COLTS NECK EARLE	100%**	88%	100%	96%
BMC COURTHOUSE BAY MCB	**	71%**	100%	93%
BMC EDSON RANGE ANNEX	100%**	100%**	50%**	87%
BMC EVANS-CAMP FOSTER	86%**	75%**	100%**	86%
BMC FRENCH CREEK MCB	**	100%**	100%**	66%
BMC IWAKUNI	92%	85%	73%	88%
BMC LAKEHURST	89%**	86%	100%	100%
BMC MCAS FUTENMA	100%**	100%**	**	100%
BMC MCAS KANEOHE BAY	87%	85%	75%	79%
BMC MCAS MIRAMAR	92%	92%	92%	82%
BMC MCAS NEW RIVER	88%**	80%**	89%**	87%
BMC MCB CAMP PENDLETON	95%	84%	82%	80%
BMC MECHANICSBURG	60%**	100%	100%	76%
BMC NAVSTA GUAM	97%	97%	100%	84%
BMC NAVSUPPACT SOUDA BAY	43%**	33%**	100%**	100%
BMC OCS BROWN FIELD	90%	100%**	81%**	75%
BMC SAN ONOFRE MCB	83%	92%	100%	84%
BMC YUMA	94%	97%	80%	85%
BRANCH MEDICAL ANNEX HARIO SASEBO JP	80%	100%**	50%	100%
ERS-NAVY-SKAGIT COUNTY PUBLIC HOSPITAL-CIV	100%**	100%**	100%	100%
ERS-NAVY-WHIDBEY GENERAL HOSPITAL-CIV	100%**	100%**	100%	**
IA-SAN DIEGO EAST COUNTY PRIM CARE CLINIC	**	**	**	**
JAMES A LOVELL FED HEALTH CARE CENTER	95%	94%	95%	91%

Facility Name	Rating			
NAVAL HEALTH CLINIC CHARLESTON	94%	97%	97%	91%
NAVAL HLTH CLINIC NEW ENGLAND	94%	92%	88%	81%
NBHC ALBANY	80%	100%**	100%	71%
NBHC ANDREWS AFB	100%**	80%**	100%	81%
NBHC BANCROFT HALL	97%	100%	100%	92%
NBHC CHESAPEAKE	93%	87%	83%	86%
NBHC COMFLEACT SASEBO	65%	76%	85%	76%
NBHC CORONADO	100%**	50%**	100%	87%
NBHC DAHLGREN	93%	92%	100%	71%
NBHC DAM NECK	86%	95%	88%	89%
NBHC EASTLAKE	93%	93%	89%	90%
NBHC EL CENTRO	75%**	78%**	100%	84%
NBHC FALLON	95%	95%	88%	78%
NBHC FORT WORTH	88%	94%	100%	85%
NBHC GROTON	89%	96%	93%	85%
NBHC GULFPORT	95%	86%	68%	90%
NBHC INDIAN HEAD	82%	86%	100%	96%
NBHC KEY WEST	100%	88%	92%	72%
NBHC KINGS BAY	90%	88%	75%	80%
NBHC KINGSVILLE	89%	100%	100%	99%
NBHC LITTLE CREEK	86%	86%	82%	87%
NBHC MAYPORT	84%	89%	83%	86%
NBHC MCAS BEAUFORT	88%**	100%**	83%	86%
NBHC MCB CAMP H.M. SMITH	100%**	100%**	100%	94%
NBHC MCRD PARRIS ISLAND	100%**	67%**	80%	82%
NBHC MCRD SAN DIEGO	100%**	86%**	88%	97%
NBHC MERIDIAN	100%	84%	67%	77%
NBHC MILTON WHITING FIELD	98%	97%	95%	89%
NBHC NAF ATSUGI	95%	90%	81%	77%
NBHC NAS BELLE CHASE	84%	77%	81%	61%
NBHC NAS JACKSONVILLE	71%	88%	94%	80%
NBHC NAS NORTH ISLAND	88%	92%	84%	76%
NBHC NAS PENSACOLA	82%	100%	90%	80%
NBHC NAS POINT MUGU	100%**	75%**	75%	67%
NBHC NATTC PENSACOLA	100%**	100%**	100%	96%
NBHC NAVCAMS EASTPAC	75%**	100%**	100%	72%
NBHC NAVCOASTSYSC PANAMA CITY	100%**	93%	100%	100%
NBHC NAVSTA SAN DIEGO	91%	97%	73%	74%
NBHC NAVSTA SEWELLS	81%	81%	79%	75%
NBHC NAVWPNCEN CHINA LAKE	94%	100%	76%	94%
NBHC NCTC GREAT LAKES	**	100%**	100%	78%
NBHC NCTC INPR GREAT LAKES	100%**	67%**	50%	77%

