

# TRICARE INPATIENT SATISFACTION SURVEY (TRISS)

Annual Report of Findings  
(April 2015–March 2016)

Appendices

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CONTENTS

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APPENDIX A. DIRECT CARE FACILITIES AND SAMPLING PLAN DATA ..... 1

APPENDIX B. PURCHASED CARE FACILITIES AND SAMPLING PLAN DATA ..... 4

APPENDIX C. MEANS USED TO CONDUCT PATIENT AND MODE MIXED ADJUSTMENTS..... 6

APPENDIX D. TRISS SURVEY INSTRUMENT ..... 7

APPENDIX E. SCORES BY FACILITY, CARE TYPE, AND TRO ..... 11

APPENDIX F. DEPARTMENT OF DEFENSE QUESTION SCORES ..... 18

APPENDIX G. DIRECT CARE RESPONSE AND ELIGIBILITY RATES ..... 23

    Y2015 Q3 and Q4 and Y2016 Q1 and Q2 Overall Direct Care Response and  
    Eligibility Rates ..... 23

    Y2015 Q3 and Q4 and Y2016 Q1 and Q2 Direct Care Facility Level Response and  
    Eligibility Rates ..... 24

APPENDIX H. PURCHASED CARE RESPONSE AND ELIGIBILITY RATES ..... 27

    Y2015 Q3 and Q4 and Y2016 Q1 and Q2 Overall Purchased Care Response and  
    Eligibility Rates ..... 27

    Y2015 Q3 and Q4 and Y2016 Q1 and Q2 Facility Level Purchased Care Response and  
    Eligibility Rates ..... 28

APPENDIX I. ANNOTATED TRISS SURVEY INSTRUMENT ..... 30

APPENDIX J. GRAPHS FOR HCAHPS MEASURES ..... 43

APPENDIX K. GRAPHS FOR DOD SUPPLEMENTAL QUESTIONS ..... 65

## List of Figures

---

Figure 1. Overall Hospital Rating Scores by Care Type and Demographic Group .....	43
Figure 2. Recommended the Hospital Scores by Care Type and Demographic Group.....	45
Figure 3. Communication with Doctors Scores by Care Type and Demographic Group.....	47
Figure 4. Communication with Nurses Scores by Care Type and Demographic Group.....	49
Figure 5. Responsiveness of Hospital Staff Scores by Care Type and Demographic Group .....	51
Figure 6. Pain Management Scores by Care Type and Demographic Group .....	53
Figure 7. Communications about Medicines Scores by Care Type and Demographic Group ...	55
Figure 8. Discharge Information Scores by Care Type and Demographic Group .....	57
Figure 9. Care Transition Scores by Care Type and Demographic Group .....	59
Figure 10. Cleanliness of Hospital Environment Scores by Care Type and Demographic Group.....	61
Figure 11. Quietness of Hospital Environment Scores by Care Type and Demographic Group.....	63
Figure 12. Staff Introduced Self Scores by Care Type and Demographic Group .....	65
Figure 13. Communication among Staff Scores by Care Type and Demographic Group.....	67
Figure 14. Family Member Stayed Scores by Care Type and Demographic Group .....	69
Figure 15. Obstetrics Repeat Care Scores by Care Type and Demographic Group .....	71
Figure 16. Education on Breastfeeding Scores by Care Type and Demographic Group .....	73
Figure 17. Staff Washed Hands Scores by Care Type and Demographic Group .....	75
Figure 18. Staff Checked Identification Scores by Care Type and Demographic Group .....	77
Figure 19. Overall Nursing Care Rating Scores by Care Type and Demographic Group.....	79

**APPENDIX A. DIRECT CARE FACILITIES AND SAMPLING PLAN DATA**

Facility	DMIS ID	Service Branch	Number of Eligible Discharges Surveyed	Anticipated Yield	Medicine	Surgery	Ob/GYN
Bassett Army Community Hospital, Ft. Wainwright	0005	Army	830	346	76	48	222
Evans Army Community Hospital, Ft. Carson	0032	Army	3,638	1,379	352	446	581
Eisenhower Army Medical Center, Ft. Gordon	0047	Army	2,844	1,472	914	557	0
Martin Army Community Hospital, Ft. Benning	0048	Army	2,550	979	431	225	322
Winn Army Community Hospital, Ft. Stewart	0049	Army	1,994	722	196	150	376
Tripler Army Medical Center, Ft. Shafter	0052	Army	6,263	2,474	818	685	957
Irwin Army Community Hospital, Ft. Riley	0057	Army	1,619	611	170	143	298
Blanchfield Army Community Hospital, Ft. Campbell	0060	Army	2,992	1,147	301	208	637
Ireland Army Community Hospital, Ft. Knox	0061	Army	689	304	108	117	78
Bayne Jones Army Community Hospital, Ft. Polk	0064	Army	802	315	95	35	183
L. Wood Army Community Hospital, Ft. Leonard Wood	0075	Army	1,668	629	345	140	144
Keller Army Community Hospital, West Point	0086	Army	741	241	63	133	45
Womack Army Medical Center, Ft. Bragg	0089	Army	6,731	2,665	1,197	590	851
Reynolds Army Community Hospital, Ft. Sill	0098	Army	808	331	127	43	161
Moncrief Army Community Hospital, Ft. Jackson	0105	Army	231	73	7	66	0
William Beaumont Army Medical Center, Ft. Bliss	0108	Army	4,474	1,836	782	594	459
Brooke Army Medical Center, Ft. Sam Houston	0109	Army	14,577	7,047	4,135	2,405	503
Darnall Army Medical Center, Ft. Hood	0110	Army	4,435	1,478	476	288	713
Madigan Army Medical Center, Ft. Lewis	0125	Army	8,951	4,261	2,036	1,557	663
Weed Army Community Hospital, Ft. Irwin	0131	Army	400	130	21	23	86
Landstuhl Regional Medical Center	0607	Army	2,942	808	255	352	200
Brian Allgood Army Community Hospital, Seoul	0612	Army	611	144	46	49	49
<b>Army Total</b>	—	—	<b>70,790</b>	<b>29,392</b>	<b>12,951</b>	<b>8,854</b>	<b>7,528</b>

TRISS Annual Report (April 2015–March 2016)

Facility	DMIS ID	Service Branch	Number of Eligible Discharges Surveyed	Anticipated Yield	Medicine	Surgery	Ob/GYN
Naval Hospital Camp Pendleton	0024	Navy	3,142	1,102	114	479	507
Naval Medical Center San Diego	0029	Navy	10,052	3,979	1,265	806	1,882
Naval Hospital Twentynine Palms	0030	Navy	643	215	24	115	76
Naval Hospital Pensacola	0038	Navy	1,045	447	109	125	213
Naval Hospital Jacksonville	0039	Navy	2,469	979	185	270	524
Naval Hospital Camp Lejeune	0091	Navy	3,489	1,125	126	575	423
Naval Hospital Beaufort	0104	Navy	116	24	16	0	8
Naval Medical Center Portsmouth	0124	Navy	8,817	3,169	1,119	785	1,244
Naval Hospital Bremerton	0126	Navy	1,111	447	106	95	244
Naval Hospital Oak Harbor	0127	Navy	320	106	3	4	99
Naval Hospital Guantanamo Bay	0615	Navy	71	11	4	3	4
Naval Hospital Naples	0617	Navy	198	41	6	16	19
Naval Hospital Rota	0618	Navy	155	28	4	5	19
Naval Hospital Guam	0620	Navy	916	341	162	40	139
Naval Hospital Okinawa	0621	Navy	1,708	334	67	85	182
Naval Hospital Yokosuka	0622	Navy	655	121	21	7	92
Naval Hospital Sigonella	0624	Navy	137	22	7	3	12
<b>Navy Total</b>	—	—	<b>35,044</b>	<b>12,491</b>	<b>5,257</b>	<b>3,216</b>	<b>3,965</b>
Walter Reed National Medical Center	0067	NCR	8,923	4,003	2,093	1,433	436
Ft. Belvoir Community Hospital	0123	NCR	4,330	1,877	861	472	537
<b>National Capital Region Total</b>	—	—	<b>13,253</b>	<b>5,880</b>	<b>2,954</b>	<b>1,905</b>	<b>973</b>
Elmendorf Medical Center (673rd Medical Group)	0006	Air Force	1,692	768	329	188	250
Travis Medical Center (60th Medical Group)	0014	Air Force	2,742	1,337	796	423	118
Eglin Medical Center (96th Medical Group)	0042	Air Force	3,016	1,346	733	328	275
Mountain Home (366th Medical Group)	0053	Air Force	41	13	2	5	6
Keesler Medical Center (81st Medical Group)	0073	Air Force	1,895	962	622	221	119
O'Callaghan Hospital (99th Medical Group)	0079	Air Force	2,525	1,202	761	250	191
Wright-Patterson Medical Center (88th Medical Group)	0095	Air Force	2,835	1,570	949	470	151
Langley-Eustis Medical Center (633rd Medical Group)	0120	Air Force	1,933	648	223	120	305
Lakenheath Medical Center (48th Medical Group)	0633	Air Force	678	193	57	14	122
Osan Air Base (51st Medical Group)	0638	Air Force	44	4	4	0	0

<b>Facility</b>	<b>DMIS ID</b>	<b>Service Branch</b>	<b>Number of Eligible Discharges Surveyed</b>	<b>Anticipated Yield</b>	<b>Medicine</b>	<b>Surgery</b>	<b>Ob/GYN</b>
Misawa Air Base (35th Medical Group)	0639	Air Force	225	21	7	0	14
Yokota Air Base (374th Medical Group)	0640	Air Force	178	38	2	4	32
Aviano Air Base (31st Medical Group)	0808	Air Force	271	68	2	12	54
<b>Air Force Total</b>	—	—	<b>18,075</b>	<b>8,170</b>	<b>4,487</b>	<b>2,035</b>	<b>1,637</b>
<b>Direct Care Total</b>	—	—	<b>137,162</b>	<b>55,933</b>	<b>25,649</b>	<b>16,010</b>	<b>14,103</b>

—Indicates no information/data included.

**APPENDIX B. PURCHASED CARE FACILITIES AND SAMPLING PLAN DATA**

Hospital	Hospital ID	TRO Region	Number of 2016 Eligible Discharges	2015 Yield Rate (%)	Sampling Rate (%)	Anticipated Number of Completes Total
Sentara Virginia Beach General Hospital	P301	North	877	51.5	70.76	300
Sentara Leigh Hospital	P302	North	1,032	45.1	100.00	300
Sentara Norfolk General Hospital	P303	North	1,080	44.1	95.00	300
Cape Fear Valley Medical Center	P306	North	1,176	35.5	39.38	300
Inova Fairfax Hospital	P315	North	848	53.4	71.65	300
Onslow Memorial Hospital	P316	North	775	30.6	100.00	275
CarolinaEast Health System	P319	North	1,007	42.7	77.55	300
New Hanover Regional Medical Center	P327	North	746	42.8	65.49	300
Chesapeake General Hospital	P329	North	1,208	38.0	83.63	300
Samaritan Medical Center	P332	North	987	31.9	97.30	300
Riverside Regional Medical Center	P335	North	1,010	43.7	92.93	300
St. Elizabeth’s Hospital	P342	North	653	45.0	100.00	259
Vidant Medical Center	P353	North	370	56.5	100.00	206
Wayne Memorial Hospital	P365	North	559	41.5	100.00	259
Mary Washington Hospital	P368	North	952	46.3	86.64	300
University of North Carolina Hospitals	P369	North	823	39.7	91.48	300
Norton Hospital	P371	North	738	47.8	100.00	263
FirstHealth Moore Regional Hospital	P372	North	1,123	47.6	65.48	300
<b>North Total/Percent Average</b>	<b>—</b>	<b>—</b>	<b>15,964</b>	<b>42.9</b>	<b>—</b>	<b>5,162</b>
Florida Hospital Orlando	P304	South	737	47.2	26.18	372
Methodist Hospital	P305	South	1,044	54.4	50.21	516
Trident Medical Center	P309	South	841	43.6	52.82	673
Scott & White Memorial Hospital	P310	South	1,386	41.9	61.15	715
Metroplex Adventist Hospital	P311	South	761	37.1	85.86	566
Baptist Health Medical Center	P313	South	698	42.0	100.00	763
Willis-Knighton Medical Center	P314	South	921	42.7	100.00	659
Sacred Heart Hospital	P317	South	781	41.6	60.17	571
Baptist Medical Center, TX	P318	South	1,200	50.2	71.70	z665
Fort Walton Beach Medical Center	P320	South	921	45.2	97.56	929
Palmetto Health Richland	P323	South	802	42.6	100.00	630
Memorial Health University Medical	P324	South	1,019	38.1	90.75	795
Holmes Regional Medical Center	P328	South	1,012	53.3	76.20	632
St. Vincent’s Medical Center Riverside	P330	South	818	51.6	100.00	654
Gateway Medical Center	P331	South	1,095	39.8	62.14	352
Brandon Regional Hospital	P333	South	887	44.2	86.81	644
Huntsville Hospital	P334	South	1,058	51.9	74.05	627
University of Alabama Hospital	P336	South	397	62.7	100.00	416
Vanderbilt University Hospital	P337	South	799	48.2	65.22	451

Hospital	Hospital ID	TRO Region	Number of 2016 Eligible Discharges	2015 Yield Rate (%)	Sampling Rate (%)	Anticipated Number of Completes Total
Orange Park Medical Center	P338	South	882	47.8	100.00	698
Comanche County Memorial Hospital	P339	South	710	42.7	100.00	540
Bay Medical Center	P340	South	884	48.4	100.00	588
Baptist Medical Center, FL	P341	South	966	44.7	81.70	528
St. Francis Hospital	P343	South	807	45.6	100.00	589
West Florida Hospital	P344	South	936	54.4	82.54	565
United Regional Health Care System	P345	South	702	45.2	100.00	598
Flowers Hospital	P346	South	718	48.7	100.00	622
Providence Hospital	P348	South	478	52.7	100.00	485
Midwest Regional Medical Center	P349	South	419	43.0	100.00	467
Tampa General Hospital	P350	South	787	44.3	97.72	232
Tuomey Regional Medical Center	P351	South	478	40.8	100.00	597
South Georgia Medical Center	P354	South	741	39.7	85.79	510
Orlando Regional Medical Center	P356	South	727	44.7	100.00	456
Gulf Coast Medical Center	P357	South	938	41.5	100.00	677
Beaufort Memorial Hospital	P359	South	720	37.6	100.00	621
Wellstar Kennestone Hospital	P366	South	734	50.3	97.76	594
Texas Health Harris Methodist Hospital	P367	South	898	44.9	100.00	562
Baptist Memorial Hospital	P373	South	680	45.9	91.74	494
<b>South Total/Percent Average</b>	—	—	<b>31,382</b>	<b>45.7</b>	—	<b>22,055</b>
Penrose Hospital	P307	West	1,020	50.1	90.85	1,133
Memorial Hospital	P308	West	1,850	41.5	53.35	459
Presbyterian Healthcare Services	P312	West	709	52.6	100.00	724
Sierra Medical Center	P321	West	728	41.8	100.00	497
Tucson Medical Center	P322	West	1,004	46.2	71.75	745
Carondelet St. Joseph's Hospital	P325	West	739	46.4	86.15	511
University of Colorado Hospital	P326	West	454	37.2	59.20	572
Community Hospital Monterey Peninsula	P347	West	695	46.0	100.00	675
Sharp Memorial Hospital	P352	West	964	38.0	92.59	565
St. Luke's Regional Medical Center	P355	West	810	49.8	83.66	536
Rapid City Regional Hospital	P360	West	659	48.4	92.53	458
Southwest Healthcare System	P361	West	476	30.5	100.00	379
Yuma Regional Medical Center	P362	West	753	44.5	100.00	571
Sharp Grossmont Hospital	P363	West	730	47.1	97.04	484
Sacred Heart Medical Center	P364	West	740	52.2	100.00	493
Las Palmas Medical Center	P370	West	546	37.7	100.00	522
Mercy Hospital Springfield	PW02	West	694	55.8	100.00	387
<b>West Total/Percent Average</b>	—	—	<b>15,429</b>	<b>45.3</b>	—	<b>9,683</b>
<b>Purchased Care Total/Percent Average</b>	—	—	<b>71,855</b>	<b>44.9</b>	—	<b>36,901</b>

—Indicates no information/data included.



**APPENDIX C. MEANS USED TO CONDUCT PATIENT AND MODE MIXED ADJUSTMENTS**


<b>“Top-Box” HCAHPS Patient-Mix Adjustment</b>	<b>Comm. with Nurses (%)</b>	<b>Comm. with Doctors (%)</b>	<b>Responsive-ness of Hospital Staff (%)</b>	<b>Pain Management (%)</b>	<b>Comm. About Medicine (%)</b>	<b>Cleanli-ness of Hospital Env. (%)</b>	<b>Quietness of Hospital Env. (%)</b>	<b>Discharge Infor-mation (%)</b>	<b>Overall Hospital Rating (%)</b>	<b>Recom-mend the Hospital (%)</b>	<b>Care Trans-ition (%)</b>
Education (per level; 1 = 8th grade or less and 6 = more than 4-year college degree)	1.78	1.68	2.51	2.41	3.03	1.68	3.73	0.66	2.96	1.20	-0.34
Self-rated health (per level; 1 = Excellent and 5 = poor)	4.61	4.60	5.83	6.27	4.63	3.92	4.00	1.05	5.93	5.04	5.94
Response percentile (per 1% of response percentile)	0.18	0.16	0.21	0.15	0.17	0.07	0.03	0.02	0.16	0.16	0.16
<b>Non-English Primary Language</b>											
Non-specific languages*	0.40	-0.43	0.60	-1.16	-0.94	1.22	-3.86	-0.93	-5.13	-3.75	2.31
Spanish**	-0.17	-0.46	-0.21	-1.05	-0.62	0.18	-1.40	-0.27	-3.06	-2.11	0.49
Chinese**	2.49	2.34	2.79	3.24	2.25	1.77	0.37	-0.38	2.34	1.95	3.82
Russian, Vietnamese, Other**	0.11	0.11	0.36	0.45	0.00	0.57	-1.67	0.03	0.27	-0.12	1.79
English (Reference)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Age</b>											
18-24	2.52	1.75	3.88	4.88	-10.68	1.40	-6.42	-3.12	16.31	13.15	-9.75
25-34	0.11	-0.25	-2.70	1.61	-11.33	1.33	-7.09	-4.02	12.66	8.14	-11.84
35-44	-1.52	-1.70	-4.63	-0.34	-12.64	1.25	-5.82	-4.53	8.95	5.67	-11.93
45-54	-3.59	-3.30	-5.98	-2.53	-12.85	0.78	-3.51	-4.91	4.17	2.26	-12.69
55-64	-4.66	-4.43	-6.76	-4.46	-12.07	0.38	-2.15	-5.39	0.34	0.08	-12.51
65-74	-4.79	-5.26	-6.08	-5.56	-9.99	1.20	-1.90	-4.82	-1.98	-1.10	-10.41
75-84	-2.63	-2.88	-3.46	-3.14	-4.96	1.28	-0.20	-2.25	-1.73	-0.66	-4.07
85+ (Reference)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Service Line</b>											
Maternity	-5.97	-13.11	-13.85	-12.46	-11.29	1.89	-11.49	-7.13	-12.29	-12.97	-5.10
Surgical	0.90	-8.96	0.20	-1.78	-0.93	0.30	-1.10	-4.93	-5.54	-4.52	-2.55
Medical (Reference)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Interactions</b>											
Surgical line × Age1	-0.14	0.57	-0.34	-0.56	-0.08	-0.29	0.03	-0.14	0.46	0.30	-0.02
Maternity line × Age1	1.09	1.43	1.55	1.79	2.27	0.68	0.92	1.52	2.08	2.01	1.27

\*January 2013 to September 2013 discharges.

\*\*Post-October 2013.


## APPENDIX D. TRISS SURVEY INSTRUMENT

The TRISS survey instrument is available for download from <https://trissreports.com>.



DEFENSE HEALTH AGENCY

### TRICARE Inpatient Satisfaction Survey



RCS Number: DD-HA (A) 2076  
OMB# 0938-0981

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#### Survey Instructions

- Please answer the questions in the survey about your stay at the hospital named on the cover letter.
- Do not include any other hospital stays in your answers.
- You should only fill out this survey if you were the patient during the hospital stay named in the cover letter. Do not fill out this survey if you were not the patient.
- Answer all the questions by checking the box to the left of your answer.
- You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

Yes  
 No → If No, Go to Question 1

According to the Privacy Act of 1974, as amended, the Department of Defense is required to inform you of the purposes and use of this survey. Please read this Privacy Act Statement carefully.

**AUTHORITY:** 10 U.S.C. 136, Under Secretary of Defense for Personnel and Readiness; 10 U.S.C. 1071 (NOTE), Annual Beneficiary Survey; 10 U.S.C. Chapter 55, Medical and Dental Care; 42 U.S.C. 11131-11152, Health Care Improvement Act of 1986; 32 CFR 199.16, TRICARE Program; and DoDD 6025.13, Medical Quality Assurance (MQA) in the Military Health System (MHS).

**PURPOSE:** The information collected in this survey helps health policy makers gauge beneficiary satisfaction with inpatient care within the Military Health System's direct care and the purchased care network facilities. Responses will be used to facilitate beneficiary comparisons of hospitals, guide Military Treatment Facility quality improvement efforts, and improve the Military Health System.

**ROUTINE USES:** None

**DISCLOSURE:** Voluntary. Failure to respond will not result in any penalty to the respondent. However, maximum participation is encouraged so that data will be as complete and representative as possible.

*Please answer the questions in this survey about your stay at the hospital named on the cover letter. Do not include any other hospital stays in your answers.*

**YOUR CARE FROM NURSES**

1. During this hospital stay, how often did nurses treat you with courtesy and respect?
  - Never
  - Sometimes
  - Usually
  - Always
2. During this hospital stay, how often did nurses listen carefully to you?
  - Never
  - Sometimes
  - Usually
  - Always
3. During this hospital stay, how often did nurses explain things in a way you could understand?
  - Never
  - Sometimes
  - Usually
  - Always

4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?
  - Never
  - Sometimes
  - Usually
  - Always
  - I never pressed the call button

**YOUR CARE FROM DOCTORS**

5. During this hospital stay, how often did doctors treat you with courtesy and respect?
  - Never
  - Sometimes
  - Usually
  - Always
6. During this hospital stay, how often did doctors listen carefully to you?
  - Never
  - Sometimes
  - Usually
  - Always

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7. During this hospital stay, how often did doctors explain things in a way you could understand?
- Never
  - Sometimes
  - Usually
  - Always

**THE HOSPITAL ENVIRONMENT**

8. During this hospital stay, how often were your room and bathroom kept clean?
- Never
  - Sometimes
  - Usually
  - Always
9. During this hospital stay, how often was the area around your room quiet at night?
- Never
  - Sometimes
  - Usually
  - Always

**YOUR EXPERIENCES IN THIS HOSPITAL**

10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?
- Yes
  - No → If No, Go to Question 12
11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?
- Never
  - Sometimes
  - Usually
  - Always
12. During this hospital stay, did you need medicine for pain?
- Yes
  - No → If No, Go to Question 15
13. During this hospital stay, how often was your pain well controlled?
- Never
  - Sometimes
  - Usually
  - Always

14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?
- Never
  - Sometimes
  - Usually
  - Always
15. During this hospital stay, were you given any medicine that you had not taken before?
- Yes
  - No → If No, Go to Question 18
16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?
- Never
  - Sometimes
  - Usually
  - Always
17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?
- Never
  - Sometimes
  - Usually
  - Always

**WHEN YOU LEFT THE HOSPITAL**

18. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?
- Own home
  - Someone else's home
  - Another health facility → If Another, Go to Question 21
19. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?
- Yes
  - No
20. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?
- Yes
  - No

**OVERALL RATING OF HOSPITAL**

Please answer the following questions about your stay at the hospital named on the cover letter. Do not include any other hospital stays in your answers.

21. Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?
- 0 Worst hospital possible
  - 1
  - 2
  - 3
  - 4
  - 5
  - 6
  - 7
  - 8
  - 9
  - 10 Best hospital possible
22. Would you recommend this hospital to your friends and family?
- Definitely no
  - Probably no
  - Probably yes
  - Definitely yes

**UNDERSTANDING YOUR CARE WHEN YOU LEFT THE HOSPITAL**

23. During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left.
- Strongly disagree
  - Disagree
  - Agree
  - Strongly agree
24. When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.
- Strongly disagree
  - Disagree
  - Agree
  - Strongly agree
25. When I left the hospital, I clearly understood the purpose for taking each of my medications.
- Strongly disagree
  - Disagree
  - Agree
  - Strongly agree
  - I was not given any medication when I left the hospital

**YOUR HEALTH CARE**

This next set of questions is to provide the hospital additional feedback about your hospital stay.

26. During this hospital stay, when doctors, nurses or other hospital staff first came to your room, how often did they introduce themselves?
- Never
  - Sometimes
  - Usually
  - Always
27. During this hospital stay, how often did you feel there was good communication between team members about your health care needs?
- Never
  - Sometimes
  - Usually
  - Always
28. Did staff allow family members or someone close to you to be with you when you wanted them there?
- Yes
  - No
  - Not applicable to my situation
29. Which best describes your hospital room?
- Private
  - Semi-private (two patients in one room)
  - Bay (three or more patients in a room)
30. For this stay, were you admitted to the hospital for childbirth (including C-section), a surgical procedure or operation, or another medical condition or illness?
- Childbirth (including C-section)
  - Surgical procedure or operation
  - Another medical condition or illness

**CHILDBIRTH**

31. If you were just beginning your pregnancy, and you had a choice, would you use the same hospital for your OB care?
- Yes
  - No
  - Not sure
32. Were you offered education or support about breastfeeding while in the hospital?
- Yes
  - No

**PATIENT SAFETY**

33. How often did your staff wash or sanitize their hands before touching you?
- Never
  - Sometimes
  - Usually
  - Always
  - I was not treated or checked by staff
  - I don't know
34. How often did staff ask your name, check your ID band, or confirm who you were before giving you any medications, treatments, or tests?
- Never
  - Sometimes
  - Usually
  - Always

**NURSING CARE**

35. Using any number from 0 to 10, where 0 is the worst nursing care possible and 10 is the best nursing care possible, what number would you use to rate the care you received during your stay?
- 0 Worst nursing care possible
  - 1
  - 2
  - 3
  - 4
  - 5
  - 6
  - 7
  - 8
  - 9
  - 10 Best nursing care possible

**ABOUT YOU**

*There are only a few remaining items left.*

36. During this hospital stay, were you admitted to this hospital through the Emergency Room?
- Yes
  - No
37. In general, how would you rate your overall health?
- Excellent
  - Very good
  - Good
  - Fair
  - Poor

Questions 1-22 and 36-42 are part of the HCAHPS survey and are works of the U.S. Government. These HCAHPS questions are in the public domain and therefore are NOT subject to U.S. copyright laws. The three Care Transitions Measure® questions (Questions 23-25) are copyright of The Care Transitions Program® (www.caretransitions.org).

38. In general, how would you rate your overall mental or emotional health?

- Excellent
- Very good
- Good
- Fair
- Poor

39. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

40. Are you of Spanish, Hispanic or Latino origin or descent?

- No, not Spanish/Hispanic/Latino
- Yes, Puerto Rican
- Yes, Mexican, Mexican American, Chicano
- Yes, Cuban
- Yes, other Spanish/Hispanic/Latino

41. What is your race? Please choose one or more.

- White
- Black or African American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native

42. What language do you mainly speak at home?

- English
- Spanish
- Chinese
- Russian
- Vietnamese
- Portuguese
- Some other language (please print):

**COMMENT**

43. Do you have any comments regarding your inpatient care or suggestions for improvement?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**THANK YOU**

Please return the complete survey in the postage-paid envelope.  
 TRICARE Inpatient Satisfaction Survey  
 c/o Survey Processing Center  
 PO Box 5030  
 Chicago, IL 60680-9858

**APPENDIX E. SCORES BY FACILITY, CARE TYPE, AND TRO**

Facility Name	DMIS ID	Overall Hospital Rating (%)	Recommend the Hospital (%)	Comm. with Nurses (%)	Comm. with Doctors (%)	Responsiveness of Staff (%)	Pain Management (%)	Comm. About Medicine (%)	Discharge (%)	Care Transition (%)	Cleanliness of Hospital Env. (%)	Quietness of Hospital Env. (%)
	<i>n =</i>	33,707	33,564	33,849	33,802	22,411	23,735	17,703	31,126	32,283	33,598	33,670
Bassett Army Community Hospital, Ft. Wainwright	0005	64.6**	65.3**	90.0	83.0	81.0*	73.9	76.0*	92.5*	59.3	80.0*	69.4*
Elmendorf Medical Center (673rd Medical Group)	0006	73.5	70.8	88.6*	84.5*	78.0*	69.3	75.2*	92.4*	59.9*	74.1	62.1
Travis Medical Center (60th Medical Group)	0014	76.1*	76.0*	84.6*	86.6*	75.1*	69.6	73.2*	91.4*	61.8*	71.9	51.6**
Naval Hospital Camp Pendleton	0024	69.5	68.4	86.5*	84.2	75.3*	67.1**	72.8*	88.6	56.7	71.7	72.1*
Naval Medical Center San Diego	0029	69.6	71.6	84.9*	85.8*	76.3*	70.4	73.2*	88.8*	59.3*	75.3	57.4**
Naval Hospital Twentynine Palms	0030	63.5**	61.2**	88.5*	85.3	80.8*	66.4	71.1	90.7*	57.9	63.2**	63.5
Evans Army Community Hospital, Ft. Carson	0032	70.0	67.0**	85.8*	83.3	76.8*	72.3	73.0*	90.1*	58.7	81.3*	73.1*
Naval Hospital Pensacola	0038	77.7*	77.6*	89.6*	85.7*	85.2*	74.6	76.0*	91.3*	63.6*	79.4*	76.9*
Naval Hospital Jacksonville	0039	71.5	70.2	88.9*	87.0*	80.4*	72.3	76.7*	91.1*	60.3*	73.1	76.1*
Eglin Medical Center (96th Medical Group)	0042	75.2*	74.7*	90.5*	89.1*	82.3*	75.3*	77.9*	90.6*	65.8*	72.2	71.6*
Eisenhower Army Medical Center, Ft. Gordon	0047	76.2*	75.0*	83.7*	88.4*	78.2*	74.4*	76.3*	88.6*	64.4*	77.5*	60.1
Martin Army Community Hospital, Ft. Benning	0048	71.0	69.0	83.1*	86.5*	72.5*	72.8	69.3*	87.3	56.2	80.1*	74.9*
Winn Army Community Hospital, Ft. Stewart	0049	61.4**	54.9**	88.5*	83.5	75.5*	72.9	69.4	89.1*	55.0	75.0	69.2*
Tripler Army Medical Center, Ft. Shafter	0052	57.9**	58.9**	84.5*	81.8	73.2*	68.7**	70.1*	88.3	53.4	72.9	54.8**
Mountain Home (366th Medical Group)	0053	—	—	—	—	—	—	—	—	—	—	—
Irwin Army Community Hospital, Ft. Riley	0057	56.6**	52.7**	84.7*	83.0	71.7	71.4	74.2*	89.2*	54.4	67.5**	66.5*
Blanchfield Army Community Hospital, Ft. Campbell	0060	65.1**	61.6**	85.1*	82.8	75.9*	73.0	71.2*	88.7*	56.9	81.1*	66.1*

Facility Name	DMIS ID	Overall Hospital Rating (%)	Recommend the Hospital (%)	Comm. with Nurses (%)	Comm. with Doctors (%)	Responsiveness of Staff (%)	Pain Management (%)	Comm. About Medicine (%)	Discharge (%)	Care Transition (%)	Cleanliness of Hospital Env. (%)	Quietness of Hospital Env. (%)
Ireland Army Community Hospital, Ft. Knox	0061	72.9	70.5	90.4*	90.9*	83.4*	77.8*	80.6*	92.5*	62.4*	81.8*	75.3*
Bayne Jones Army Community Hospital, Ft. Polk	0064	64.7**	62.7**	90.0*	84.9	74.8*	76.0*	71.1*	89.5*	56.6	84.2*	69.2*
Walter Reed National Medical Center	0067	78.4*	81.4*	85.1*	87.1*	75.4*	73.8*	74.6*	89.5*	64.1*	71.3**	66.1*
Keesler Medical Center (81st Medical Group)	0073	85.3*	84.7*	91.0*	90.8*	87.4*	78.6*	81.3*	91.6*	68.2*	85.1*	72.0*
L. Wood Army Community Hospital, Ft. Leonard Wood	0075	62.1**	61.9**	82.5	84.1	73.0*	68.7	71.4*	89.0*	55.3	76.3	64.2
O'Callaghan Hospital (99th Medical Group)	0079	73.8	74.0*	84.9*	85.4*	78.8*	72.4	75.5*	89.2*	61.7*	71.5**	64.6
Keller Army Community Hospital, West Point	0086	79.4*	77.8	92.9*	89.9*	93.6*	84.8*	86.1*	92.0*	63.3	82.3*	84.7*
Womack Army Medical Center, Ft. Bragg	0089	68.1**	65.1**	88.2*	84.4*	76.6*	72.1	72.5*	90.0*	58.1	77.7*	62.5
Naval Hospital Camp Lejeune	0091	61.1**	64.3**	84.7*	82.2	77.3*	68.8	70.4*	89.2*	56.5	69.3**	54.0**
Wright-Patterson Medical Center (88th Medical Group)	0095	78.4*	77.3*	87.8*	88.4*	81.6*	78.0*	77.1*	90.7*	66.8*	79.6*	70.4*
Reynolds Army Community Hospital, Ft. Sill	0098	67.2	64.0**	90.2*	87.6*	82.6*	77.4*	79.6*	90.8*	58.7	88.1*	72.5*
Naval Hospital Beaufort	0104	—	—	—	—	—	—	—	—	—	—	—
Moncrief Army Community Hospital, Ft. Jackson	0105	80.3*	74.0	91.1*	92.7*	90.5*	84.4*	87.7*	89.3	61.6	85.3*	80.2*
William Beaumont Army Medical Center, Ft. Bliss	0108	65.1**	62.6**	85.3*	84.8*	70.9	71.0	75.1*	89.5*	56.6	73.1	61.2
Brooke Army Medical Center, Ft. Sam Houston	0109	82.7*	82.5*	86.2*	87.9*	77.2*	73.7*	77.2*	90.9*	66.9*	80.7*	62.1
Darnall Army Medical Center, Ft. Hood	0110	57.6**	54.8**	85.6*	82.0	72.2*	67.9**	72.9*	88.2	52.9	77.3*	63.0

Facility Name	DMIS ID	Overall Hospital Rating (%)	Recommend the Hospital (%)	Comm. with Nurses (%)	Comm. with Doctors (%)	Responsiveness of Staff (%)	Pain Management (%)	Comm. About Medicine (%)	Discharge (%)	Care Transition (%)	Cleanliness of Hospital Env. (%)	Quietness of Hospital Env. (%)
Langley-Eustis Medical Center (633rd Medical Group)	0120	70.4	70.6	89.3*	84.4	75.0*	72.6	71.3*	89.0*	60.9*	70.2**	68.0*
Ft. Belvoir Community Hospital	0123	81.7*	82.2*	90.5*	87.7*	82.0*	77.1*	76.6*	88.8*	65.8*	80.0*	74.4*
Naval Medical Center Portsmouth	0124	67.4**	67.9	84.3*	84.6*	77.5*	71.5	69.6*	89.9*	59.0*	71.1**	65.4*
Madigan Army Medical Center, Ft. Lewis	0125	70.7	71.3	84.9*	85.6*	72.0*	72.6	74.0*	89.1*	61.1*	73.2	56.0**
Naval Hospital Bremerton	0126	68.1	66.9	90.9*	83.9	80.8*	76.4*	74.7*	91.3*	62.2*	66.9**	61.7
Naval Hospital Oak Harbor	0127	53.5**	57.0**	95.1*	85.6	79.0*	77.0*	74.3*	90.1	55.8	76.1	69.6*
Weed Army Community Hospital, Ft. Irwin	0131	53.1**	45.6**	92.0*	81.4	80.3*	69.1	70.3	88.0	54.3	73.3	72.1*
Landstuhl Regional Medical Center	0607	68.0	74.4	91.9*	88.6*	82.2*	77.9*	78.6*	90.1*	64.2*	83.0*	66.8*
Brian Allgood Army Community Hospital, Seoul	0612	73.4	74.5	87.1*	86.0	79.6*	77.7	78.2*	84.3	57.4	77.6	81.7*
Naval Hospital Guantanamo Bay	0615	—	—	—	—	—	—	—	—	—	—	—
Naval Hospital Naples	0617	73.5	78.1	98.1*	86.9	—	70.1	—	92.9*	77.3*	76.2	83.4*
Naval Hospital Rota	0618	—	—	—	—	—	—	—	—	—	—	—
Naval Hospital Guam	0620	79.4*	81.2*	91.4*	88.4*	74.2*	76.4*	76.7*	91.6*	65.5*	70.4	72.7*
Naval Hospital Okinawa	0621	78.9*	79.8*	93.6*	88.1*	80.8*	75.3	75.1*	90.7*	61.0	78.4	76.5*
Naval Hospital Yokosuka	0622	60.3**	71.0	93.8*	87.0	84.4*	78.3*	79.8*	95.3*	60.4	76.5	54.6
Naval Hospital Sigonella	0624	—	—	—	—	—	—	—	—	—	—	—
Lakenheath Medical Center (48th Medical Group)	0633	73.2	76.8	93.8*	87.5*	81.3*	73.5	76.4*	95.1*	70.0*	74.8	68.9*
Misawa Air Base (35th Medical Group)	0639	—	—	—	—	—	—	—	—	—	—	—
Yokota Air Base (374th Medical Group)	0640	65.7	62.7	95.9*	88.4	78.6	77.4	—	88.2	62.1	72.5	66.0
Aviano Air Base (31st Medical Group)	0808	69.0	73.8	92.9*	86.4	84.7*	68.0	79.6*	91.3	65.9*	73.4	75.3*



Facility Name	DMIS ID	Overall Hospital Rating (%)	Recommend the Hospital (%)	Comm. with Nurses (%)	Comm. with Doctors (%)	Responsiveness of Staff (%)	Pain Management (%)	Comm. About Medicine (%)	Discharge (%)	Care Transition (%)	Cleanliness of Hospital Env. (%)	Quietness of Hospital Env. (%)
Sentara Virginia Beach General Hospital	P301	73.13	69.79	78.25	79.47	66.85	69.85	66.93	89.72*	58.07*	70.79	62.54
Sentara Leigh Hospital	P302	79.94*	81.42*	84.53*	81.25	66.58	77.04*	69.84	91.74*	59.04*	77.70*	67.51*
Sentara Norfolk General Hospital	P303	71.70	72.72	81.42	82.80	71.54	72.98	70.18*	91.20*	58.31*	72.27	58.82
Florida Hospital Orlando	P304	75.01	79.85*	81.83	77.62	71.33	74.13	70.95	90.10*	60.64*	76.14	65.76
Methodist Hospital	P305	69.87	68.17	78.16	81.66	68.15	71.16	69.78	89.01	59.14*	73.79	62.24
Cape Fear Valley Medical Center	P306	57.03**	57.36**	77.93	75.65**	67.30	64.88**	59.14	85.34	48.86	70.38	55.75**
Penrose Hospital	P307	81.25*	81.78*	84.80*	81.88	72.49	74.83	76.35*	91.20*	63.41*	76.17	66.02
Memorial Hospital	P308	73.92	75.11*	81.14	82.10	68.80	74.04	72.81*	90.90*	60.14*	74.24	52.98**
Trident Medical Center	P309	54.13**	54.23**	73.67**	77.06**	60.20**	64.54**	59.56	86.81	50.72	64.08**	47.18**
Scott & White Memorial Hospital	P310	76.59*	76.35*	83.99*	83.39	67.74	73.44	72.43*	90.14*	59.23*	75.73	70.86*
Metroplex Adventist Hospital	P311	70.24	65.23**	85.04*	84.66	70.18	75.39	74.50*	91.62*	59.15*	78.26*	64.67
Presbyterian Healthcare Services	P312	78.41*	79.39*	82.70	83.69	71.33	70.80	70.97*	91.61*	63.33*	78.02*	56.52**
Baptist Health Medical Center	P313	72.55	78.24*	80.74	82.92	68.96	71.96	66.75	87.64	59.42*	77.01	57.40
Willis-Knighton Medical Center	P314	65.82**	67.61	78.72	82.74	66.57	70.54	61.87	85.93	53.75	72.41	64.22
Inova Fairfax Hospital	P315	79.00*	78.74*	79.85	79.24	64.17	70.75	71.33*	90.11*	60.81*	80.78*	62.68
Onslow Memorial Hospital	P316	52.37**	48.83**	76.91	75.02**	68.41	64.41	59.18	87.64	50.48	65.03**	40.67**
Sacred Heart Hospital	P317	74.93	77.91*	82.97	82.57	67.72	73.65	66.28	89.74*	61.13*	74.27	62.01
Baptist Medical Center, TX	P318	68.31	69.37	77.98	80.10	68.27	71.50	69.30	87.84	56.93*	75.19	61.81
CarolinaEast Health System	P319	70.79	74.65*	85.20*	81.23	70.08	71.91	71.75*	92.86*	63.75*	77.83*	63.42
Fort Walton Beach Medical Center	P320	59.66**	60.41**	74.18**	79.13	64.36	70.08	65.02	86.97	53.38	74.20	58.40
Sierra Medical Center	P321	64.87**	66.13**	71.52**	77.89	62.09	64.06**	65.67	82.81	48.08	71.14	55.14**
Tucson Medical Center	P322	71.88	74.33	79.55	79.59	62.68**	72.09	64.78	89.69*	57.75*	72.28	54.86**
Palmetto Health Richland	P323	72.35	73.44	80.80	82.85	68.13	73.91	69.52	89.13	60.43*	69.34**	59.55
Memorial Health University Medical	P324	71.78	72.11	84.06*	83.99	68.90	75.54*	69.38	87.51	56.99	71.54	63.36

Facility Name	DMIS ID	Overall Hospital Rating (%)	Recommend the Hospital (%)	Comm. with Nurses (%)	Comm. with Doctors (%)	Responsiveness of Staff (%)	Pain Management (%)	Comm. About Medicine (%)	Discharge (%)	Care Transition (%)	Cleanliness of Hospital Env. (%)	Quietness of Hospital Env. (%)
Carondelet St. Joseph's Hospital	P325	65.31**	69.40	77.13	77.18**	70.03	68.48	62.95	88.63	55.97	74.28	52.21**
University of Colorado Hospital	P326	89.71*	88.61*	85.57*	86.01	70.97	74.56	71.41	89.73	69.39*	79.18	71.96*
New Hanover Regional Medical Center	P327	84.65*	87.04*	87.74*	83.19	75.46*	74.08	70.64	90.41*	64.11*	80.28*	74.58*
Holmes Regional Medical Center	P328	67.64	69.50	78.53	77.35**	64.98	68.04	65.16	88.61	55.50	74.15	58.44
Chesapeake General Hospital	P329	66.62**	63.57**	80.13	79.99	62.80	73.87	66.51	88.53	57.29*	71.55	53.55**
St. Vincent's Medical Center Riverside	P330	71.79	72.75	79.84	79.40	65.97	74.93	69.79	90.52*	59.41*	71.29	57.91
Gateway Medical Center	P331	58.78**	58.18**	81.15	80.85	68.65	74.19	66.86	87.44	50.98	73.26	62.49
Samaritan Medical Center	P332	56.86**	54.38**	81.49	78.49	64.67	64.67**	64.91	85.79	46.86	74.68	62.70
Brandon Regional Hospital	P333	55.34**	50.21**	73.78**	77.52**	67.25	67.89	64.24	85.75	49.16	67.92**	56.36**
Huntsville Hospital	P334	75.37*	76.22*	81.78	82.76	69.82	73.06	71.14*	90.20*	58.92*	75.88	67.68*
Riverside Regional Medical Center	P335	74.85	75.58*	81.49	84.56	64.72	69.53	71.24*	90.55*	59.61*	74.27	62.93
University of Alabama Hospital	P336	85.00*	88.59*	84.98*	89.65*	69.66	75.48	78.17*	88.49	68.72*	69.83**	70.78*
Vanderbilt University Hospital	P337	80.46*	84.58*	85.77*	86.57*	74.68*	78.45*	74.94*	92.68*	67.11*	69.22**	60.65
Orange Park Medical Center	P338	58.35**	55.41**	71.03**	73.60**	55.30**	66.13	62.39	83.64	46.94**	70.33**	50.45**
Comanche County Memorial Hospital	P339	68.91	71.38	78.19	79.49	70.76	74.44	68.59	87.37	57.44*	76.94	67.32*
Bay Medical Center	P340	62.08**	62.06**	69.66**	74.60**	53.73**	64.83**	58.33**	84.78	52.64	54.99**	53.36**
Baptist Medical Center, FL	P341	76.79*	80.30*	83.49*	81.26	69.84	77.03*	69.96	91.85*	65.89*	80.48*	62.19
St. Elizabeth's Hospital	P342	64.38**	65.25**	86.99*	81.27	69.50	74.50	67.70	93.87*	61.12*	71.05	57.04**
St. Francis Hospital	P343	68.95	70.79	78.15	83.15	67.71	70.00	67.11	87.42	56.29	75.08	64.98
West Florida Hospital	P344	75.40*	75.69*	79.48	78.07**	74.77*	70.97	72.72*	88.91	59.98*	76.87	60.66
United Regional Health Care System	P345	70.11	69.39	83.56	83.24	73.17	71.46	72.85*	90.62*	59.50*	75.53	64.33
Flowers Hospital	P346	77.86*	81.59*	84.86*	85.79*	70.50	74.32	73.33*	94.28*	60.01*	78.54*	63.46

Facility Name	DMIS ID	Overall Hospital Rating (%)	Recommend the Hospital (%)	Comm. with Nurses (%)	Comm. with Doctors (%)	Responsiveness of Staff (%)	Pain Management (%)	Comm. About Medicine (%)	Discharge (%)	Care Transition (%)	Cleanliness of Hospital Env. (%)	Quietness of Hospital Env. (%)
Community Hospital Monterey Peninsula	P347	86.16*	82.57*	87.92*	85.40*	77.76*	78.72*	73.69*	91.55*	67.40*	82.30*	63.86
Providence Hospital	P348	75.49*	76.03*	81.54	86.87*	67.42	71.02	73.35*	86.41	65.85*	71.95	73.42*
Midwest Regional Medical Center	P349	55.33**	53.02**	72.95**	78.42	55.53**	67.35	61.95	83.41	43.91**	60.98**	56.84
Tampa General Hospital	P350	75.72*	78.31*	82.04	81.53	65.62	70.65	67.62	91.44*	60.38*	72.79	52.25**
Tuomey Regional Medical Center	P351	54.68**	47.87**	83.07	82.04	59.62**	69.48	67.46	89.31	48.52	67.03**	62.14
Sharp Memorial Hospital	P352	81.53*	82.63*	87.49*	87.12*	72.09	81.60*	69.43	92.09*	65.88*	80.17*	63.07
Vidant Medical Center	P353	73.20	78.59*	81.70	85.93*	67.67	67.27	67.45	90.53*	56.74	71.40	63.69
South Georgia Medical Center	P354	53.68**	48.32**	78.17	79.36	61.63**	67.58	61.00	90.52*	46.62	75.48	65.77
St. Luke's Regional Medical Center	P355	80.44*	80.52*	82.03	84.50	68.10	74.13	71.15*	94.15*	67.40*	80.66*	55.33**
Orlando Regional Medical Center	P356	77.41*	74.66*	79.77	81.35	66.51	68.11	68.24	87.33	54.25	69.94	60.25
Gulf Coast Medical Center	P357	59.39**	66.45**	77.52	76.45**	64.27	64.39**	67.69	88.36	53.40	72.15	48.98**
Beaufort Memorial Hospital	P359	66.98	70.05	86.02*	84.71	75.08*	78.00*	71.40	91.40*	58.05	76.07	60.40
Rapid City Regional Hospital	P360	61.37**	59.13**	79.58	76.10**	65.25	67.38	60.60	90.05*	54.08	70.13	41.33**
Southwest Healthcare System	P361	54.98**	57.38**	74.92	74.29**	57.06**	62.72**	62.11	87.82	47.55	61.49**	46.16**
Yuma Regional Medical Center	P362	59.32**	58.15**	76.22	75.24**	66.95	68.46	65.42	85.59	55.55	75.22	61.87
Sharp Grossmont Hospital	P363	72.29	74.60	79.39	81.89	60.03**	68.59	70.95	91.36*	60.07*	74.91	49.61**
Sacred Heart Medical Center	P364	75.82*	80.32*	83.20	81.09	72.06	72.27	68.68	91.85*	63.71*	74.48	57.17**
Wayne Memorial Hospital	P365	58.04**	55.69**	81.26	81.42	65.61	68.83	69.00	88.32	51.23	77.09	59.19
Wellstar Kennestone Hospital	P366	75.56*	76.82*	78.31	80.22	68.32	68.24	69.33	89.79*	60.66*	75.39	64.91
Texas Health Harris Methodist Hospital	P367	75.36*	77.19*	81.53	79.86	71.71	73.62	71.27*	90.09*	62.49*	74.65	59.20
Mary Washington Hospital	P368	67.94	67.07**	77.55	79.61	61.92**	71.91	66.94	89.87*	58.30*	73.53	49.89**

Facility Name	DMIS ID	Overall Hospital Rating (%)	Recommend the Hospital (%)	Comm. with Nurses (%)	Comm. with Doctors (%)	Responsiveness of Staff (%)	Pain Management (%)	Comm. About Medicine (%)	Discharge (%)	Care Transition (%)	Cleanliness of Hospital Env. (%)	Quietness of Hospital Env. (%)
University of North Carolina Hospitals	P369	86.35*	85.33*	87.98*	86.98*	70.91	79.43*	77.25*	94.82*	69.96*	80.11*	65.33
Las Palmas Medical Center	P370	63.36**	61.09**	75.57	76.10**	55.93**	64.99	64.33	87.92	53.08	73.99	57.41
Norton Hospital	P371	71.31	71.52	80.46	81.84	67.51	71.31	68.41	91.60*	60.14*	71.03	60.02
FirstHealth Moore Regional Hospital	P372	81.71*	83.19*	87.71*	86.38*	79.18*	74.04	77.17*	92.77*	67.88*	81.83*	64.58
Baptist Memorial Hospital	P373	71.83	76.01*	80.12	81.04	64.29	69.01	58.06**	86.87	57.58*	72.86	64.38
Mercy Hospital Springfield	PW02	75.58*	75.75*	77.81	80.83	66.29	69.53	69.53	87.01	57.73*	79.04*	60.78
Navy	—	68.98	70.10	86.71*	85.34*	78.07	71.62	72.81*	89.93*	59.57*	73.00	64.42*
Army	—	69.03	67.87**	86.23*	85.20*	75.53*	72.65*	74.15*	89.49*	59.39*	77.57*	63.60
Air Force	—	75.56*	75.35*	88.56*	87.12*	79.94*	73.67*	75.74*	90.83*	63.88*	74.48	66.31*
National Capital Region	—	79.54*	81.68*	86.96*	87.31*	77.64*	75.01*	75.20*	89.26*	64.71*	74.23	68.93*
West	—	74.28*	75.00*	81.20	81.18	68.12	72.34	69.58*	90.05*	60.33*	75.42	57.72**
North	—	69.08	69.00**	81.80	80.57	68.11	70.57	67.84	89.72*	57.56*	74.29	59.81
South	—	68.99	69.91	79.91	80.80	67.33	71.68	68.10*	88.81*	57.12*	73.04	61.18
Purchased Care	—	70.15	70.77	80.68	80.82	67.73	71.55	68.36*	89.32*	57.92*	73.88	60.08
Direct Care	—	70.90	70.76	86.73*	85.69*	76.98*	72.73*	74.10*	89.76*	60.54*	75.68*	64.68*

n = Population size.