Facility Name	Rating			
NBHC NSA BAHRAIN	**	**	85%	91%
NBHC NSA MID-SOUTH	92%	81%	68%	81%
NBHC NSF DIEGO GARCIA	94%	86%**	100%	100%
NBHC NSY NORFOLK	88%	82%	78%	76%
NBHC NTC GREAT LAKES	79%	100%	77%	89%
NBHC NTC SAN DIEGO	90%	94%	86%	84%
NBHC NTTC PENSACOLA	**	100%	80%	100%
NBHC OCEANA	84%	86%	73%	78%
NBHC PORT HUENEME	82%	84%	71%	71%
NBHC PORTSMOUTH	92%	84%	75%	84%
NBHC PUGET SOUND	81%	75%	73%	65%
NBHC RANCHO BERNARDO	100%	98%	89%	90%
NBHC SARATOGA SPRINGS	100%**	83%	67%	84%
NBHC SUBASE BANGOR	89%**	94%	74%	75%
NBHC THE BASIC SCHOOL	**	100%**	88%	70%
NBHC WASHINGTON NAVY YARD	94%	95%	87%	83%
NBHC WPNSCEN CRANE	75%**	60%**	100%	72%
NBHC YORKTOWN	85%	92%	93%	84%
NBMC PHILADELPHIA NAVAL BUSINESS CENTER	83%**	83%**	100%	100%
NH BEAUFORT	89%	95%	94%	88%
NH BREMERTON	83%	87%	83%	75%
NH CAMP LEJEUNE	87%	89%	85%	85%
NH CAMP PENDLETON	90%	89%	87%	84%
NH GUAM	91%	92%	93%	85%
NH GUANTANAMO BAY	97%	90%	86%	96%
NH JACKSONVILLE	89%	88%	85%	85%
NH LEMOORE	95%	93%	80%	76%
NH NAPLES	89%	93%	98%	84%
NH OAK HARBOR	95%	96%	90%	87%
NH OKINAWA	84%	85%	80%	84%
NH PENSACOLA	95%	94%	93%	90%
NH ROTA	88%	97%	88%	94%
NH SIGONELLA	94%	95%	100%	97%
NH TWENTYNINE PALMS	95%	91%	88%	82%
NH YOKOSUKA	88%	79%	83%	89%
NHC ANNAPOLIS	98%	94%	97%	84%
NHC CHERRY POINT	97%	95%	87%	84%
NHC CORPUS CHRISTI	93%	91%	94%	88%
NHC HAWAII	86%	83%	82%	82%
NHC PATUXENT RIVER	97%	87%	85%	82%
NHC QUANTICO	81%	89%	88%	83%
NHCL EVERETT	80%	89%	79%	86%

Facility Name	Rating			
NMC PORTSMOUTH	89%	89%	87%	82%
NMC SAN DIEGO	90%	90%	89%	86%
TRICARE OUTPATIENT CHESAPEAKE	86%	90%	85%	84%
TRICARE OUTPATIENT CLINIC VA BEACH	83%	88%	74%	79%
TRICARE OUTPATIENT-CHULA VISTA (SD 2)	91%	87%	84%	78%
TRICARE OUTPATIENT-CLAIREMONT (SD 1)	89%	92%	93%	87%
TRICARE OUTPATIENT-OCEANSIDE	88%	93%	100%	81%