\*Data with one asterisk are shaded green and indicate that the score is significantly higher than the benchmark.

\*\*Data with two asterisks are shaded red and indicate that the score is significantly lower than the benchmark.

—Indicates no information/data included.

**APPENDIX F. DEPARTMENT OF DEFENSE QUESTION SCORES**

Facility Name	DMIS ID	Family Member Stayed (%)	Staff Check ID (%)	Comm. Among Staff (%)	Staff Introduced Self (%)	Overall Nursing Care (%)	Staff Washed Hands (%)	Education on Breast-Feeding (%)	OB Repeat Care (%)
	<i>n =</i>	77,927	81,616	82,323	82,399	82,105	72,407	17,208	17,207
Bassett Army Community Hospital, Ft. Wainwright	0005	99.70	81.62	67.90	80.22	76.01	89.95	91.67	85.80
Elmendorf Medical Center (673rd Medical Group)	0006	98.35	84.28	71.43	79.80	80.16	91.11	96.09	79.92
Travis Medical Center (60th Medical Group)	0014	99.50	80.34	70.61	76.49	80.04	86.27	96.59	91.19
Naval Hospital Camp Pendleton	0024	98.63	76.26	61.65	82.19	73.55	87.43	93.63	78.33
Naval Medical Center San Diego	0029	98.79	82.41	65.27	80.73	75.60	87.31	95.47	80.59
Naval Hospital Twentynine Palms	0030	98.37	76.76	65.64	79.06	72.41	89.47	94.80	91.59
Evans Army Community Hospital, Ft. Carson	0032	98.74	83.42	64.03	79.29	75.41	90.04	94.87	81.47
Naval Hospital Pensacola	0038	99.71	88.22	72.64	81.65	82.29	88.85	93.67	85.36
Naval Hospital Jacksonville	0039	98.99	87.99	70.18	82.10	81.76	85.57	94.08	80.27
Eglin Medical Center (96th Medical Group)	0042	98.49	82.06	72.23	82.56	84.27	87.36	95.79	84.52
Eisenhower Army Medical Center, Ft. Gordon	0047	98.36	86.43	73.14	81.13	79.51	87.91	—	—
Martin Army Community Hospital, Ft. Benning	0048	98.39	78.54	62.30	82.74	70.84	87.72	90.88	85.07
Winn Army Community Hospital, Ft. Stewart	0049	98.98	81.35	66.07	80.42	73.33	86.72	94.65	76.55
Tripler Army Medical Center, Ft. Shafter	0052	97.85	73.55	59.69	78.86	69.32	85.28	90.40	76.54
Mountain Home (366th Medical Group)	0053	—	—	—	—	—	—	—	—
Irwin Army Community Hospital, Ft. Riley	0057	98.18	78.07	62.23	70.97	68.66	84.83	93.34	78.29
Blanchfield Army Community Hospital, Ft. Campbell	0060	98.73	83.92	65.78	80.64	71.86	85.43	91.70	78.58
Ireland Army Community Hospital, Ft. Knox	0061	99.59	87.51	76.28	82.76	83.43	91.11	88.77	82.00
Bayne Jones Army Community Hospital, Ft. Polk	0064	98.88	77.79	63.68	77.72	75.79	84.97	92.73	78.57
Walter Reed National Medical Center	0067	99.25	80.06	66.15	78.12	79.93	86.48	92.49	81.88

Facility Name	DMIS ID	Family Member Stayed (%)	Staff Check ID (%)	Comm. Among Staff (%)	Staff Introduced Self (%)	Overall Nursing Care (%)	Staff Washed Hands (%)	Education on Breast-Feeding (%)	OB Repeat Care (%)
Keesler Medical Center (81st Medical Group)	0073	99.66	89.06	79.71	84.17	90.68	92.59	97.52	87.22
L. Wood Army Community Hospital, Ft. Leonard Wood	0075	99.28	81.33	64.10	73.44	69.81	85.86	86.22	83.79
O'Callaghan Hospital (99th Medical Group)	0079	98.52	83.50	71.76	79.13	80.26	91.10	94.98	86.19
Keller Army Community Hospital, West Point	0086	99.48	81.74	72.57	83.23	79.99	85.58	100.00	93.34
Womack Army Medical Center, Ft. Bragg	0089	98.84	85.90	65.88	83.52	77.62	87.23	94.26	77.93
Naval Hospital Camp Lejeune	0091	98.21	83.77	60.49	79.38	72.27	88.82	97.00	82.08
Wright-Patterson Medical Center (88th Medical Group)	0095	99.01	86.13	71.45	78.16	85.08	88.39	98.60	87.68
Reynolds Army Community Hospital, Ft. Sill	0098	98.26	88.81	71.38	84.70	82.41	93.44	91.28	83.81
Naval Hospital Beaufort	0104	—	—	—	—	—	—	—	—
Moncrief Army Community Hospital, Ft. Jackson	0105	96.53	87.93	89.19	96.10	89.43	97.82	—	—
William Beaumont Army Medical Center, Ft. Bliss	0108	98.00	82.27	65.39	76.13	74.78	85.55	94.09	78.29
Brooke Army Medical Center, Ft. Sam Houston	0109	98.59	89.65	70.65	80.74	84.34	87.23	97.92	79.36
Darnall Army Medical Center, Ft. Hood	0110	98.18	83.90	61.57	80.86	71.78	86.04	93.37	77.75
Langley-Eustis Medical Center (633rd Medical Group)	0120	99.35	80.35	63.55	76.34	78.14	83.07	97.76	82.49
Ft. Belvoir Community Hospital	0123	99.35	80.43	69.62	82.92	83.15	90.26	95.67	86.83
Naval Medical Center Portsmouth	0124	97.78	87.93	62.83	78.68	74.40	85.92	95.95	74.19
Madigan Army Medical Center, Ft. Lewis	0125	98.94	83.57	65.38	79.70	77.12	86.29	98.38	85.43
Naval Hospital Bremerton	0126	99.82	80.07	63.75	79.26	80.09	88.91	91.83	90.19
Naval Hospital Oak Harbor	0127	100.00	75.99	64.25	75.46	82.49	94.04	90.52	87.46
Weed Army Community Hospital, Ft. Irwin	0131	99.06	73.56	62.34	70.10	74.22	88.06	86.78	85.30
Landstuhl Regional Medical Center	0607	98.70	84.50	71.92	81.65	82.21	87.80	97.09	87.89
Brian Allgood Army Community Hospital, Seoul	0612	98.91	73.84	71.44	75.69	71.10	89.81	93.05	90.89
Naval Hospital Guantanamo Bay	0615	—	—	—	—	—	—	—	—
Naval Hospital Naples	0617	100.00	87.43	80.93	71.04	90.81	88.32	—	—

Facility Name	DMIS ID	Family Member Stayed (%)	Staff Check ID (%)	Comm. Among Staff (%)	Staff Introduced Self (%)	Overall Nursing Care (%)	Staff Washed Hands (%)	Education on Breast-Feeding (%)	OB Repeat Care (%)
Naval Hospital Rota	0618	—	—	—	—	—	—	—	—
Naval Hospital Guam	0620	99.38	78.23	73.93	85.55	83.51	89.21	96.59	94.68
Naval Hospital Okinawa	0621	99.53	88.52	73.20	78.22	82.30	94.23	86.30	88.13
Naval Hospital Yokosuka	0622	100.00	83.10	71.89	87.85	76.25	90.20	97.97	94.57
Naval Hospital Sigonella	0624	—	—	—	—	—	—	—	—
Lakenheath Medical Center (48th Medical Group)	0633	98.77	80.20	68.50	76.66	82.02	88.91	99.26	86.49
Osan Air Base (51st Medical Group)	0638	—	—	—	—	—	—	—	—
Misawa Air Base (35th Medical Group)	0639	—	—	—	—	—	—	—	—
Yokota Air Base (374th Medical Group)	0640	100.00	92.07	78.86	87.72	83.85	90.94	93.04	83.94
Aviano Air Base (31st Medical Group)	0808	100.00	72.05	76.68	90.83	80.32	81.04	95.89	96.93
Sentara Virginia Beach General Hospital	P301	99.53	88.39	65.90	76.58	81.40	86.90	—	—
Sentara Leigh Hospital	P302	99.04	92.97	72.48	78.71	84.77	87.68	96.95	97.24
Sentara Norfolk General Hospital	P303	99.33	91.87	67.50	80.83	79.80	87.28	90.42	76.18
Florida Hospital Orlando	P304	99.05	93.69	65.19	78.19	82.00	84.74	—	—
Methodist Hospital	P305	98.91	86.72	69.06	75.89	77.65	81.51	—	—
Cape Fear Valley Medical Center	P306	97.61	92.70	57.85	77.65	71.02	84.84	89.46	85.82
Penrose Hospital	P307	98.88	91.45	69.02	78.07	85.58	87.96	97.31	98.47
Memorial Hospital	P308	99.32	90.48	68.07	77.98	78.33	84.94	92.72	88.23
Trident Medical Center	P309	100.00	88.31	58.24	69.27	67.85	87.02	—	—
Scott & White Memorial Hospital	P310	99.39	89.98	69.10	80.07	81.26	90.36	—	—
Metroplex Adventist Hospital	P311	99.42	88.70	73.68	83.93	76.76	86.12	81.53	92.53
Presbyterian Healthcare Services	P312	99.52	91.17	70.34	81.18	83.11	88.22	97.90	90.33
Baptist Health Medical Center	P313	99.06	86.53	66.77	72.38	77.01	85.62	77.72	91.33
Willis-Knighton Medical Center	P314	100.00	81.21	62.88	69.65	73.08	81.25	100.00	89.49
Inova Fairfax Hospital	P315	98.89	92.53	64.09	77.20	83.60	87.81	—	—
Onslow Memorial Hospital	P316	99.29	89.56	59.57	68.98	70.18	86.40	86.31	77.27
Sacred Heart Hospital	P317	99.21	93.68	68.29	81.72	75.46	83.85	100.00	90.98
Baptist Medical Center, TX	P318	99.71	86.95	66.86	74.99	77.10	83.86	95.84	96.65
CarolinaEast Health System	P319	99.38	91.29	72.54	78.56	82.92	88.30	96.12	94.09
Fort Walton Beach Medical Center	P320	98.95	87.67	60.24	71.26	72.43	86.99	—	—
Sierra Medical Center	P321	97.83	78.43	56.40	72.91	68.94	81.37	80.06	84.12
Tucson Medical Center	P322	99.18	86.38	63.20	71.18	76.46	85.39	91.50	88.29
Palmetto Health Richland	P323	97.56	89.75	67.44	78.75	80.98	86.85	—	—

Facility Name	DMIS ID	Family Member Stayed (%)	Staff Check ID (%)	Comm. Among Staff (%)	Staff Introduced Self (%)	Overall Nursing Care (%)	Staff Washed Hands (%)	Education on Breast-Feeding (%)	OB Repeat Care (%)
Memorial Health University Medical	P324	99.63	90.46	67.33	76.31	77.22	85.44	94.69	92.30
Carondelet St. Joseph's Hospital	P325	99.70	87.29	64.55	73.95	75.14	85.73	94.05	91.67
University of Colorado Hospital	P326	99.07	90.17	68.64	83.21	87.09	90.21	—	—
New Hanover Regional Medical Center	P327	99.25	92.88	73.84	84.49	87.82	89.95	98.43	100.00
Holmes Regional Medical Center	P328	99.45	92.45	62.45	75.34	76.67	87.25	97.87	92.39
Chesapeake General Hospital	P329	99.17	93.02	63.83	77.06	76.49	82.19	97.12	88.62
St. Vincent's Medical Center Riverside	P330	99.58	92.11	73.01	76.91	81.47	84.29	—	—
Gateway Medical Center	P331	99.16	91.54	64.67	76.91	75.11	85.78	88.97	91.93
Samaritan Medical Center	P332	98.64	91.56	62.17	76.29	68.18	86.82	87.64	82.37
Brandon Regional Hospital	P333	98.82	91.29	55.39	76.58	68.20	86.29	—	—
Huntsville Hospital	P334	98.49	96.84	70.68	76.16	83.07	87.44	—	—
Riverside Regional Medical Center	P335	99.09	92.43	69.25	75.18	82.40	85.99	98.20	83.91
University of Alabama Hospital	P336	98.61	90.49	79.26	85.37	90.50	91.44	—	—
Vanderbilt University Hospital	P337	98.91	92.96	70.38	82.72	83.72	90.32	100.00	93.09
Orange Park Medical Center	P338	97.17	88.83	53.39	69.38	68.64	79.18	—	—
Comanche County Memorial Hospital	P339	98.75	90.02	66.92	71.75	75.07	85.10	—	—
Bay Medical Center	P340	98.65	85.57	54.95	67.46	69.23	77.47	—	—
Baptist Medical Center, FL	P341	99.55	89.53	68.76	83.20	82.94	84.57	98.57	93.41
St. Elizabeth's Hospital	P342	99.64	95.23	63.91	83.58	77.11	89.15	92.59	84.62
St. Francis Hospital	P343	99.35	93.17	63.02	73.11	76.78	85.61	—	—
West Florida Hospital	P344	99.60	93.08	65.76	78.04	80.87	88.64	—	—
United Regional Health Care System	P345	99.77	88.05	71.52	77.08	78.66	87.44	100.00	89.69
Flowers Hospital	P346	99.53	92.74	71.81	81.10	82.46	86.39	97.50	92.84
Community Hospital Monterey Peninsula	P347	99.30	90.59	71.62	80.77	84.08	86.35	97.22	96.23
Providence Hospital	P348	99.24	92.12	74.06	76.65	80.46	85.59	—	—
Midwest Regional Medical Center	P349	100.00	83.49	58.41	69.90	70.69	83.92	—	—
Tampa General Hospital	P350	98.83	92.29	64.18	79.50	82.41	89.32	91.96	94.18
Tuomey Regional Medical Center	P351	99.08	89.15	56.19	69.26	67.62	78.53	91.12	84.90
Sharp Memorial Hospital	P352	98.94	93.25	72.07	86.28	85.56	92.50	96.85	89.43
Vidant Medical Center	P353	99.09	89.65	70.67	74.02	82.04	86.53	—	—
South Georgia Medical Center	P354	98.72	89.15	58.59	72.95	66.51	78.95	88.41	69.45
St. Luke's Regional Medical Center	P355	100.00	90.62	68.31	78.23	83.46	93.25	96.64	90.57
Orlando Regional Medical Center	P356	99.58	87.78	68.05	76.76	80.58	87.15	—	—
Gulf Coast Medical Center	P357	99.61	88.87	63.28	68.16	70.42	83.30	94.64	89.88



Facility Name	DMIS ID	Family Member Stayed (%)	Staff Check ID (%)	Comm. Among Staff (%)	Staff Introduced Self (%)	Overall Nursing Care (%)	Staff Washed Hands (%)	Education on Breast-Feeding (%)	OB Repeat Care (%)
Beaufort Memorial Hospital	P359	99.42	89.10	70.38	82.08	79.53	84.47	95.10	90.57
Rapid City Regional Hospital	P360	100.00	88.99	58.66	72.03	74.21	83.68	91.14	91.78
Southwest Healthcare System	P361	98.27	94.13	59.29	77.38	66.23	78.78	96.15	83.06
Yuma Regional Medical Center	P362	97.61	87.25	65.45	73.66	70.93	86.70	89.37	80.71
Sharp Grossmont Hospital	P363	97.62	91.56	65.72	74.81	79.99	86.74	—	—
Sacred Heart Medical Center	P364	99.57	89.03	67.80	76.69	84.63	88.46	93.39	97.60
Wayne Memorial Hospital	P365	99.18	91.45	65.36	79.48	76.13	81.09	92.89	92.66
Wellstar Kennestone Hospital	P366	98.92	91.16	64.91	74.90	81.09	85.40	100.00	93.87
Texas Health Harris Methodist Hospital	P367	99.29	94.16	67.75	73.78	82.28	89.81	100.00	97.75
Mary Washington Hospital	P368	99.44	86.73	67.54	73.59	76.84	83.85	97.32	97.41
University of North Carolina Hospitals	P369	99.76	92.04	67.74	82.24	84.45	89.22	—	—
Las Palmas Medical Center	P370	99.14	86.77	57.67	73.93	70.12	83.52	—	—
Norton Hospital	P371	100.00	89.28	66.34	76.50	77.45	86.88	—	—
FirstHealth Moore Regional Hospital	P372	98.61	95.55	76.54	81.92	85.83	91.16	97.50	89.62
Baptist Memorial Hospital	P373	98.59	92.41	63.55	74.41	74.31	83.71	98.56	92.53
Mercy Hospital Springfield	PW02	98.71	92.53	65.41	73.24	80.47	88.72	—	—
Navy	—	98.60	84.10	65.36	80.15	76.47	87.90	94.58	82.19
Army	—	98.57	83.42	66.31	80.05	76.56	86.97	93.49	80.15
Air Force	—	98.98	83.13	71.37	79.50	82.46	88.11	95.68	84.92
National Capital Region	—	99.29	80.19	80.19	79.74	81.02	87.78	94.26	84.63
West	—	99.02	89.62	66.27	77.14	79.53	86.90	94.04	90.24
North	—	98.96	91.90	66.12	78.02	78.32	86.73	92.36	87.13
South	—	99.19	90.20	65.51	75.89	77.03	85.50	94.19	89.84
Purchased Care	—	99.09	90.51	65.83	76.71	77.90	86.12	93.54	89.03
Direct Care	—	98.70	83.24	66.84	79.97	77.75	87.44	94.13	81.62

n = Population size.

—Indicates no data/information included.

**APPENDIX G. DIRECT CARE RESPONSE AND ELIGIBILITY RATES**

**Y2015 Q3 and Q4 and Y2016 Q1 and Q2 Overall Direct Care Response and Eligibility Rates**

	Eligible Sample Selected					Response Rate Calculation		
	Total	Y2015 Q3	Y2015 Q4	Y2016 Q1	Y2016 Q2	Completed	Response Rate (%)	Ineligible Rate (%)
<b>Total Direct Care</b>	148,084	38,392	37,554	35,692	36,446	55,933	40.78	7.38
<b>Service Facility</b>								
Army	76,519	20,131	19,239	18,431	18,718	29,392	41.52	7.49
National Capital Region	14,271	3,558	3,564	3,516	3,633	5,880	44.37	7.13
Navy	38,616	9,883	10,015	9,350	9,368	12,491	35.64	9.25
Air Force	18,678	4,820	4,736	4,395	4,727	8,170	45.20	3.23
<b>CONUS/OCONUS</b>								
OCONUS	9,640	2,391	2,390	2,412	2,447	2,174	24.74	8.83
CONUS	138,444	36,001	35,164	33,280	33,999	53,759	41.88	7.27

**Y2015 Q3 and Q4 and Y2016 Q1 and Q2 Direct Care Facility Level Response and Eligibility Rates**

Facility	DMIS ID/ PC ID	Service Branch	CONUS/ OCONUS	Eligible Sample Selected					Response Rate Calculation		
				Y2015 Q3	Y2015 Q4	Y2016 Q1	Y2016 Q2	Total	Completes	Response Rate (%)	Ineligible Rate (%)
Bassett Army Community Hospital, Ft. Wainwright	5	Army	CONUS	216	218	196	212	842	346	41.69	1.43
Evans Army Community Hospital, Ft. Carson	32	Army	CONUS	1,099	975	957	966	3,997	1,379	37.91	8.98
Eisenhower Army Medical Center, Ft. Gordon	47	Army	CONUS	879	814	836	918	3,447	1,472	51.76	17.49
Martin Army Community Hospital, Ft. Benning	48	Army	CONUS	699	729	676	675	2,779	979	38.39	8.24
Winn Army Community Hospital, Ft. Stewart	49	Army	CONUS	579	587	518	525	2,209	722	36.21	9.73
Tripler Army Medical Center, Ft. Shafter	52	Army	CONUS	1,765	1,724	1,629	1,659	6,777	2,474	39.50	7.58
Irwin Army Community Hospital, Ft. Riley	57	Army	CONUS	425	397	385	418	1,625	611	37.74	0.37
Blanchfield Army Community Hospital, Ft. Campbell	60	Army	CONUS	715	805	780	721	3,021	1,147	38.34	0.96
Ireland Army Community Hospital, Ft. Knox	61	Army	CONUS	211	160	173	150	694	304	44.12	0.72
Bayne Jones Army Community Hospital, Ft. Polk	64	Army	CONUS	241	184	187	196	808	315	39.28	0.74
L. Wood Army Community Hospital, Ft. Leonard Wood	75	Army	CONUS	513	458	419	476	1,866	629	37.71	10.61
Keller Army Community Hospital, West Point	86	Army	CONUS	179	196	180	192	747	241	32.52	0.80
Womack Army Medical Center, Ft. Bragg	89	Army	CONUS	1,954	1,780	1,697	1,699	7,130	2,665	39.59	5.60
Reynolds Army Community Hospital, Ft. Sill	98	Army	CONUS	221	202	179	215	817	331	40.97	1.10
Moncrief Army Community Hospital, Ft. Jackson	105	Army	CONUS	62	75	69	51	257	73	31.60	10.12
William Beaumont Army Medical Center, Ft. Bliss	108	Army	CONUS	1,313	1,218	1,208	1,158	4,897	1,836	41.04	8.64
Brooke Army Medical Center, Ft. Sam Houston	109	Army	CONUS	4,077	4,022	3,587	3,719	15,405	7,047	48.34	5.37
Darnall Army Medical Center, Ft. Hood	110	Army	CONUS	1,270	1,226	1,238	1,174	4,908	1,478	33.33	9.64

Facility	DMIS ID/ PC ID	Service Branch	CONUS/ OCONUS	Eligible Sample Selected					Response Rate Calculation		
				Y2015 Q3	Y2015 Q4	Y2016 Q1	Y2016 Q2	Total	Completes	Response Rate (%)	Ineligible Rate (%)
Madigan Army Medical Center, Ft. Lewis	125	Army	CONUS	2,561	2,377	2,378	2,434	9,750	4,261	47.60	8.19
Weed Army Community Hospital, Ft. Irwin	131	Army	CONUS	116	111	87	91	405	130	32.50	1.23
Landstuhl Regional Medical Center	607	Army	OCONUS	838	808	818	845	3,309	808	27.46	11.09
Brian Allgood Army Community Hospital, Seoul	612	Army	OCONUS	198	173	234	224	829	144	23.57	26.30
Naval Hospital Camp Pendleton	24	Navy	CONUS	800	861	763	774	3,198	1,102	35.07	1.75
Naval Medical Center San Diego	29	Navy	CONUS	2,946	2,995	2,844	2,844	11,629	3,979	39.58	13.56
Naval Hospital Twentynine Palms	30	Navy	CONUS	157	193	148	152	650	215	33.44	1.08
Naval Hospital Pensacola	38	Navy	CONUS	286	277	282	210	1,055	447	42.78	0.95
Naval Hospital Jacksonville	39	Navy	CONUS	666	618	629	589	2,502	979	39.65	1.32
Naval Hospital Camp Lejeune	91	Navy	CONUS	926	1,088	1,002	995	4,011	1,125	32.24	13.01
Naval Hospital Beaufort	104	Navy	CONUS	27	32	19	39	117	24	20.69	0.85
Naval Medical Center Portsmouth	124	Navy	CONUS	2,654	2,594	2,288	2,388	9,924	3,169	35.94	11.15
Naval Hospital Bremerton	126	Navy	CONUS	305	266	264	283	1,118	447	40.23	0.63
Naval Hospital Oak Harbor	127	Navy	CONUS	80	76	74	92	322	106	33.13	0.62
Naval Hospital Guantanamo Bay	615	Navy	OCONUS	14	20	26	14	74	11	15.49	4.05
Naval Hospital Naples	617	Navy	OCONUS	50	53	59	45	207	41	20.71	4.35
Naval Hospital Rota	618	Navy	OCONUS	46	35	37	45	163	28	18.06	4.91
Naval Hospital Guam	620	Navy	OCONUS	234	239	257	244	974	341	37.23	5.95
Naval Hospital Okinawa	621	Navy	OCONUS	506	446	434	447	1,833	334	19.56	6.82
Naval Hospital Yokosuka	622	Navy	OCONUS	153	175	187	177	692	121	18.47	5.35
Naval Hospital Sigonella	624	Navy	OCONUS	33	47	37	30	147	22	16.06	6.80
Walter Reed National Medical Center	67	NCR	CONUS	2,416	2,406	2,349	2,437	9,608	4,003	44.86	7.13
Ft. Belvoir Community Hospital	123	NCR	CONUS	1,142	1,158	1,167	1,196	4,663	1,877	43.35	7.14
Elmendorf Medical Center (673rd Medical Group)	6	Air Force	CONUS	488	418	430	439	1,775	768	45.39	4.68
Travis Medical Center (60th Medical Group)	14	Air Force	CONUS	803	721	702	697	2,923	1,337	48.76	6.19

Facility	DMIS ID/ PC ID	Service Branch	CONUS/ OCONUS	Eligible Sample Selected					Response Rate Calculation		
				Y2015 Q3	Y2015 Q4	Y2016 Q1	Y2016 Q2	Total	Completes	Response Rate (%)	Ineligible Rate (%)
Eglin Medical Center (96th Medical Group)	42	Air Force	CONUS	751	786	710	832	3,079	1,346	44.63	2.05
Mountain Home (366th Medical Group)	53	Air Force	CONUS	10	7	10	14	41	13	31.71	0.00
Keesler Medical Center (81st Medical Group)	73	Air Force	CONUS	527	527	476	451	1,981	962	50.77	4.34
O'Callaghan Hospital (99th Medical Group)	79	Air Force	CONUS	718	629	573	669	2,589	1,202	47.60	2.47
Wright-Patterson Medical Center (88th Medical Group)	95	Air Force	CONUS	728	722	710	764	2,924	1,570	55.38	3.04
Langley-Eustis Medical Center (633rd Medical Group)	120	Air Force	CONUS	476	532	461	485	1,954	648	33.52	1.07
Lakenheath Medical Center (48th Medical Group)	633	Air Force	OCONUS	163	182	146	189	680	193	28.47	0.29
Osan Air Base (51st Medical Group)	638	Air Force	OCONUS	18	10	6	10	44	4	9.09	0.00
Misawa Air Base (35th Medical Group)	639	Air Force	OCONUS	50	84	48	50	232	21	9.33	3.02
Yokota Air Base (374th Medical Group)	640	Air Force	OCONUS	34	44	46	58	182	38	21.35	2.20
Aviano Air Base (31st Medical Group)	808	Air Force	OCONUS	54	74	77	69	274	68	25.09	1.09
<b>Total/Percent Average</b>	—	—	—	<b>38,392</b>	<b>37,554</b>	<b>35,692</b>	<b>36,446</b>	<b>148,084</b>	<b>55,933</b>	<b>40.78</b>	<b>7.38</b>

—Indicates no information/data included.

**APPENDIX H. PURCHASED CARE RESPONSE AND ELIGIBILITY RATES**

**Y2015 Q3 and Q4 and Y2016 Q1 and Q2 Overall Purchased Care Response and Eligibility Rates**

<b>Facility</b>	<b>Sample Frame</b>	<b>Eligible Sample Selected</b>	<b>Completed</b>	<b>Response Rate (%)</b>	<b>Ineligibles</b>	<b>Ineligible Rate (%)</b>
<b>Total Purchased Care</b>	71,855	60,917	27,343	46.46	2,059	3.4
<b>TRICARE Region</b>						
North	18,679	15,964	6,855	44.17	445	2.8
South	37,747	31,382	14,345	47.42	1,129	3.6
West	15,429	13,571	6,143	46.94	485	3.6

**Y2015 Q3 and Q4 and Y2016 Q1 and Q2 Facility Level Purchased Care Response and Eligibility Rates**

Facility	PC ID	TRICARE Region	Sample Frame	Eligible Sample Selected	Completes	Response Rate (%)	Ineligible Rate (%)
Sentara Virginia Beach General Hospital	P301	North	1,135	877	452	53.94	4.4
Sentara Leigh Hospital	P302	North	1,032	1,032	465	46.50	3.1
Sentara Norfolk General Hospital	P303	North	1,080	1,080	476	44.86	1.8
Cape Fear Valley Medical Center	P306	North	2,821	1,176	417	36.68	3.3
Inova Fairfax Hospital	P315	North	989	848	453	55.79	4.2
Onslow Memorial Hospital	P316	North	900	775	237	31.27	2.2
CarolinaEast Health System	P319	North	1,144	1,007	430	43.48	1.8
New Hanover Regional Medical Center	P327	North	1,002	746	319	43.82	2.4
Chesapeake General Hospital	P329	North	1,208	1,208	459	39.06	2.7
Samaritan Medical Center	P332	North	987	987	315	32.31	1.2
Riverside Regional Medical Center	P335	North	1,030	1,010	441	45.09	3.2
St. Elizabeth's Hospital	P342	North	653	653	294	45.72	1.5
Vidant Medical Center	P353	North	370	370	209	59.71	5.4
Wayne Memorial Hospital	P365	North	559	559	232	43.12	3.8
Mary Washington Hospital	P368	North	952	952	441	47.93	3.4
University of North Carolina Hospitals	P369	North	823	823	327	40.67	2.3
Norton Hospital	P371	North	738	738	353	48.96	2.3
FirstHealth Moore Regional Hospital	P372	North	1,256	1,123	535	48.99	2.8
Florida Hospital Orlando	P304	South	2,466	737	348	49.57	4.7
Methodist Hospital	P305	South	1,877	1,044	568	56.41	3.5
Trident Medical Center	P309	South	1,903	841	367	44.76	2.5
Scott & White Memorial Hospital	P310	South	2,058	1,386	581	43.20	3.0
Metroplex Adventist Hospital	P311	South	761	761	282	38.01	2.5
Baptist Health Medical Center	P313	South	698	698	293	43.47	3.4
Willis-Knighton Medical Center	P314	South	921	921	393	44.76	4.7
Sacred Heart Hospital	P317	South	1,097	781	325	42.82	2.8
Baptist Medical Center, TX	P318	South	1,603	1,200	602	52.35	4.2
Fort Walton Beach Medical Center	P320	South	1,301	921	416	47.17	4.2
Palmetto Health Richland	P323	South	802	802	342	44.53	4.2
Memorial Health University Medical	P324	South	1,081	1,019	388	39.07	2.6
Holmes Regional Medical Center	P328	South	1,409	1,012	539	55.62	4.2
St. Vincent's Medical Center Riverside	P330	South	818	818	422	53.69	3.9
Gateway Medical Center	P331	South	1,095	1,095	436	41.37	3.7
Brandon Regional Hospital	P333	South	887	887	392	45.37	2.6
Huntsville Hospital	P334	South	1,394	1,058	549	53.30	2.6
University of Alabama Hospital	P336	South	397	397	249	65.53	4.3

Facility	PC ID	TRICARE Region	Sample Frame	Eligible Sample Selected	Completes	Response Rate (%)	Ineligible Rate (%)
Vanderbilt University Hospital	P337	South	839	799	385	49.87	3.4
Orange Park Medical Center	P338	South	882	882	422	49.71	3.7
Comanche County Memorial Hospital	P339	South	710	710	303	44.10	3.2
Bay Medical Center	P340	South	884	884	428	50.47	4.1
Baptist Medical Center, FL	P341	South	966	966	432	46.25	3.3
St. Francis Hospital	P343	South	807	807	368	48.74	6.4
West Florida Hospital	P344	South	1,071	936	509	56.81	4.3
United Regional Health Care System	P345	South	702	702	317	47.17	4.3
Flowers Hospital	P346	South	718	718	350	50.43	3.3
Providence Hospital	P348	South	478	478	252	55.02	4.2
Midwest Regional Medical Center	P349	South	419	419	180	45.11	4.8
Tampa General Hospital	P350	South	787	787	349	45.50	2.5
Tuomey Regional Medical Center	P351	South	478	478	195	42.67	4.4
South Georgia Medical Center	P354	South	741	741	294	40.66	2.4
Orlando Regional Medical Center	P356	South	727	727	325	46.43	3.7
Gulf Coast Medical Center	P357	South	938	938	389	42.51	2.5
Beaufort Memorial Hospital	P359	South	720	720	271	38.39	1.9
Wellstar Kennestone Hospital	P366	South	734	734	369	51.83	3.0
Texas Health Harris Methodist Hospital	P367	South	898	898	403	47.13	4.8
Baptist Memorial Hospital	P373	South	680	680	312	47.93	4.3
Penrose Hospital	P307	West	2,117	1,020	511	51.31	2.4
Memorial Hospital	P308	West	2,031	1,850	768	43.00	3.5
Presbyterian Healthcare Services	P312	West	709	709	373	54.69	3.8
Sierra Medical Center	P321	West	728	728	304	43.93	4.9
Tucson Medical Center	P322	West	1,345	1,004	464	47.25	2.3
Carondelet St Joseph's Hospital	P325	West	739	739	343	48.65	4.6
University of Colorado Hospital	P326	West	693	454	169	37.89	1.8
Community Hospital Monterey Peninsula	P347	West	695	695	320	48.27	4.6
Sharp Memorial Hospital	P352	West	964	964	366	39.40	3.6
St. Luke's Regional Medical Center	P355	West	810	810	403	51.08	2.6
Rapid City Regional Hospital	P360	West	659	659	319	49.84	2.9
Southwest Healthcare System	P361	West	476	476	145	31.12	2.1
Yuma Regional Medical Center	P362	West	753	753	335	45.45	2.1
Sharp Grossmont Hospital	P363	West	730	730	344	50.07	5.9
Sacred Heart Medical Center	P364	West	740	740	386	54.14	3.6
Las Palmas Medical Center	P370	West	546	546	206	40.63	7.1
Mercy Hospital Springfield	PW02	West	694	694	387	58.02	3.9
<b>Total/Percent Average</b>	—	—	<b>71,855</b>	<b>60,917</b>	<b>27,343</b>	<b>46.5</b>	<b>3.4</b>

—Indicates no information/data included.



## APPENDIX I. ANNOTATED TRISS SURVEY INSTRUMENT

This annotated survey reports the distribution of Direct Care and Purchased Care responses across each question and answer choice. All reported sample percentages and frequencies have been weighted.

1. During this hospital stay, how often did nurses treat you with courtesy and respect?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	278	0.2	177	0.3
Sometimes	3,276	2.3	1,877	2.6
Usually	11,516	8.2	7,678	10.7
Always	125,848	89.1	62,193	86.3
Missing	299	0.2	186	0.3
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

2. During this hospital stay, how often did nurses listen carefully to you?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	625	0.4	376	0.5
Sometimes	5,983	4.2	3,364	4.7
Usually	19,982	14.2	13,432	18.6
Always	114,356	81	54,787	76
Missing	273	0.2	153	0.2
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

3. During this hospital stay, how often did nurses explain things in a way you could understand?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	791	0.6	624	0.9
Sometimes	5,023	3.6	3,301	4.6
Usually	18,144	12.9	12,646	17.5
Always	116,972	82.8	55,359	76.8
Missing	289	0.2	181	0.3
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	913	0.7	650	0.9
Sometimes	6,637	4.7	4,770	6.6
Usually	20,509	14.5	16,844	23.4
Always	88,529	62.7	38,543	53.5
I never pressed the call button	24,100	17.1	10,996	15.3
Missing	531	0.4	307	0.4
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

5. During this hospital stay, how often did doctors treat you with courtesy and respect?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	539	0.4	427	0.6
Sometimes	3,321	2.4	2,029	2.8
Usually	9,610	6.8	6,991	9.7
Always	127,286	90.1	62,311	86.4
Missing	462	0.3	352	0.5
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

6. During this hospital stay, how often did doctors listen carefully to you?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	1,143	0.8	814	1.1
Sometimes	5,539	3.9	3,376	4.7
Usually	14,573	10.3	11,293	15.7
Always	119,595	84.7	56,290	78.1
Missing	368	0.3	339	0.5
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

7. During this hospital stay, how often did doctors explain things in a way you could understand?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	898	0.6	806	1.1
Sometimes	4,541	3.2	3,350	4.7
Usually	16,331	11.6	12,377	17.2
Always	118,994	84.3	55,168	76.5
Missing	454	0.3	410	0.6
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

8. During this hospital stay, how often were your room and bathroom kept clean?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	3,014	2.1	1,179	1.6
Sometimes	8,483	6	4,158	5.8
Usually	20,027	14.2	12,130	16.8
Always	108,465	76.8	54,090	75
Missing	1,229	0.9	554	0.8
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

9. During this hospital stay, how often was the area around your room quiet at night?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	2,269	1.6	1,314	1.8
Sometimes	9,714	6.9	5,301	7.4
Usually	29,299	20.8	20,140	27.9
Always	99,137	70.2	44,824	62.2
Missing	798	0.6	531	0.7
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Yes	68,303	48.4	38,897	53.9
No	70,990	50.3	31,689	43.9
Missing	1,925	1.4	1,525	2.1
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	592	0.4	384	0.5
Sometimes	4,971	3.5	3,005	4.2
Usually	8,098	5.7	7,623	10.6
Always	54,188	38.4	27,544	38.2
Not applicable	70,990	50.3	31,689	43.9
Missing	2,379	1.7	1,866	2.6
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

12. During this hospital stay, did you need medicine for pain?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Yes	108,977	77.2	51,942	72
No	30,449	21.6	18,931	26.3
Missing	1,792	1.3	1,238	1.7
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

13. During this hospital stay, how often was your pain well controlled?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	1,109	0.8	626	0.9
Sometimes	8,534	6	3,177	4.4
Usually	26,449	18.7	13,389	18.6
Always	72,398	51.3	34,502	47.9
Not applicable	30,449	21.6	18,931	26.3
Missing	2,278	1.6	1,487	2.1
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	594	0.4	330	0.5
Sometimes	4,875	3.5	2,357	3.3
Usually	13,275	9.4	7,511	10.4
Always	89,800	63.6	41,438	57.5
Not applicable	30,449	21.6	18,931	26.3
Missing	2,225	1.6	1,545	2.1
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

15. During this hospital stay, were you given any medicine that you had not taken before?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Yes	73,927	52.4	39,459	54.7
No	63,591	45	30,201	41.9
Missing	3,700	2.6	2,451	3.4
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	807	0.6	871	1.2
Sometimes	2,564	1.8	1,977	2.7
Usually	5,621	4	4,692	6.5
Always	64,469	45.7	31,547	43.8
Not applicable	63,591	45	30,201	41.9
Missing	4,168	3	2,823	3.9
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

17. Before give you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	7,143	5.1	5,567	7.7
Sometimes	6,342	4.5	3,972	5.5
Usually	10,518	7.5	7,231	10
Always	49,070	34.8	22,089	30.6
Not applicable	63,591	45	30,201	41.9
Missing	4,555	3.2	3,051	4.2
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

18. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Own home	130,694	92.6	66,576	92.3
Someone else's home	3,543	2.5	1,991	2.8
Another health facility	5,524	3.9	3,111	4.3
Missing	1,457	1	433	0.6
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

19. During this hospital stay, did doctors, nurses, or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Yes	112,535	79.7	57,868	80.3
No	17,976	12.7	8,707	12.1
Not applicable	5,524	3.9	3,111	4.3
Missing	5,183	3.7	2,425	3.4
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

20. During this hospital stay, did you get information in writing about symptoms or health problems to look out for after you left the hospital?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Yes	124,053	87.9	61,520	85.3
No	7,428	5.3	5,314	7.4
Not applicable	5,524	3.9	3,111	4.3
Missing	4,213	3	2,166	3
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

21. Using any number from 0 to 10, where 0 is the worst hospital and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
0 Worst hospital care possible	445	0.3	302	0.4
1	277	0.2	188	0.3
2	596	0.4	349	0.5
3	928	0.7	608	0.8
4	1,267	0.9	663	0.9
5	2,725	1.9	1,687	2.3
6	3,210	2.3	1,505	2.1
7	9,275	6.6	4,330	6
8	24,673	17.5	11,720	16.3
9	32,176	22.8	17,657	24.5
10 Best hospital care possible	64,597	45.7	32,618	45.2
Missing	1,050	0.7	484	0.7
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

22. Would you recommend this hospital to your friends and family?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Definitely no	2,749	2	1,544	2.1
Probably no	4,733	3.4	2,365	3.3
Probably yes	30,522	21.6	15,092	20.9
Definitely yes	101,739	72	52,454	72.7
Missing	1,475	1	656	0.9
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

23. During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left.

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Strongly disagree	1,867	1.3	1,099	1.5
Disagree	4,108	2.9	2,751	3.8
Agree	54,709	38.7	30,080	41.7
Strongly agree	78,046	55.3	36,868	51.1
Missing	2,488	1.8	1,314	1.8
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

24. When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Strongly disagree	1,307	0.9	704	1
Disagree	2,699	1.9	1,828	2.5
Agree	42,116	29.8	24,928	34.6
Strongly agree	93,697	66.4	43,953	61
Missing	1,399	1	698	1
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

25. When I left the hospital, I clearly understood the purpose for taking each of my medications.

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Strongly disagree	1,558	1.1	864	1.2
Disagree	1,655	1.2	1,013	1.4
Agree	29,501	20.9	17,039	23.6
Strongly agree	95,613	67.7	40,889	56.7
I was not given any medication when I left the hospital	11,193	7.9	11,333	15.7
Missing	1,698	1.2	974	1.4
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

26. During this hospital stay, when doctors, nurses, or other hospital staff first came to your room, how often did they introduce themselves?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	439	0.3	339	0.5
Sometimes	6,248	4.4	3,499	4.9
Usually	21,296	15.1	12,782	17.7
Always	111,752	79.1	54,737	75.9
Missing	1,482	1.1	754	1.1
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

27. During this hospital stay, how often did you feel there was good communication between team members about your health care needs?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	2,901	2.1	1,272	1.8
Sometimes	12,070	8.6	5,280	7.3
Usually	31,335	22.2	17,801	24.7
Always	93,319	66.1	46,927	65.1
Missing	1,592	1.1	831	1.2
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>



28. Did staff allow family members or someone close to you to be with you when you wanted them there?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Yes	130,758	92.6	67,852	94.1
No	1,719	1.2	621	0.9
Not applicable to my situation	7,142	5.1	2,995	4.2
Missing	1,599	1.1	643	0.9
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

29. Which best describes your hospital room?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Private	98,089	69.5	62,057	86.1
Semi-private (two patients in one room)	33,654	23.8	8,699	12.1
Bay (three or more patients in a room)	6,944	4.9	286	0.4
Missing	2,531	1.8	1,069	1.5
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

30. For this stay, were you admitted to the hospital for childbirth (including C-section), a surgical procedure or operation, or another medical condition or illness?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Childbirth (including C-section)	44,859	31.8	13,834	19.2
Surgical procedure or operation	41,689	29.5	23,187	32.2
Another medical condition or illness	48,106	34.1	30,238	41.9
Missing	6,564	4.7	4,852	6.7
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

31. If you were just beginning your pregnancy, and you had a choice, would you use the same hospital for your OB care?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Yes	36,449	25.8	12,234	17
No	6,145	4.4	1,009	1.4
Not sure	2,062	1.5	498	0.7
Not applicable	89,795	63.6	53,424	74.1
Missing	6,766	4.8	4,945	6.9
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

32. Were you offered education or support about breastfeeding while in the hospital?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Yes	42,036	29.8	12,866	17.8
No	2,622	1.9	889	1.2
Not applicable	89,795	63.6	53,424	74.1
Missing	6,765	4.8	4,932	6.8
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

33. How often did your staff wash or sanitize their hands before touching you?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	939	0.7	588	0.8
Sometimes	3,459	2.5	1,748	2.4
Usually	11,169	7.9	6,399	8.9
Always	108,377	76.7	54,186	75.1
I was not treated or checked by staff	1,265	0.9	507	0.7
Missing/I don't know	16,009	11.3	8,683	12
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

34. How often did staff ask your name, check your ID band, or confirm who you were before giving you any medications, treatments, or tests?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Never	1,508	1.1	325	0.5
Sometimes	6,354	4.5	1,394	1.9
Usually	15,350	10.9	4,990	6.9
Always	115,320	81.7	64,024	88.8
Missing	2,686	1.9	1,378	1.9
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

35. Using any number from 0 to 10, where 0 is the worst nursing care possible and 10 is the best nursing care possible, what number would you use to rate the care you received?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
0 Worst nursing care possible	313	0.2	188	0.3
1	286	0.2	140	0.2
2	485	0.3	238	0.3
3	719	0.5	437	0.6
4	940	0.7	571	0.8
5	2,160	1.5	1,269	1.8
6	2,353	1.7	1,254	1.7
7	6,470	4.6	2,964	4.1
8	17,246	12.2	8,669	12
9	29,113	20.6	16,228	22.5
10 Best nursing care possible	79,115	56	39,220	54.4
Missing	2,017	1.4	933	1.3
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

36. During this hospital stay, were you admitted to this hospital through the Emergency Room?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Yes	56,575	40.1	38,176	52.9
No	82,442	58.4	32,845	45.6
Missing	2,201	1.6	1,090	1.5
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

37. In general, how would you rate your overall health?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Excellent	29,424	20.8	10,945	15.2
Very good	46,115	32.7	21,196	29.4
Good	41,844	29.6	23,344	32.4
Fair	17,695	12.5	12,405	17.2
Poor	4,101	2.9	3,333	4.6
Missing	2,040	1.4	888	1.2
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

38. In general, how would you rate your overall mental or emotional health?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
Excellent	60,031	42.5	27,623	38.3
Very good	42,323	30	22,954	31.8
Good	26,998	19.1	15,119	21
Fair	8,503	6	4,770	6.6
Poor	1,519	1.1	869	1.2
Missing	1,843	1.3	775	1.1
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

39. What is the highest grade or level of school that you have completed?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
8th grade or less	860	0.6	704	1
Some high school, but did not graduate	2,306	1.6	2,016	2.8
High school graduate or GED	28,278	20	16,191	22.5
Some college or 2-year degree	58,295	41.3	28,376	39.4
4-year college graduate	23,690	16.8	11,116	15.4
More than 4-year college degree	24,667	17.5	11,755	16.3
Missing	3,122	2.2	1,954	2.7
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

40. Are you of Spanish, Hispanic or Latino origin or descent?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
No, not Spanish/Hispanic/Latino	117,011	82.9	62,276	86.4
Yes, Puerto Rican	3,506	2.5	1,294	1.8
Yes, Mexican, Mexican American, Chicano	8,727	6.2	2,409	3.3
Yes, Cuban	279	0.2	152	0.2
Yes, other Spanish/Hispanic/Latino	5,762	4.1	1,873	2.6
Missing	5,933	4.2	4,107	5.7
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

41. What is your race? Please choose one or more.

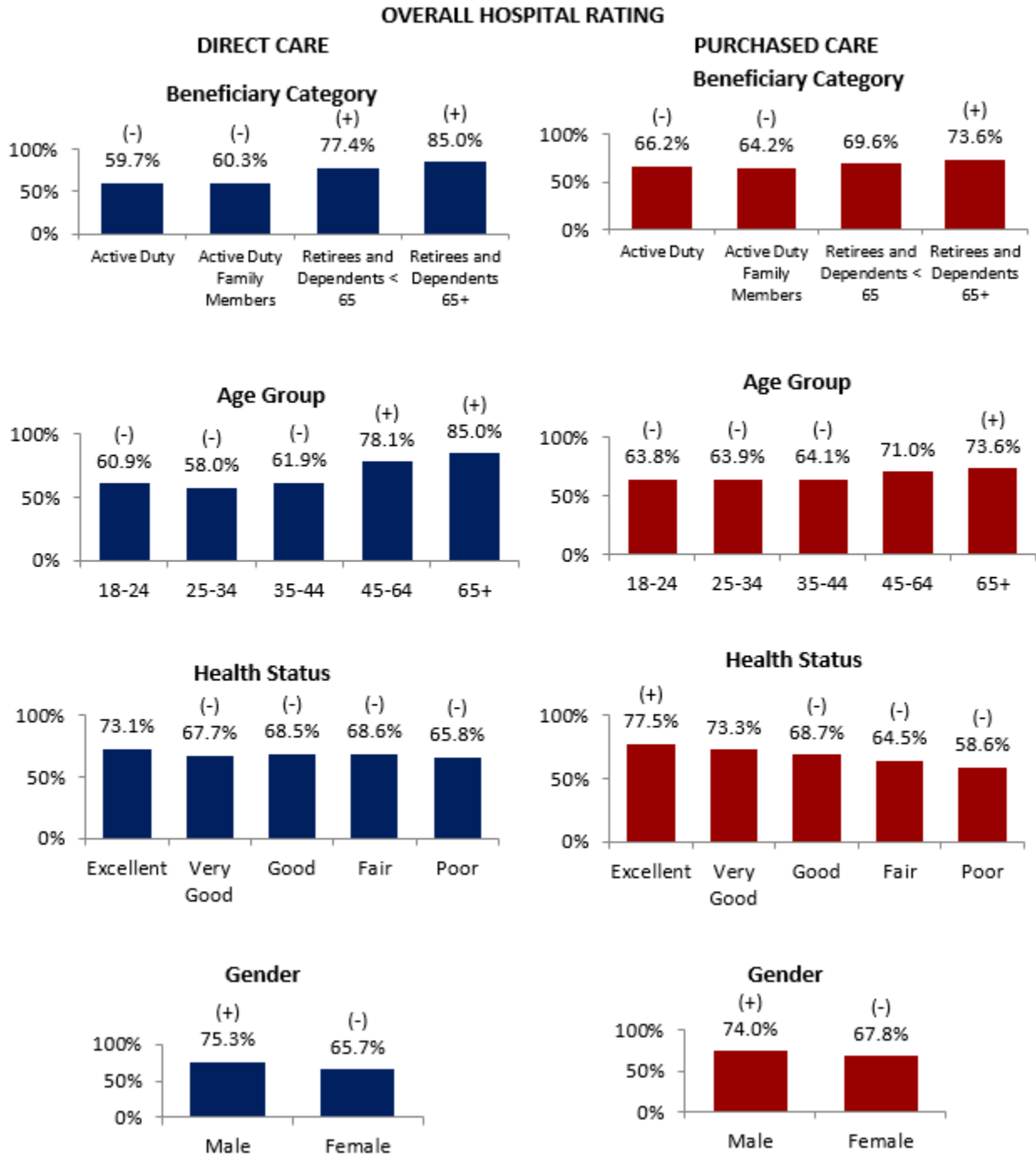
Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
White	98,466	69.7	58,586	81.2
Black or African American	23,945	17	8,654	12
Asian	9,994	7.1	2,200	3.1
Native Hawaiian or other Pacific Islander	4,022	2.8	653	0.9
American Indian or Alaska Native	5,639	4	2,112	2.9
Missing	9,349	6.6	2,933	4.1
<b>Total</b>	<b>151,415</b>	<b>107.2*</b>	<b>75,138</b>	<b>104.2*</b>

\*Percentages do not add up to 100% as respondents can pick multiple race response options.