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

Air Force - Getting Care When Needed				
	FY61Q1	FY61Q2	FY61Q3	FY61Q4
Air Force FY15 Total	90%			
Air Force Totals	90%	90%	89%	89%
AF-65th MED FLT-LAJES	**	**	**	**
AF-C-10th MED GRP-ACADEMY	99%	99%	99%	98%
AF-C-14th MED GRP-COLUMBUS	90%	94%	95%	98%
AF-C-15th MED GRP-JB HICKAM-PEARL HARBOR	96%	95%	94%	95%
AF-C-17th MED GRP-GOODFELLOW	95%	92%	92%	92%
AF-C-18th MED GRP-KADENA	86%	86%	88%	88%
AF-C-19th MED GRP-LITTLE ROCK AFB	91%	91%	87%	86%
AF-C-1st SPCL OPS MED GRP-HURLBURT	85%	82%	80%	82%
AF-C-20th MED GRP-SHAW	84%	83%	82%	89%
AF-C-21st MED GRP-PETERSON	98%	98%	98%	96%
AF-C-22nd MED GRP-MCCONNELL	87%	90%	88%	81%
AF-C-23rd MED GRP-MOODY	94%	87%	89%	86%
AF-C-27th SPECIAL OPS MEDICAL GRP-CANNON	91%	92%	90%	94%
AF-C-28th MED GRP-ELLSWORTH	94%	94%	93%	93%
AF-C-2nd MED GRP-BARKSDALE	73%	63%	67%	70%
AF-C-30th MED GRP-VANDENBERG	92%	89%	90%	90%
AF-C-319th MED GRP-GRAND FORKS	92%	94%	93%	95%
AF-C-325th MED GRP-TYNDALL	61%	75%	82%	85%
AF-C-341st MED GRP-MALMSTROM	92%	92%	92%	94%
AF-C-354th MED GRP-EIELSON	97%	97%	96%	100%
AF-C-355th MEDICAL GROUP-DAVIS-MONTHAN	89%	90%	90%	91%
AF-C-36th MED GRP-JB RGN MARIANAS GUAM	92%	88%	88%	89%
AF-C-375th MED GRP-SCOTT	81%	87%	83%	82%
AF-C-377th MED GRP-KIRTLAND	87%	87%	91%	89%
AF-C-39th MED GRP-INCIRLIK	100%	99%	97%	97%
AF-C-412th MED GRP-EDWARDS	88%	91%	88%	85%
AF-C-42nd MED GRP-MAXWELL	81%	82%	88%	85%
AF-C-436th MED GRP-DOVER	91%	96%	97%	96%

Facility Name	Rating			
AF-C-45th MED GRP-PATRICK	90%	88%	91%	89%
AF-C-460th MED GRP-BUCKLEY	78%	78%	78%	84%
AF-C-47th MED GRP-LAUGHLIN	96%	93%	94%	96%
AF-C-49th MED GRP-HOLLOMAN	100%	99%	98%	100%
AF-C-4th MED GRP-SEYMOUR JOHNSON	91%	92%	85%	87%
AF-C-509th MED GRP-WHITEMAN	92%	93%	92%	94%
AF-C-52nd MED GRP-SPANGDAHLEM	94%	93%	96%	86%
AF-C-55th MED GRP-OFFUTT	84%	79%	77%	79%
AF-C-56th MED GRP-LUKE	93%	95%	96%	98%
AF-C-579th MED GRP-JB ANACOSTIA-BOLLING	95%	93%	94%	94%
AF-C-59th MDW-359 MDG-JBSA-RANDOLPH	**	85%	85%	85%
AF-C-59th MDW-WHASC-LACKLAND	90%	89%	87%	85%
AF-C-5th MED GRP-MINOT	98%	97%	97%	94%
AF-C-61st MED GRP-LOS ANGELES	91%	92%	85%	87%
AF-C-628th MED GRP-JB-CHARLESTON	92%	93%	89%	89%
AF-C-66th MED GRP-HANSCOM	89%	89%	87%	94%
AF-C-6th MED GRP-MACDILL	98%	97%	97%	97%
AF-C-71st MED GRP-VANCE	97%	97%	94%	96%
AF-C-72nd MED GRP-TINKER	76%	65%	65%	72%
AF-C-75th MED GRP-HILL	95%	97%	97%	94%
AF-C-779th MED GRP-ANDREWS	87%	85%	85%	89%
AF-C-78th MED GRP-ROBINS	91%	85%	84%	84%
AF-C-7th MED GRP-DYESS	82%	93%	95%	97%
AF-C-82nd MED GRP-SHEPPARD	98%	99%	99%	99%
AF-C-86th MED GRP-RAMSTEIN	88%	92%	90%	90%
AF-C-87th MED GRP-JB MCGUIRE-DIX-LKHRST	82%	86%	89%	90%
AF-C-90th MED GRP-FE WARREN	94%	88%	87%	88%
AF-C-92nd MED GRP-FAIRCHILD	97%	96%	97%	95%
AF-C-97th MED GRP-ALTUS	99%	99%	98%	99%
AF-C-9th MED GRP-BEALE	89%	85%	83%	81%
AF-CC-59th MDW-359 MDG-JBSA-RANDOLPH	86%	**	**	#N/A
AF-H-31st MED GRP-AVIANO	94%	95%	95%	95%
AF-H-35th MED GRP-MISAWA	91%	94%	92%	95%
AF-H-366th MED GRP-MOUNTAIN HOME	89%	89%	90%	85%
AF-H-374th MED GRP-YOKOTA	90%	93%	93%	90%
AF-H-48th MED GRP-LAKENHEATH	88%	91%	91%	90%
AF-H-51st MED GRP-OSAN	94%	88%	90%	90%
AF-H-633rd MED GRP-JB LANGLEY-EUSTIS	86%	87%	82%	77%
AF-H-673rd MED GRP-JB ELMNDRF-RICHARDSON	97%	97%	97%	97%
AF-H-96th MED GRP-EGLIN	88%	86%	86%	89%
AF-LN-62nd MED SQ-JB LEWIS-MCCHORD	97%	95%	95%	95%
AF-LS-422nd ABS MED FLT-CROUGHTON	95%	94%	96%	100%

Facility Name	Rating			
AF-LS-423rd MDS-RAF ALCONBURY	73%	89%	89%	94%
AF-LS-470th MED FLT-GEILENKIRCHEN	90%	93%	94%	87%
AF-MC-60th MED GRP-TRAVIS	86%	86%	85%	81%
AF-MC-81st MED GRP-KEESLER	90%	90%	85%	88%
AF-MC-88th MED GRP-WRIGHT-PATTERSON	90%	93%	92%	92%
AF-MC-99th MED GRP-NELLIS	93%	94%	94%	95%

Note: For these ratings, there was a change in survey instrument to JOES during FY16Q3 and should not be compared across Services. Individual facilities can be compared within a Service.

National Capital Region (NCR) - Getting Care When Needed

	FY16Q1	FY16Q2	FY16Q3	FY16Q4
NCR FY15 Total	82%			
NCR Totals	83%	84%	85%***	84%***
DILORRENZO TRICARE HEALTH CLINIC	75%	79%	61%	75%
DUMFRIES HEALTH CENTER	79%	80%	**	83%
FAIRFAX HEALTH CENTER	89%	92%	**	88%
FORT BELVOIR COMMUNITY HOSPITAL	82%	82%	100%	81%
WALTER REED NATIONAL MILITARY MEDICAL CNTR	85%	86%	86%	87%
BMC CARDEROCK	**	**	100%	**

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

** - 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.

*** Indicates that this Service and subordinate clinics ratings are based on the new JOES survey instrument.

Facility Name	Rating
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Facility Name	Rating