42. What language do you mainly speak at home?

Answer Choices	Direct Care		Purchased Care	
	Weighted Frequency (N)	Percent (%)	Weighted Frequency (N)	Percent (%)
English	131,050	92.8	68,812	95.4
Spanish	2,316	1.6	697	1
Chinese	139	0.1	15	0
Russian	104	0.1	20	0
Vietnamese	65	0.1	5	0
Portuguese	60	0	18	0
Some other language (please print)	2,637	1.9	423	0.6
Missing	4,846	3.4	2,122	2.9
<b>Total</b>	<b>141,218</b>	<b>100.0</b>	<b>72,111</b>	<b>100.0</b>

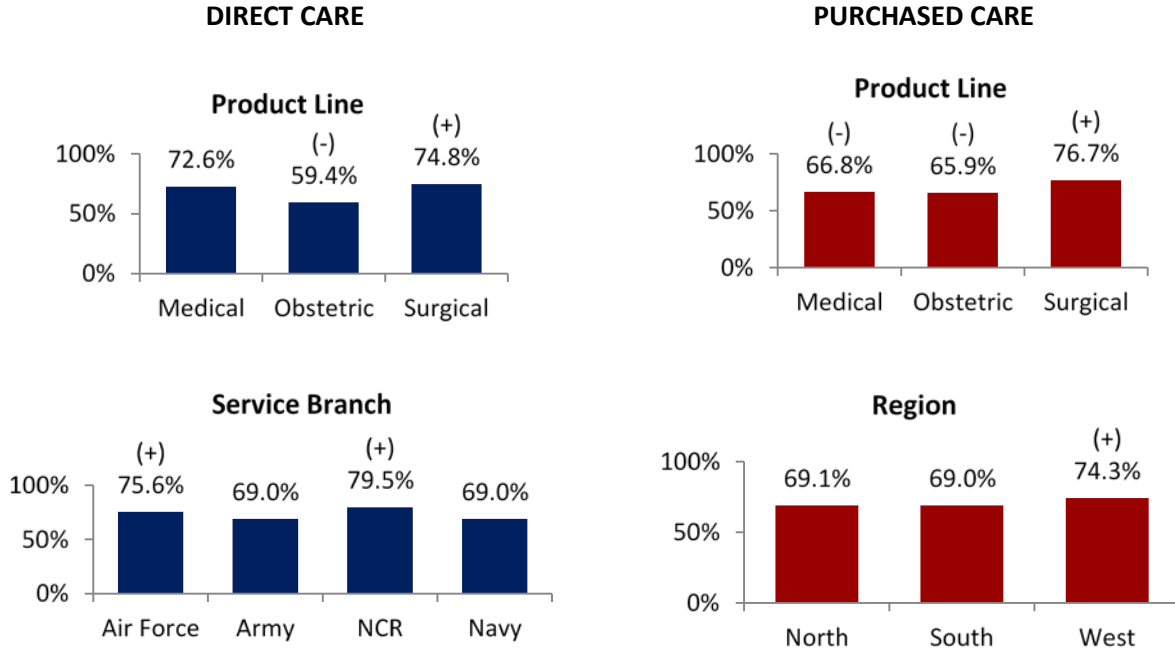
**APPENDIX J. GRAPHS FOR HCAHPS MEASURES**



Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

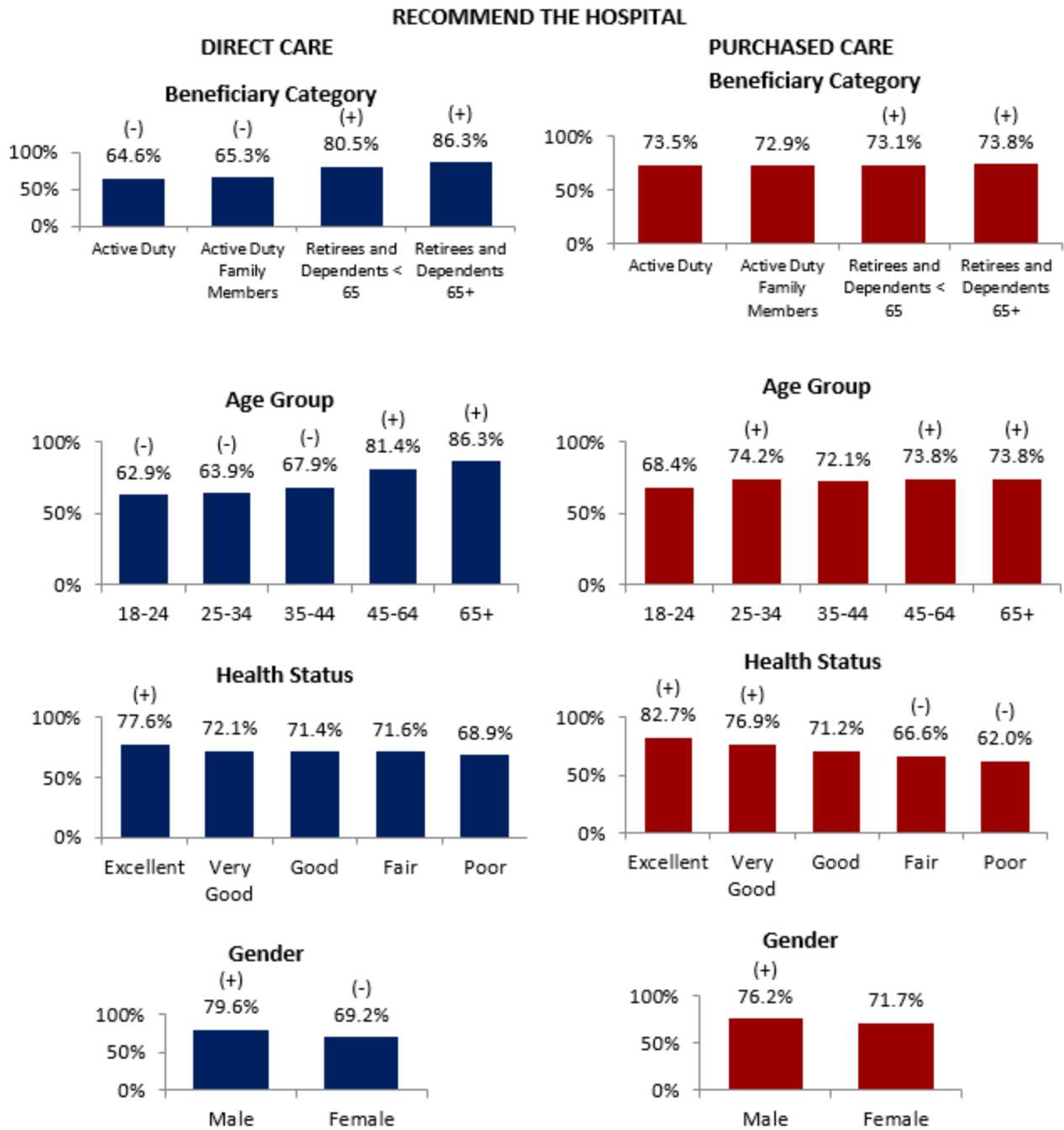
**Figure 1. Overall Hospital Rating Scores by Care Type and Demographic Group (continued on next page).**

**OVERALL HOSPITAL RATING**



Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

**Figure 1. (Continued). Overall Hospital Rating Scores by Care Type and Demographic Group.**

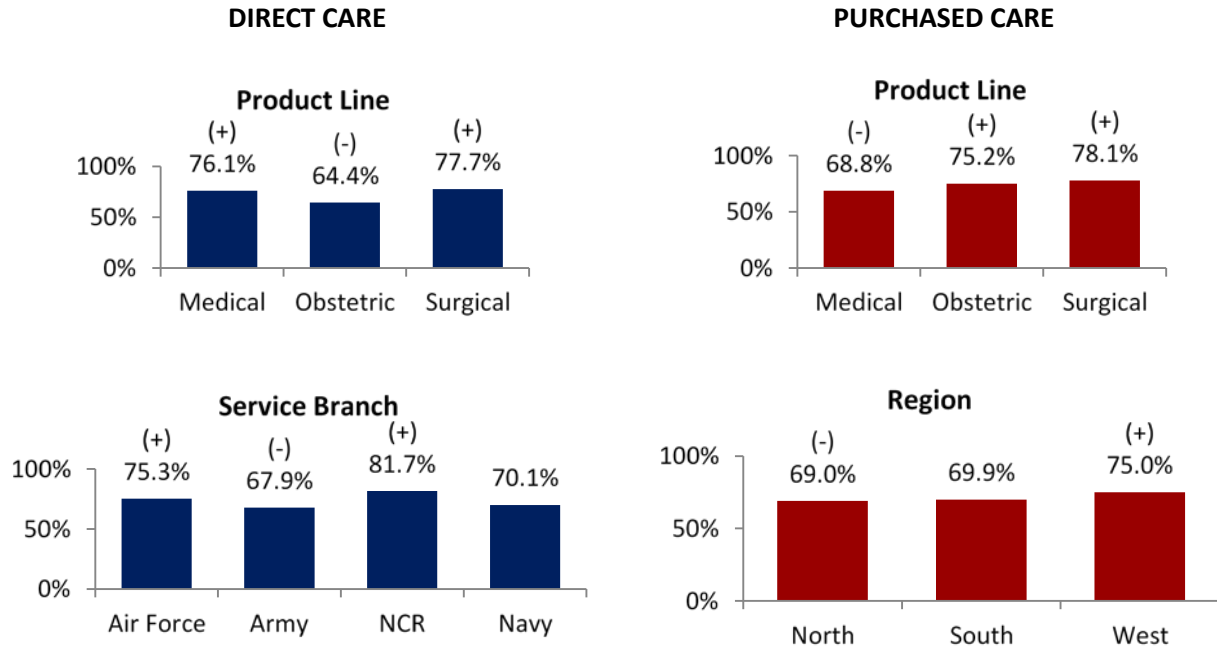


Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

**Figure 2. Recommended the Hospital Scores by Care Type and Demographic Group (continued on next page).**

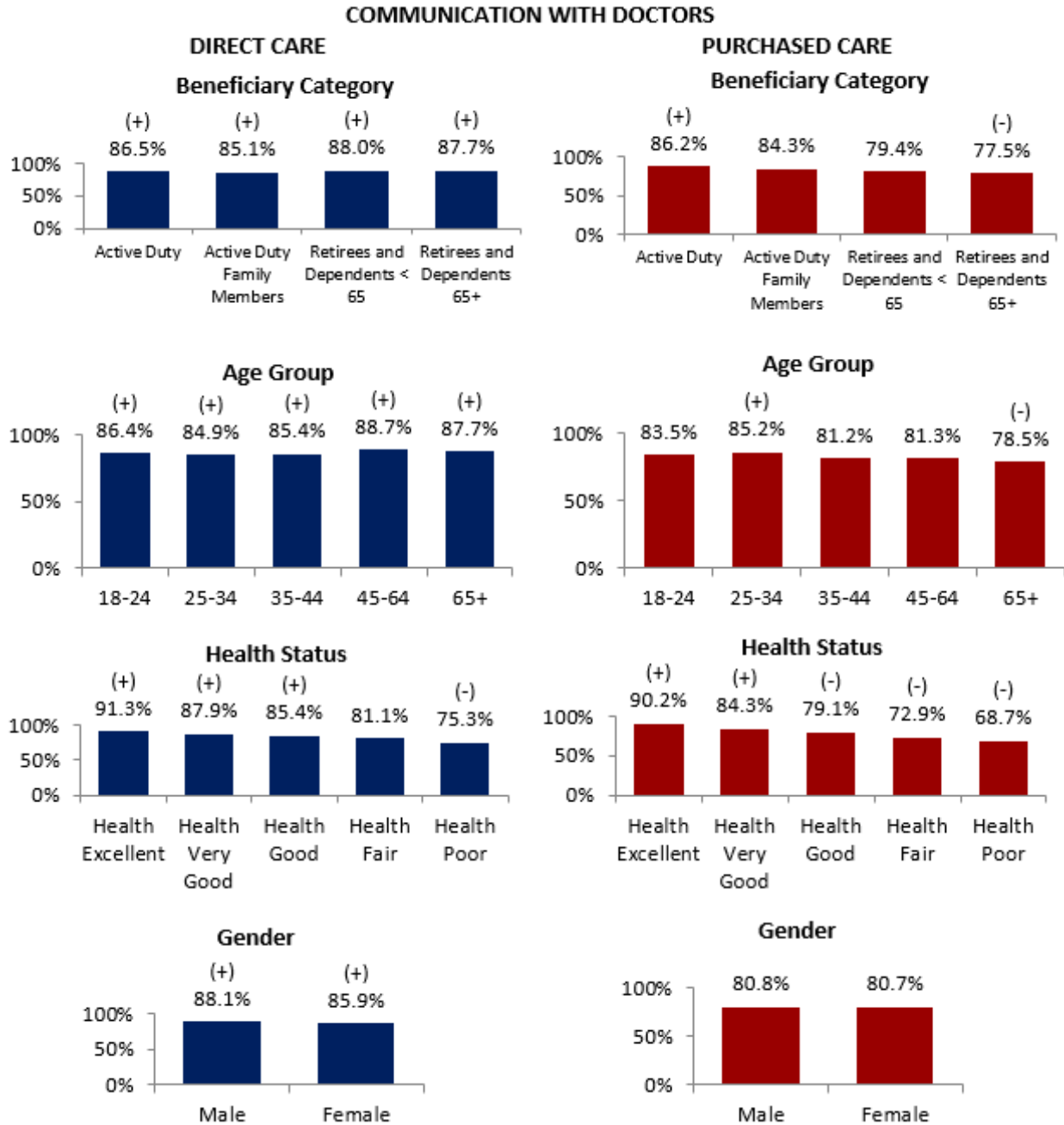


**RECOMMEND THE HOSPITAL**



Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

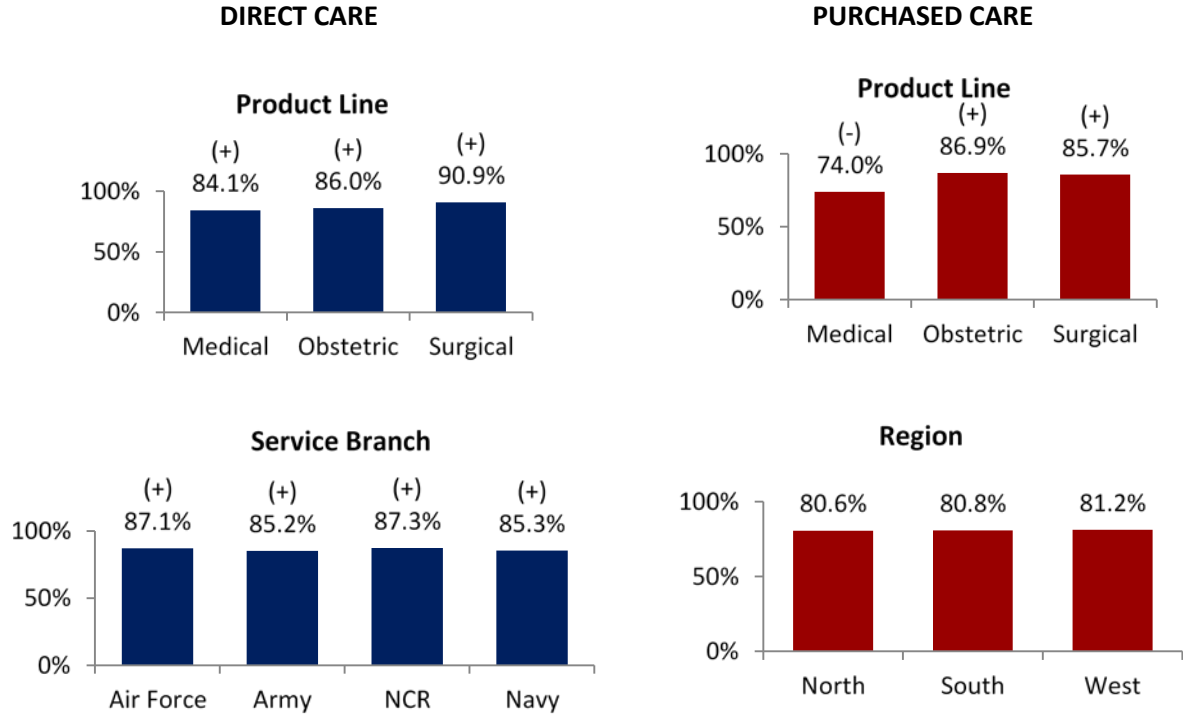
**Figure 2. (Continued). Recommended the Hospital Scores by Care Type and Demographic Group.**



Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

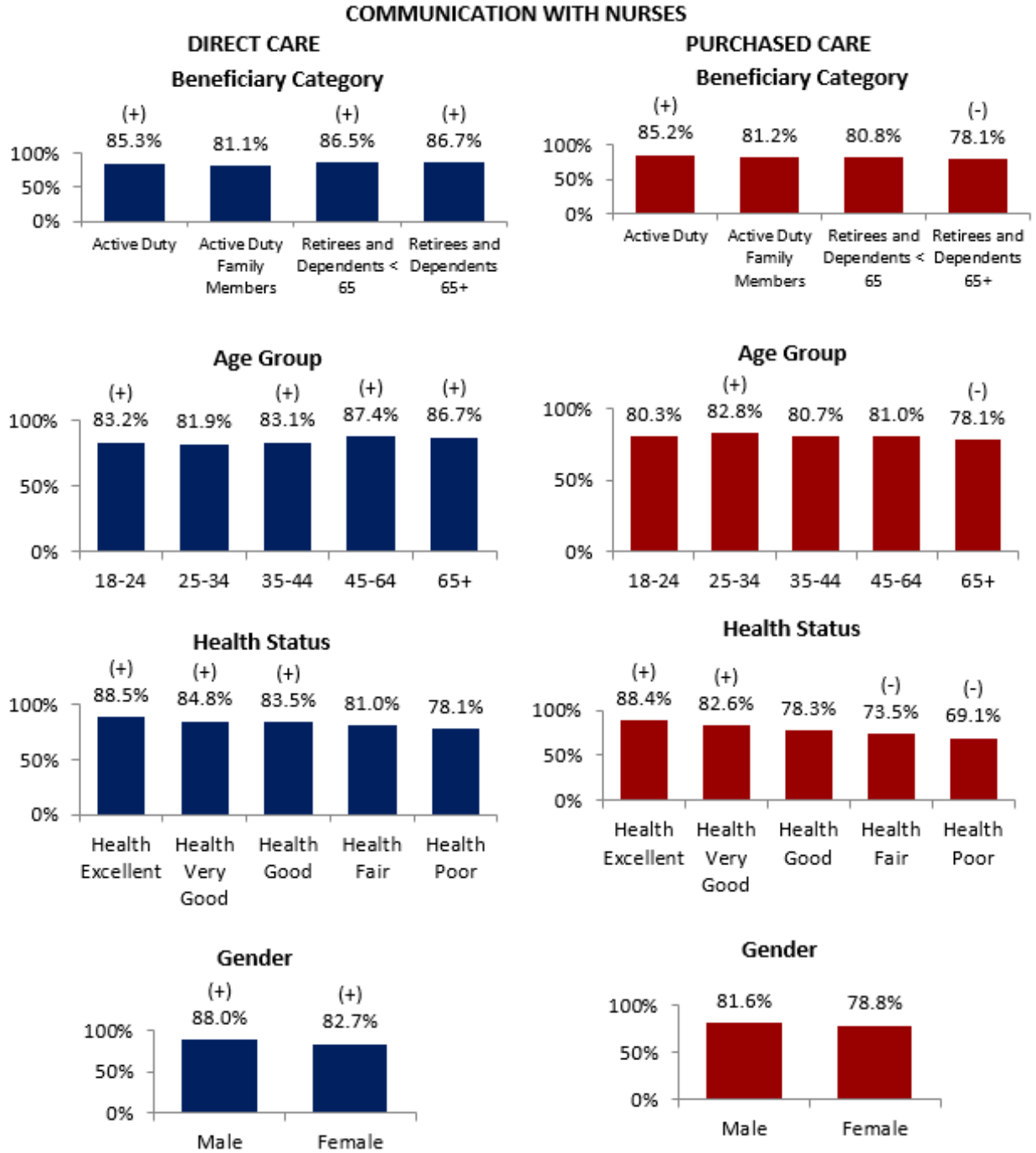
**Figure 3. Communication with Doctors Scores by Care Type and Demographic Group (continued on next page).**

**COMMUNICATION WITH DOCTORS**



Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

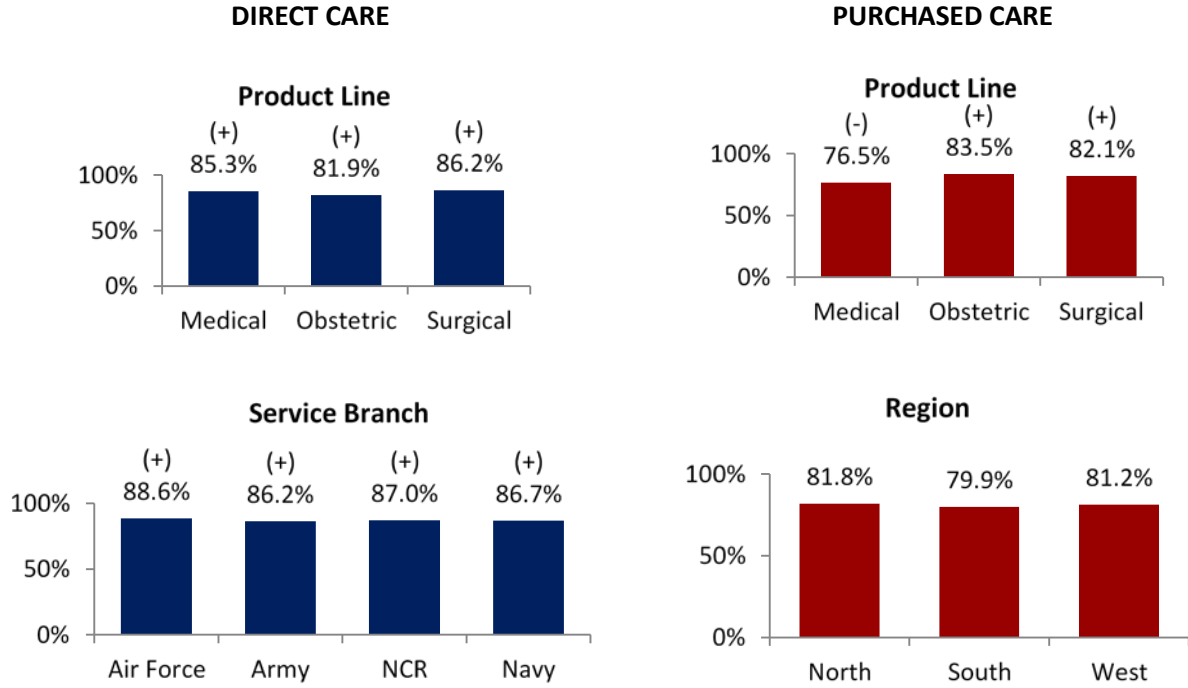
**Figure 3. (Continued). Communication with Doctors Scores by Care Type and Demographic Group.**



Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

**Figure 4. Communication with Nurses Scores by Care Type and Demographic Group (continued on next page).**

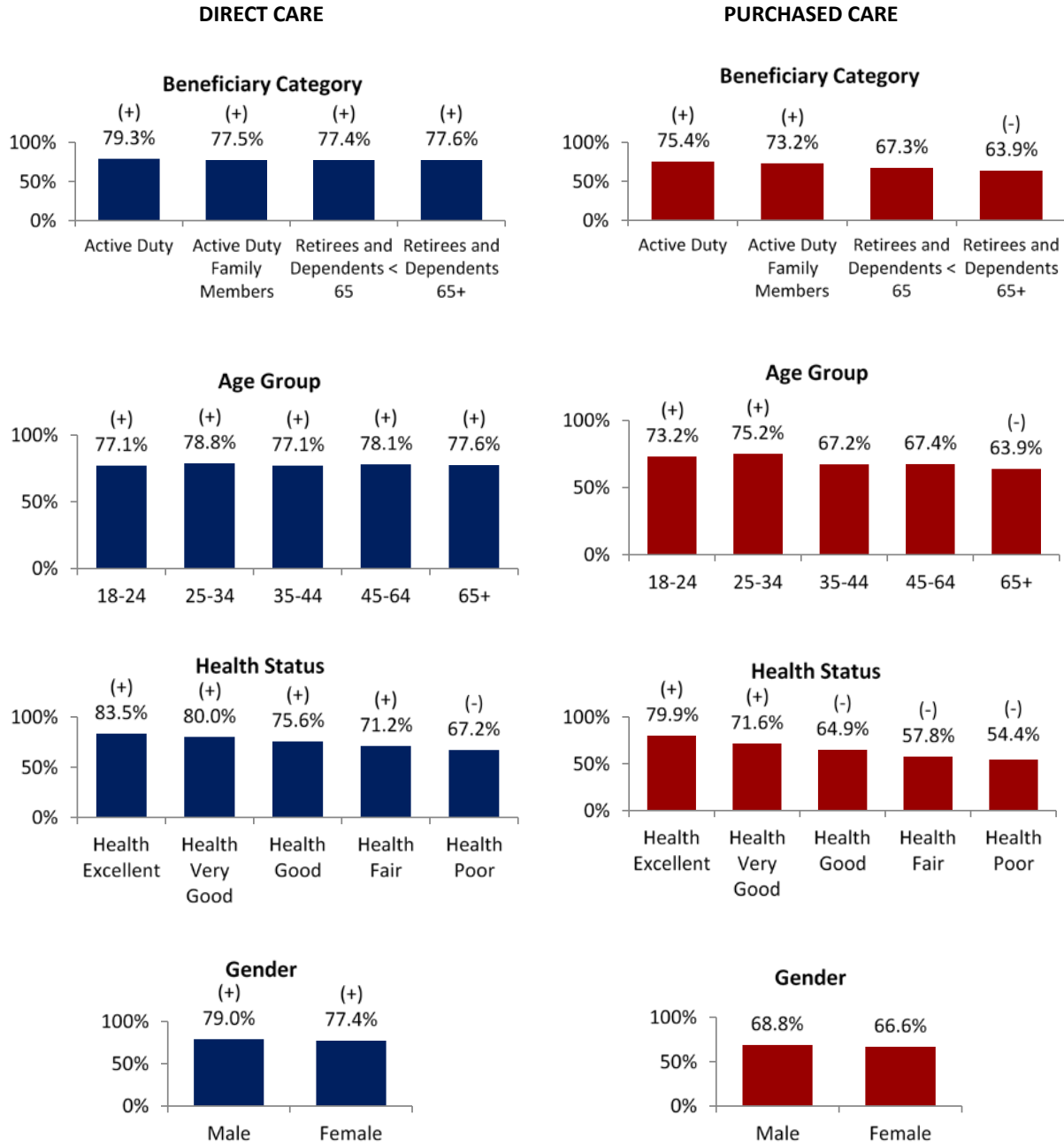
**COMMUNICATION WITH NURSES**



Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

**Figure 4. (Continued). Communication with Nurses Scores by Care Type and Demographic Group.**

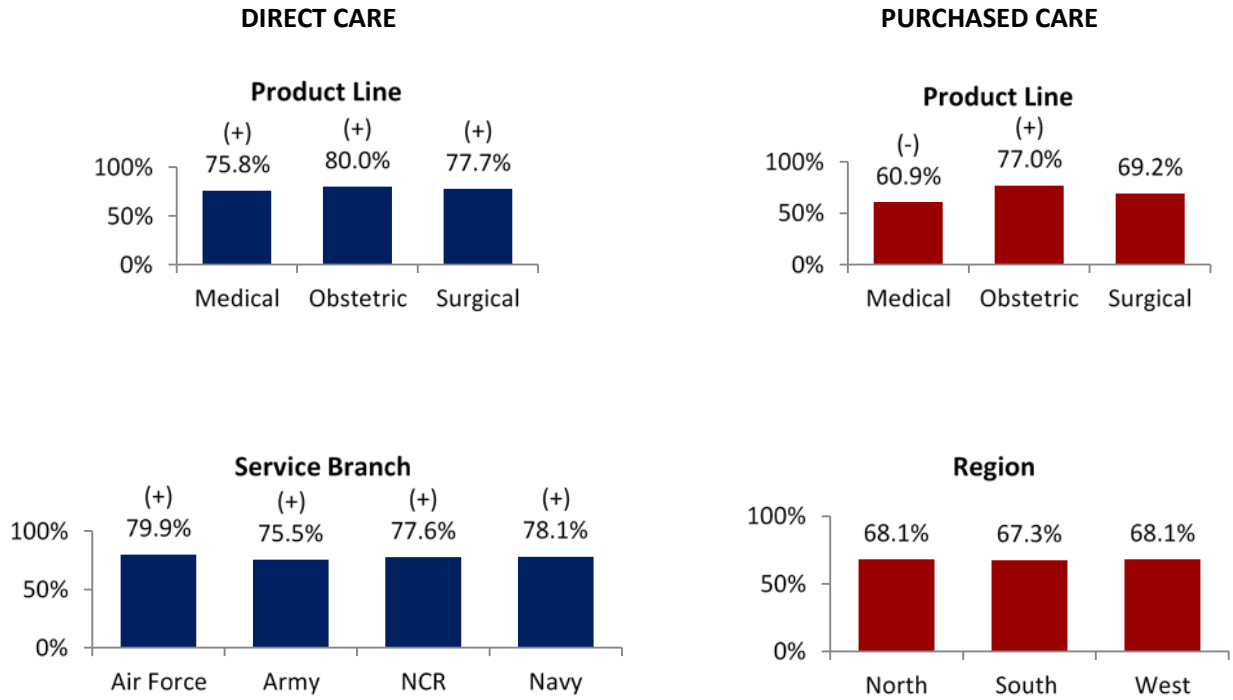
**RESPONSIVENESS OF HOSPITAL STAFF**



Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

**Figure 5. Responsiveness of Hospital Staff Scores by Care Type and Demographic Group (continued on next page).**

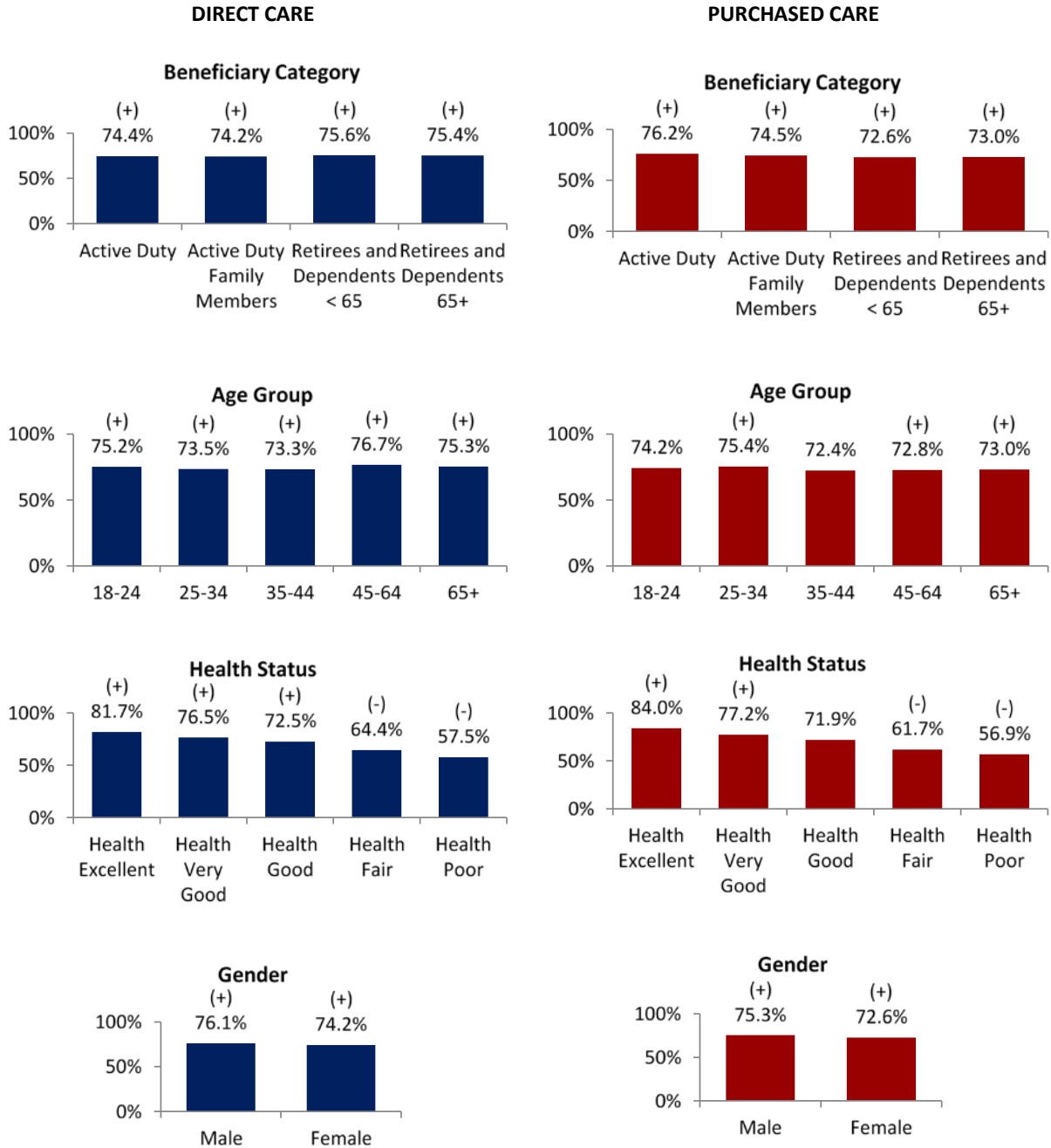
**RESPONSIVENESS OF HOSPITAL STAFF**



Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

**Figure 5. (Continued). Responsiveness of Hospital Staff Scores by Care Type and Demographic Group.**

**PAIN MANAGEMENT**

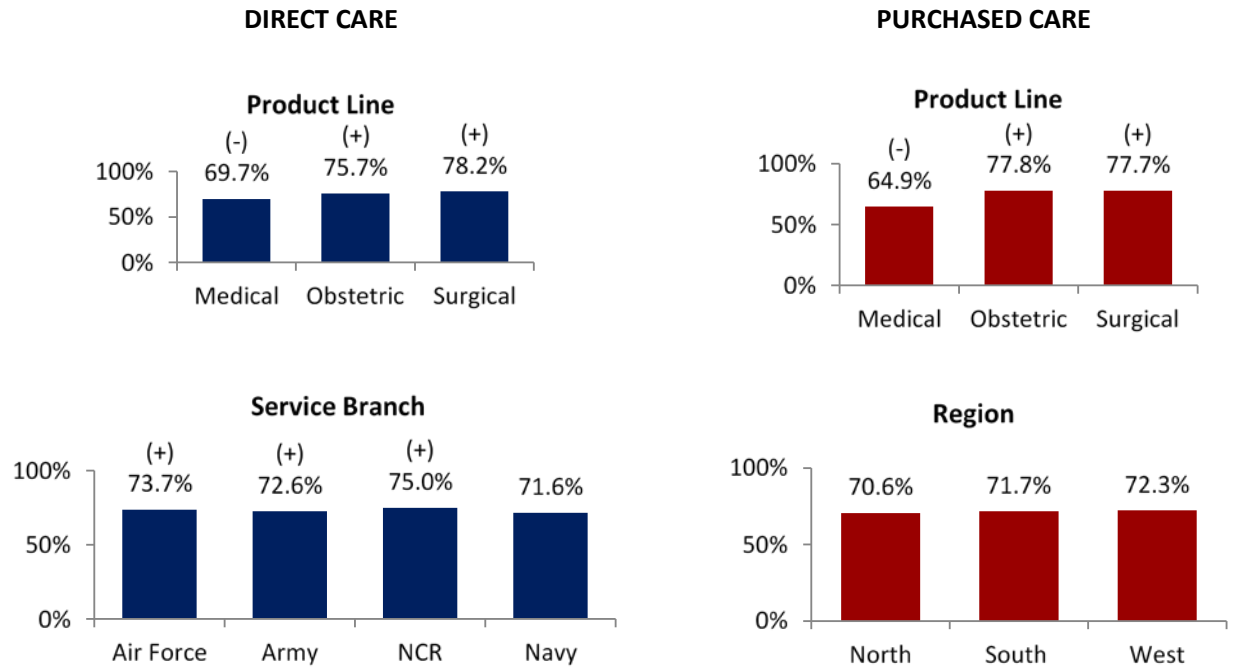


Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

**Figure 6. Pain Management Scores by Care Type and Demographic Group (continued on next page).**



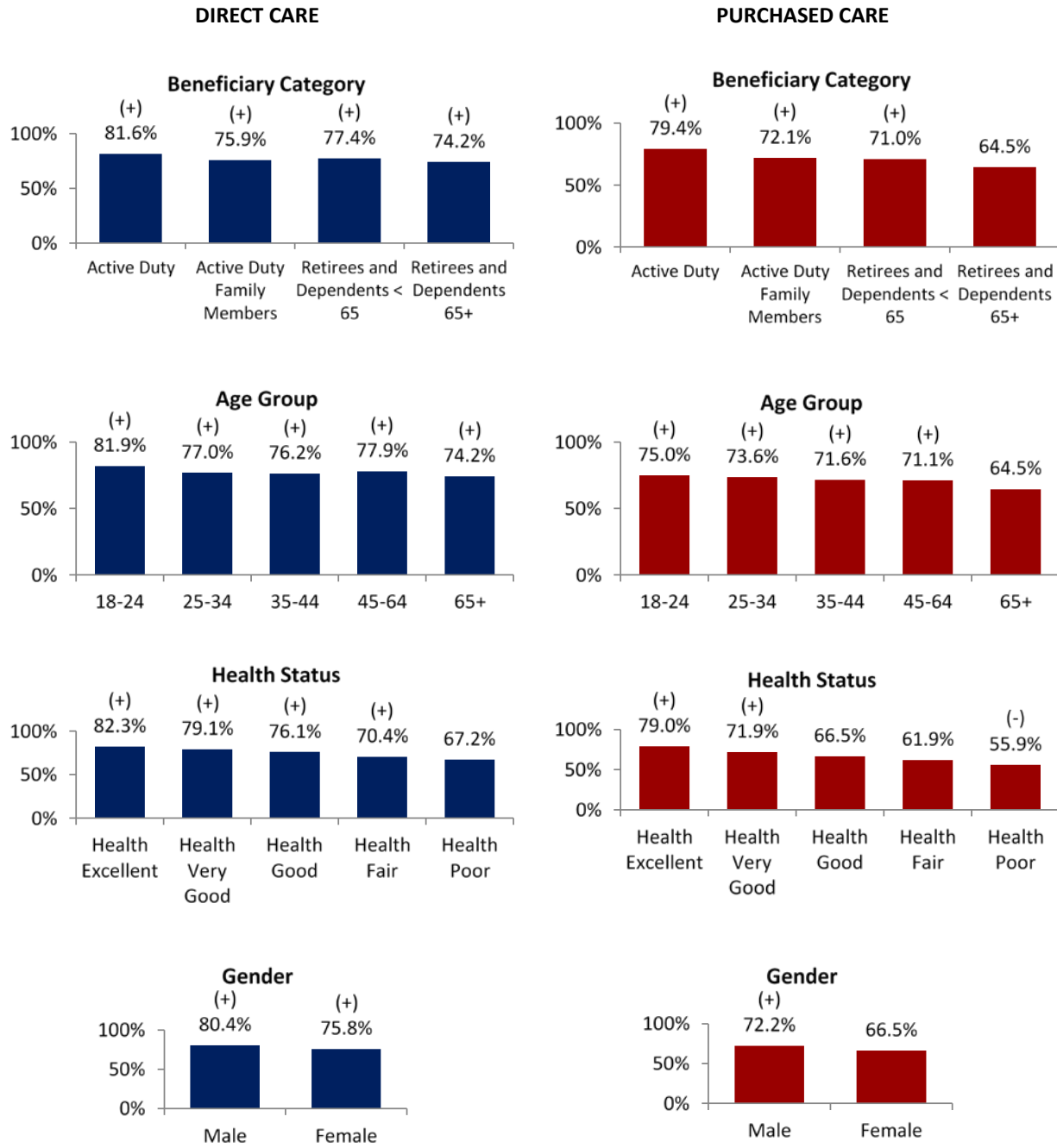
**PAIN MANAGEMENT**



Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

**Figure 6. (Continued). Pain Management Scores by Care Type and Demographic Group.**

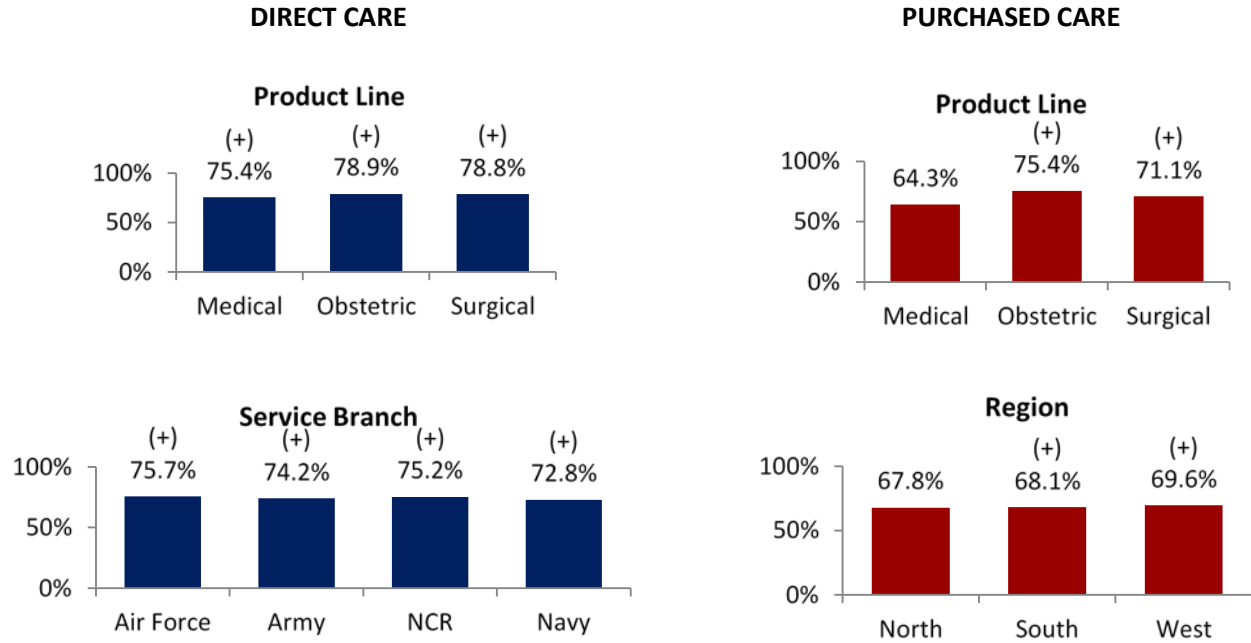
COMMUNICATION ABOUT MEDICINES



Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

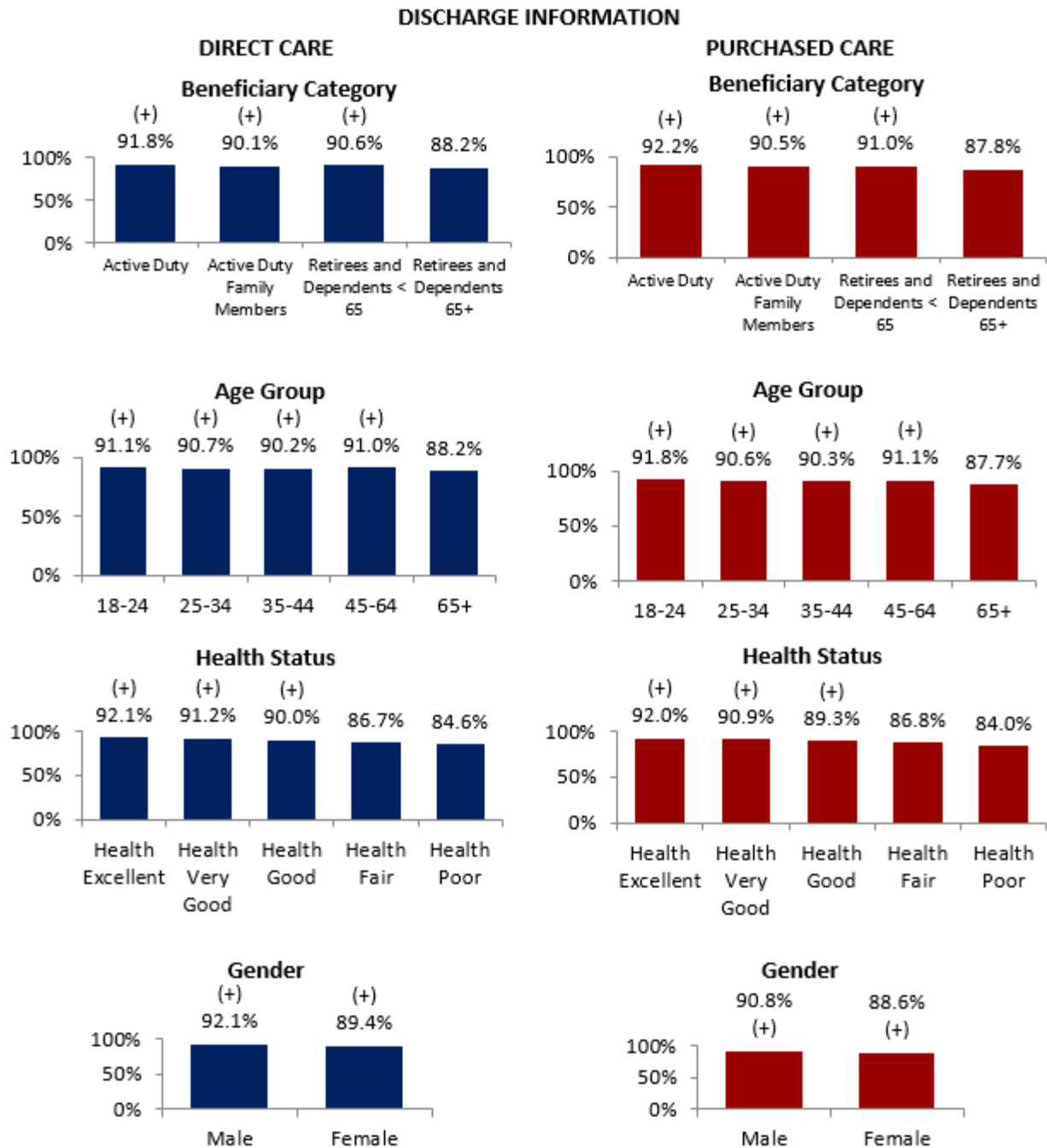
**Figure 7. Communications about Medicines Scores by Care Type and Demographic Group (continued on next page).**

**COMMUNICATION ABOUT MEDICINES**



Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

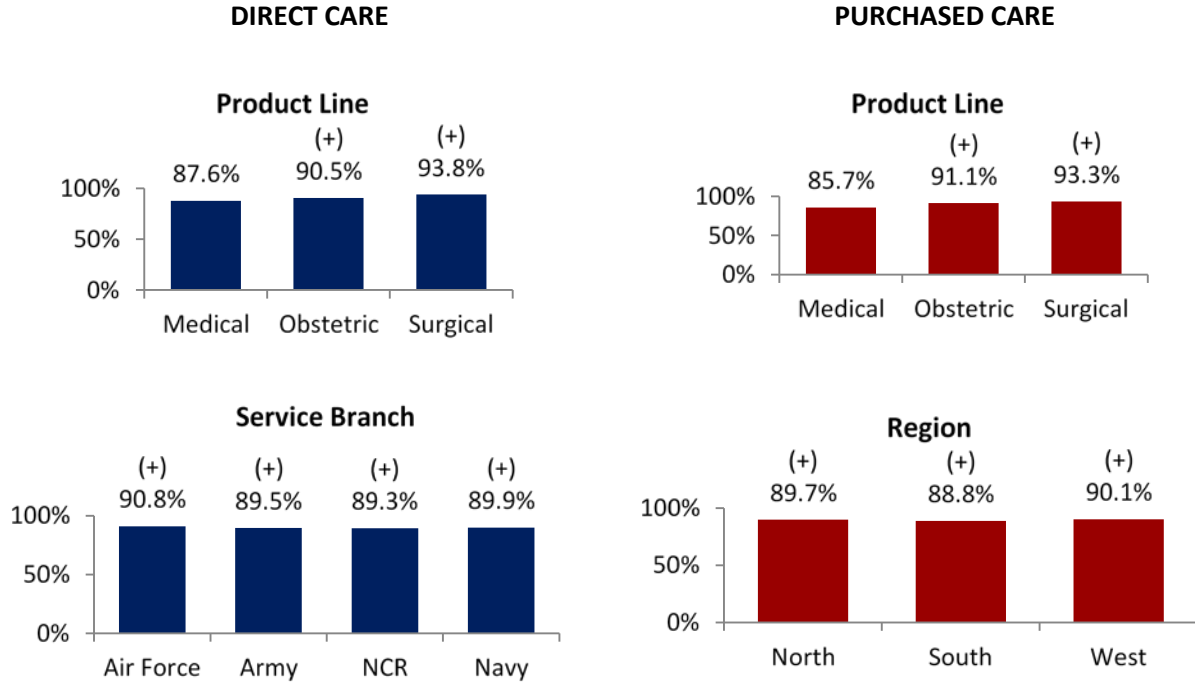
**Figure 7. (Continued). Communications about Medicines Scores by Care Type and Demographic Group.**



Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

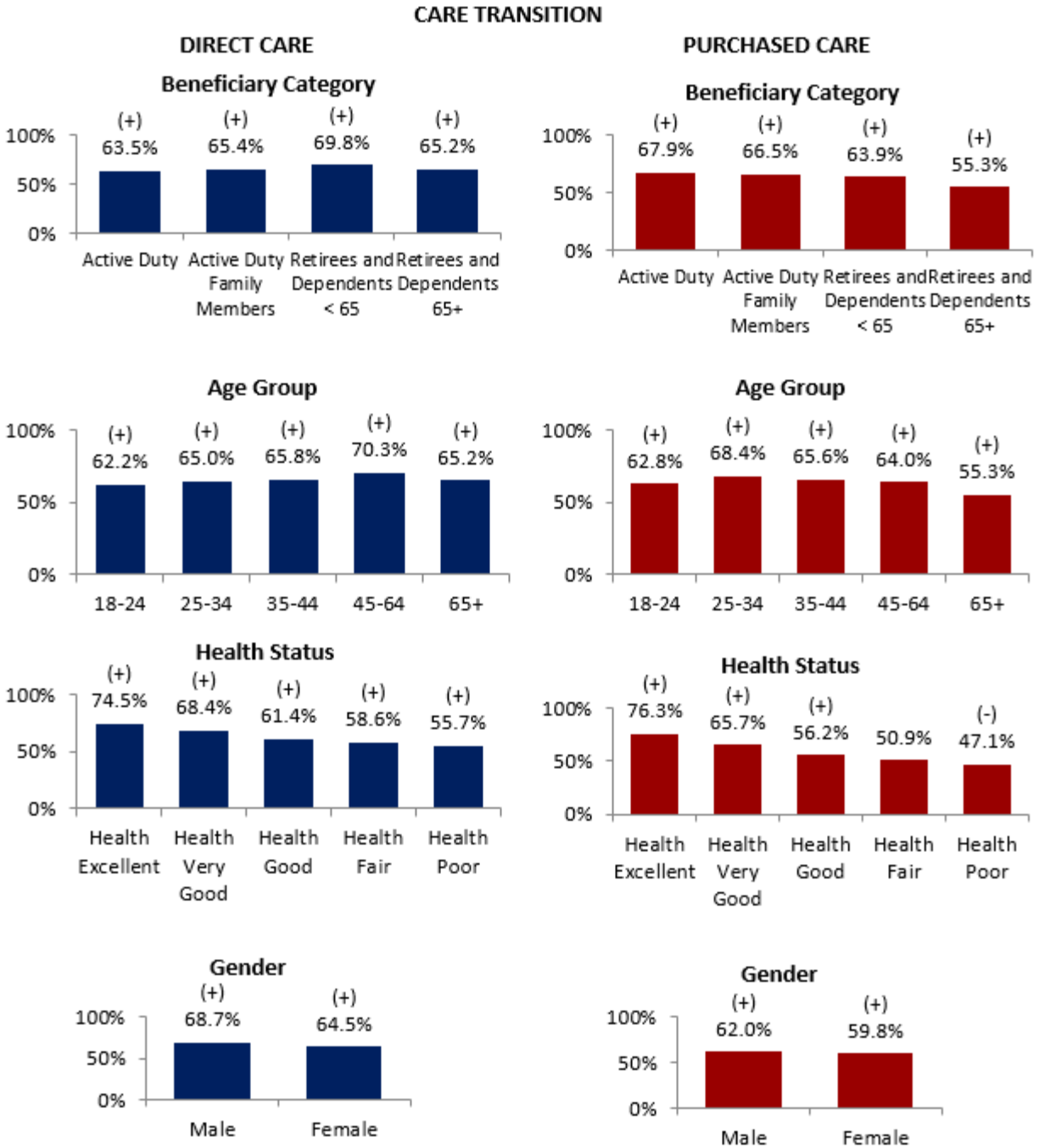
**Figure 8. Discharge Information Scores by Care Type and Demographic Group (continued on next page).**

**DISCHARGE INFORMATION**



Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

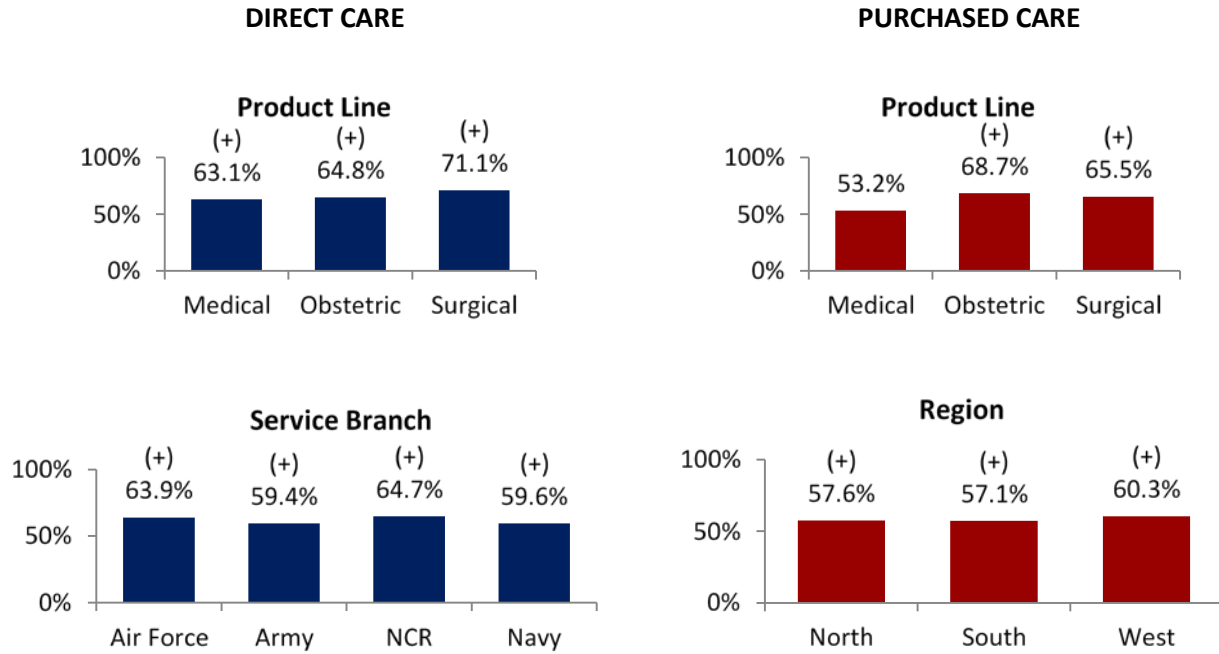
**Figure 8. (Continued). Discharge Information Scores by Care Type and Demographic Group.**



Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

**Figure 9. Care Transition Scores by Care Type and Demographic Group (continued on next page).**

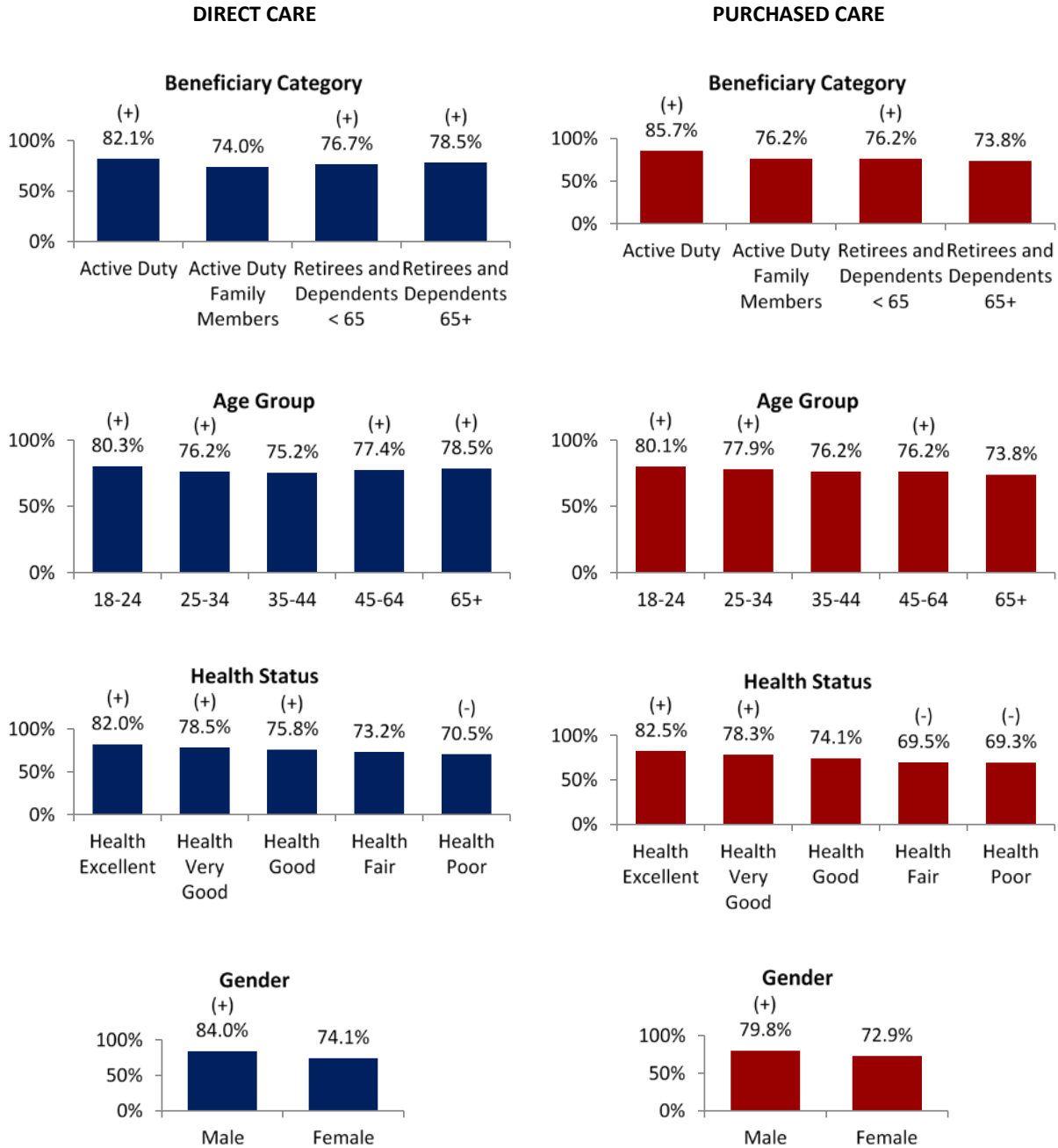
**CARE TRANSITION**



Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

**Figure 9. (Continued). Care Transition Scores by Care Type and Demographic Group.**

**CLEANLINESS OF HOSPITAL ENVIRONMENT**

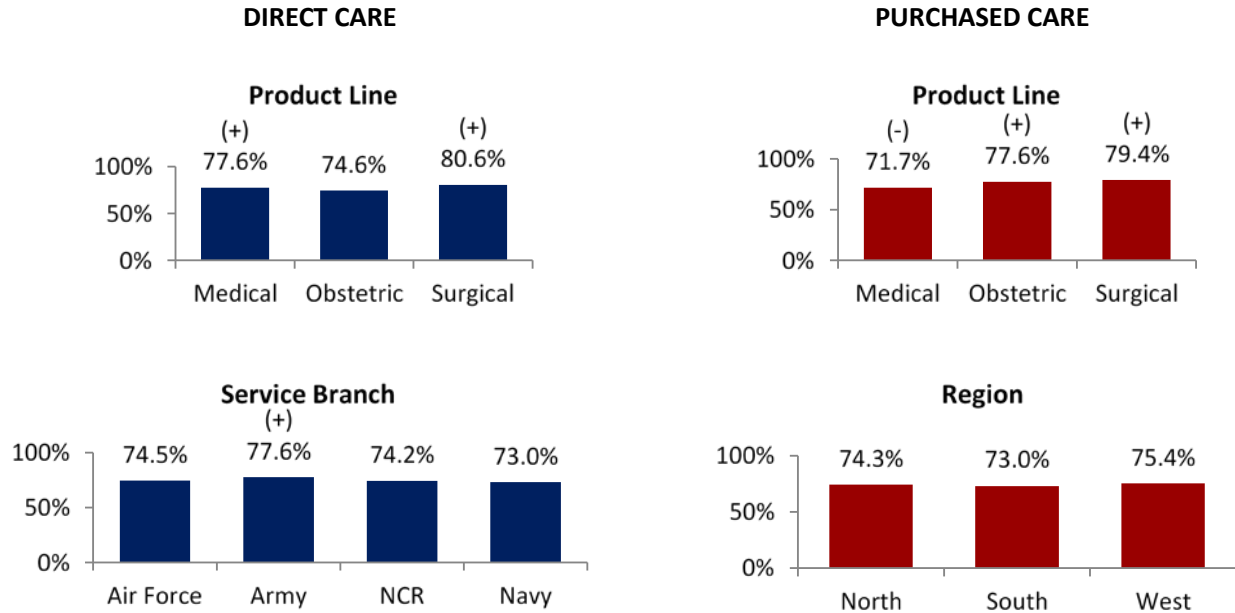


Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

**Figure 10. Cleanliness of Hospital Environment Scores by Care Type and Demographic Group (continued on next page).**



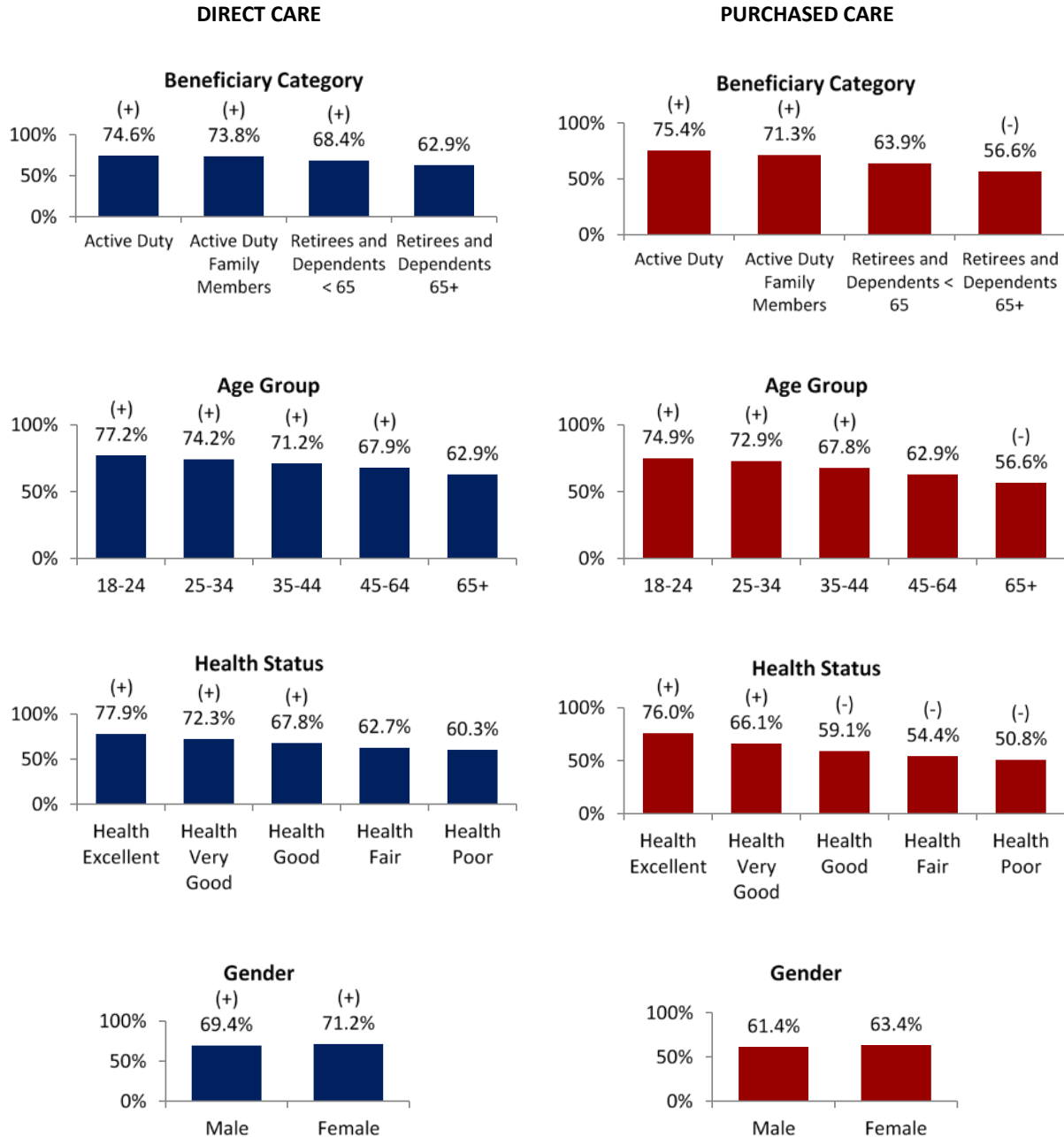
**CLEANLINESS OF HOSPITAL ENVIRONMENT**



Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

**Figure 10. (Continued). Cleanliness of Hospital Environment Scores by Care Type and Demographic Group.**

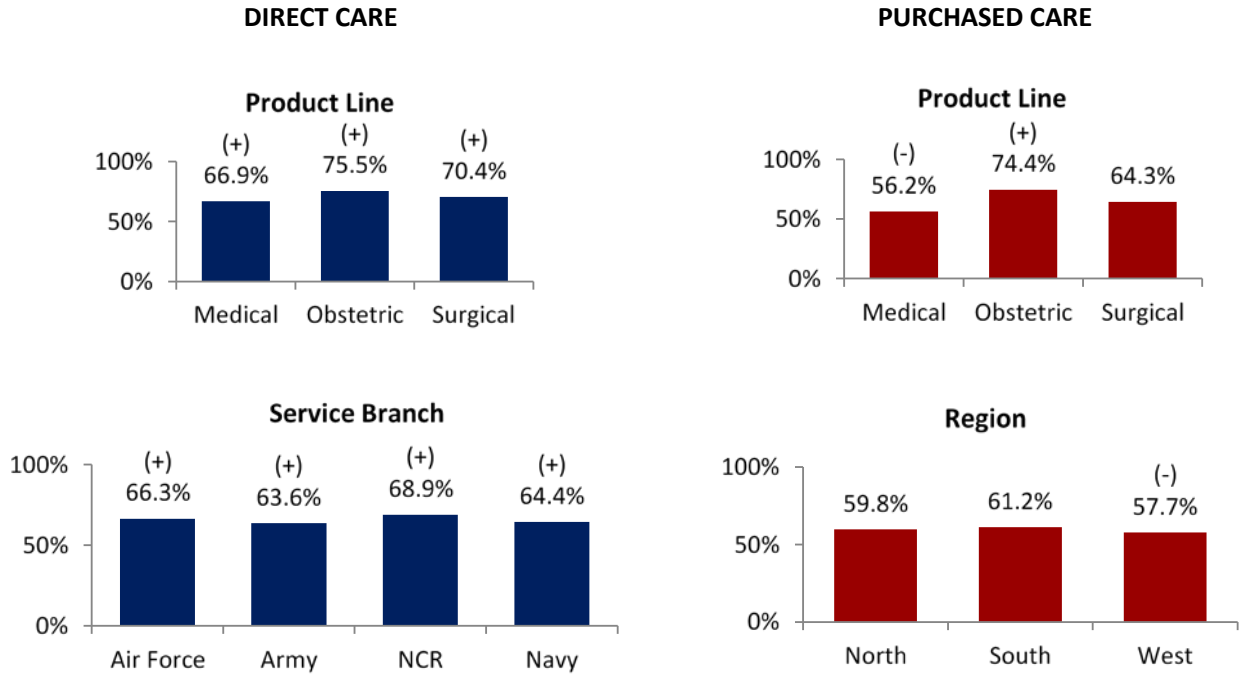
**QUIETNESS OF HOSPITAL ENVIRONMENT**



Note: Adjusted scores are not available for these analyses since scores are aggregated by variables used in patient-mix adjustments. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

**Figure 11. Quietness of Hospital Environment Scores by Care Type and Demographic Group (continued on next page).**

**QUIETNESS OF HOSPITAL ENVIRONMENT**

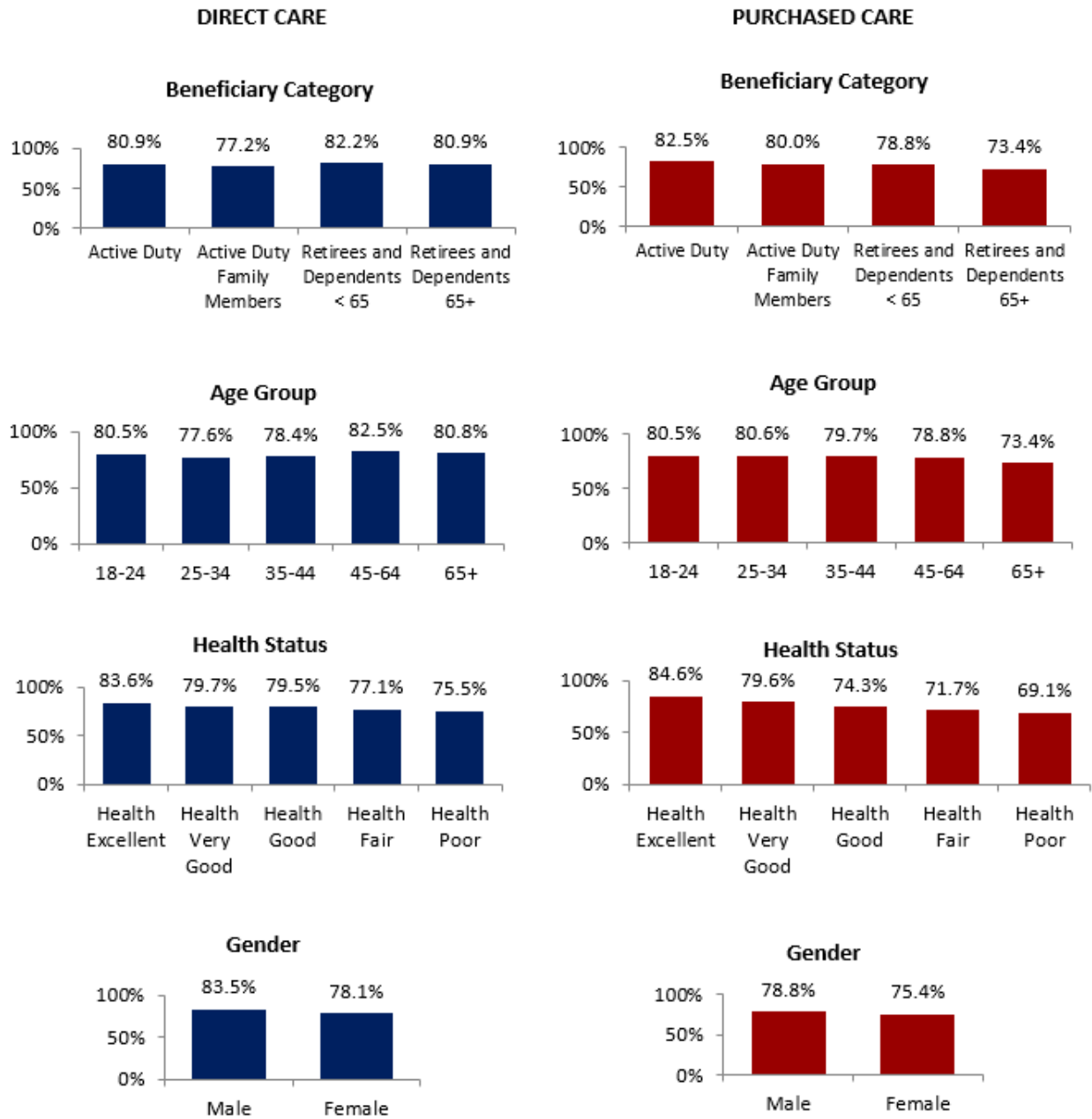


Note: Adjusted scores are not available for Product Line analyses since Product Line is used for patient-mix adjustments. Service Branch and Region analyses are adjusted. A plus (+) sign on a bar indicates that the score is significantly ( $p < 0.05$ ) higher than the benchmark, while a minus (-) sign indicates that the score is significantly lower than the benchmark.

**Figure 11. (Continued). Quietness of Hospital Environment Scores by Care Type and Demographic Group.**

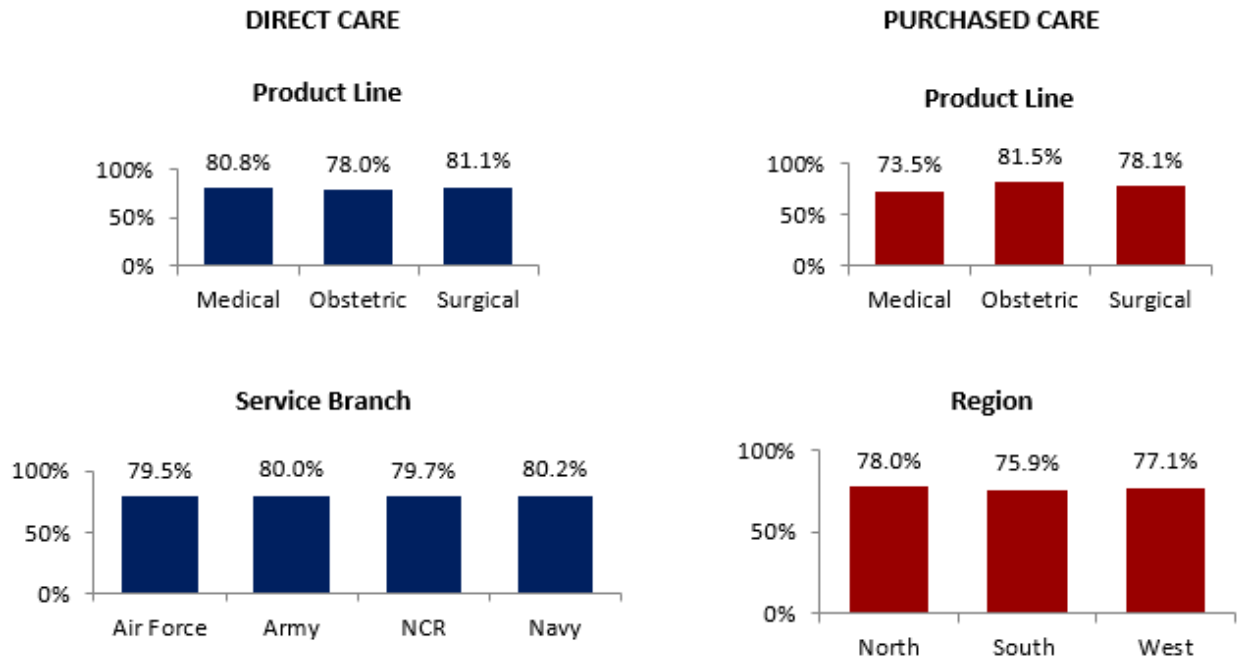
**APPENDIX K. GRAPHS FOR DoD SUPPLEMENTAL QUESTIONS**

**STAFF INTRODUCED SELF**



**Figure 12. Staff Introduced Self Scores by Care Type and Demographic Group (continued on next page).**

**STAFF INTRODUCED SELF**



**Figure 12. (Continued). Staff Introduced Self Scores by Care Type and Demographic Group.**

COMMUNICATION AMONG STAFF

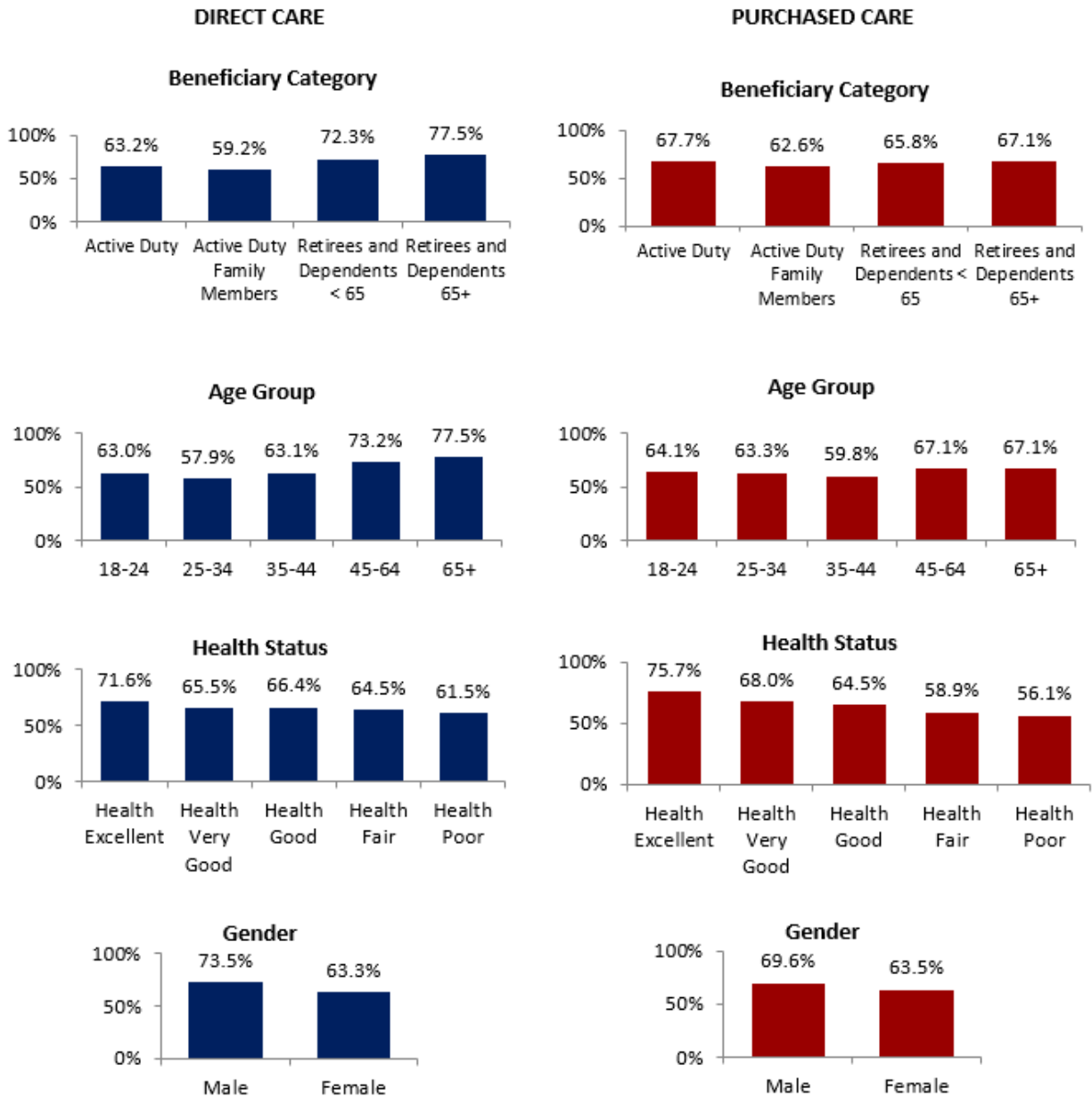
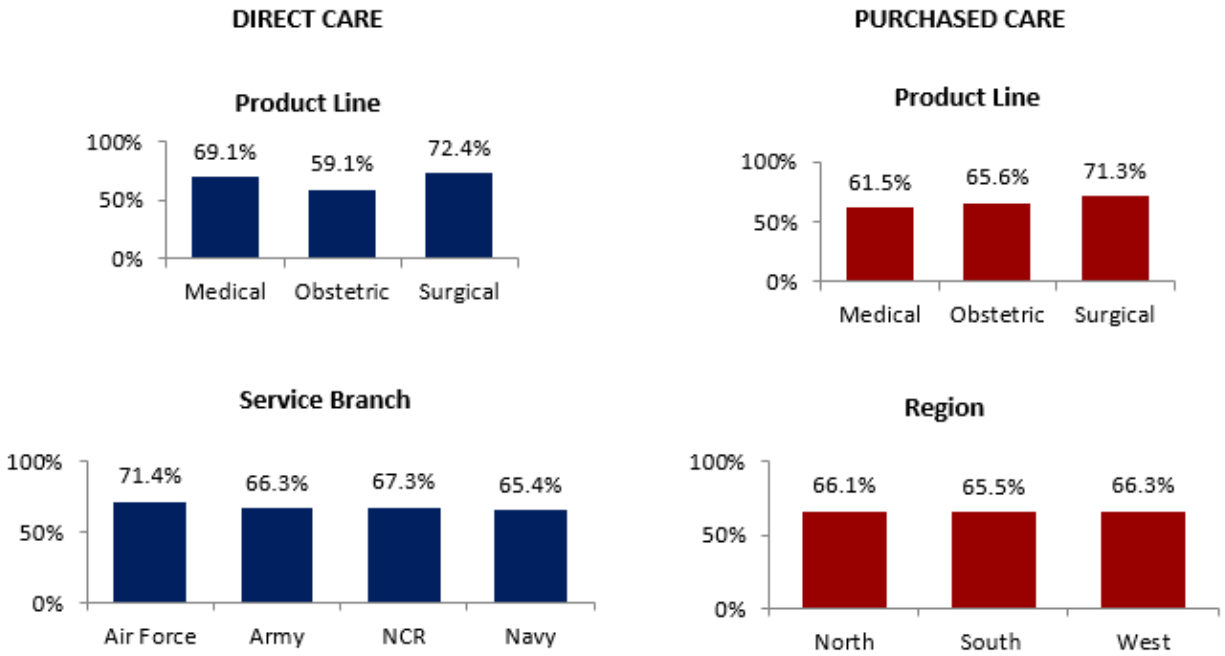


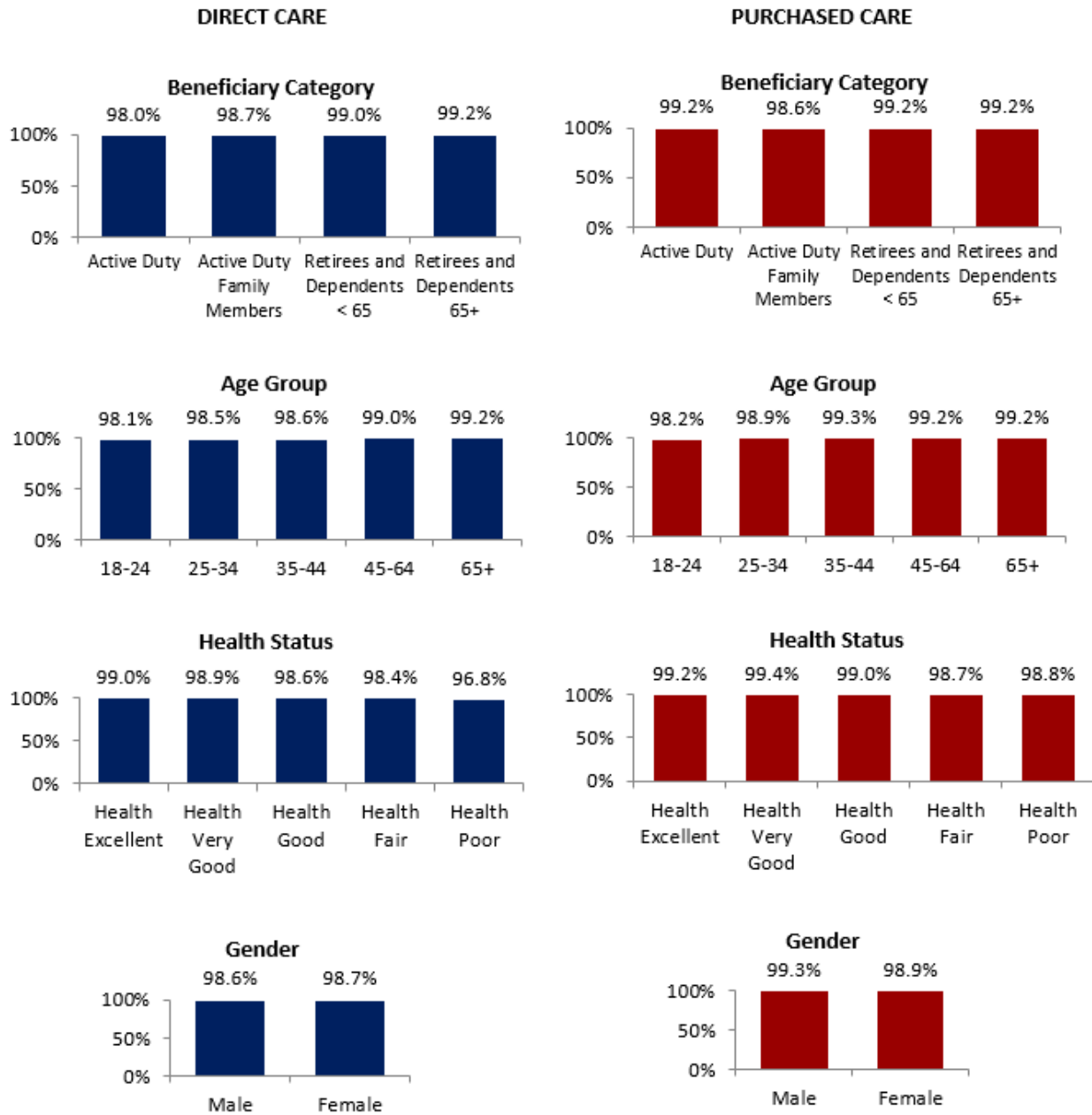
Figure 13. Communication among Staff Scores by Care Type and Demographic Group (continued on next page).

**COMMUNICATION AMONG STAFF**



**Figure 13. (Continued). Communication among Staff Scores by Care Type and Demographic Group.**

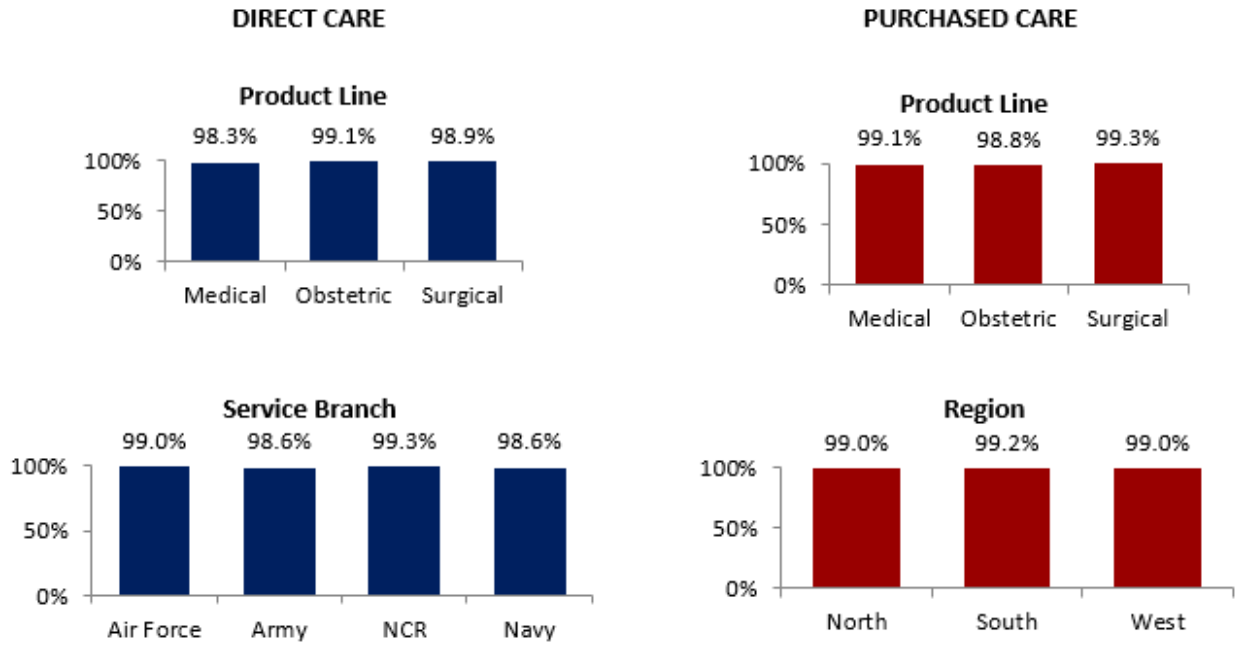
**FAMILY MEMBER STAYED**



**Figure 14. Family Member Stayed Scores by Care Type and Demographic Group (continued on next page).**



**FAMILY MEMBER STAYED**



**Figure 14. (Continued). Family Member Stayed Scores by Care Type and Demographic Group.**

REPEAT CARE

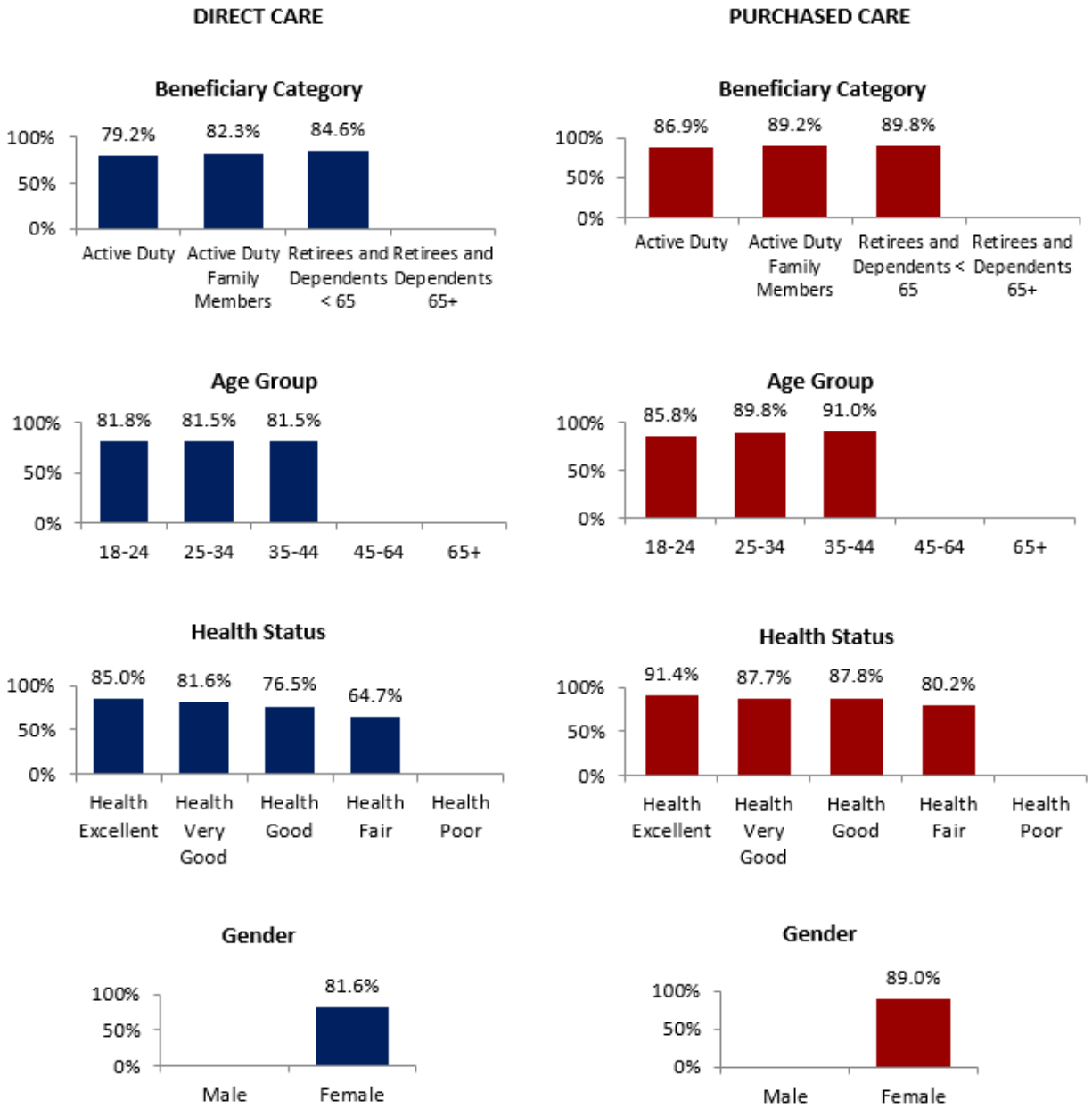
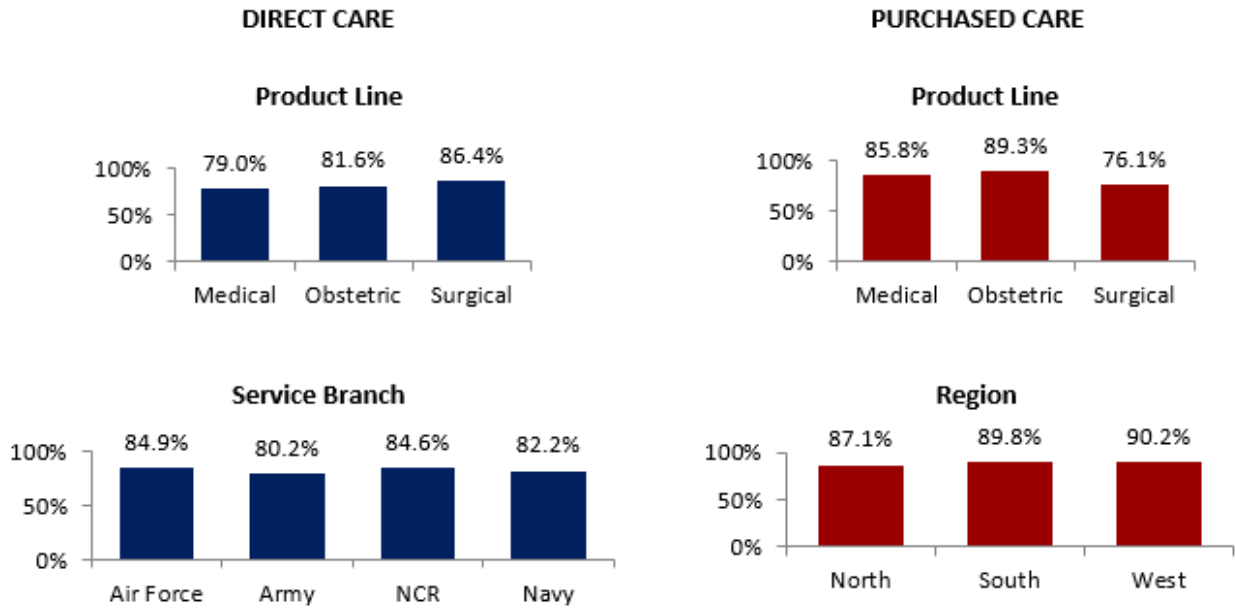


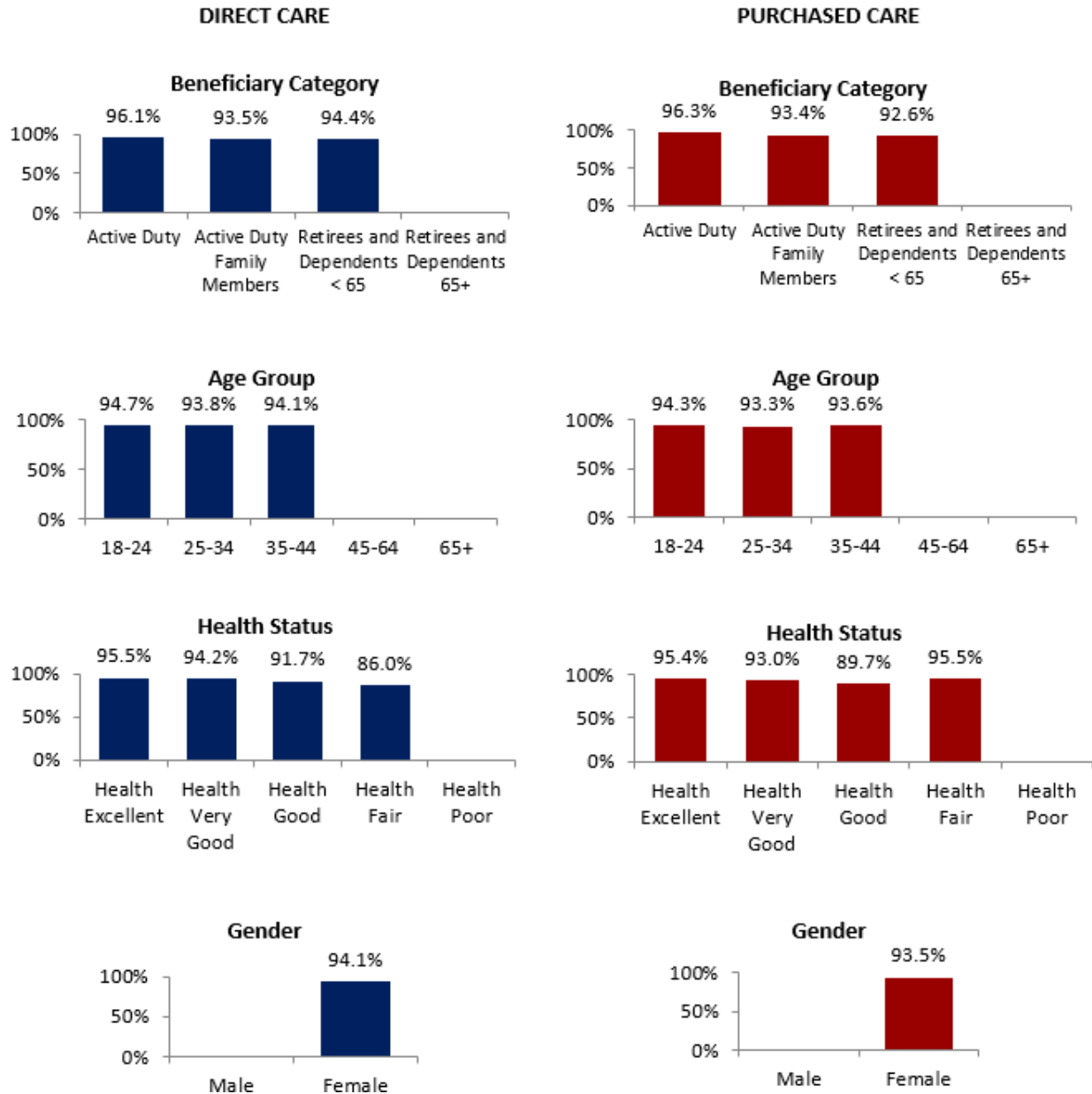
Figure 15. Obstetrics Repeat Care Scores by Care Type and Demographic Group (continued on next page).

**REPEAT CARE**



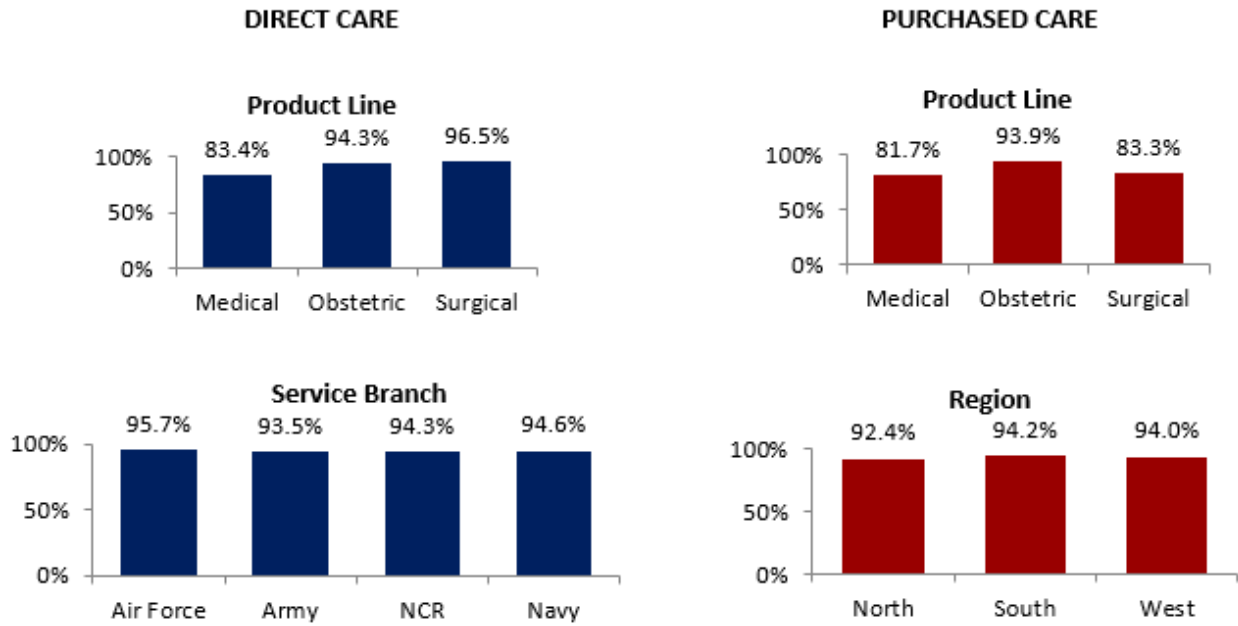
**Figure 15. (Continued). Obstetrics Repeat Care Scores by Care Type and Demographic Group.**

**EDUCATION ON BREASTFEEDING**



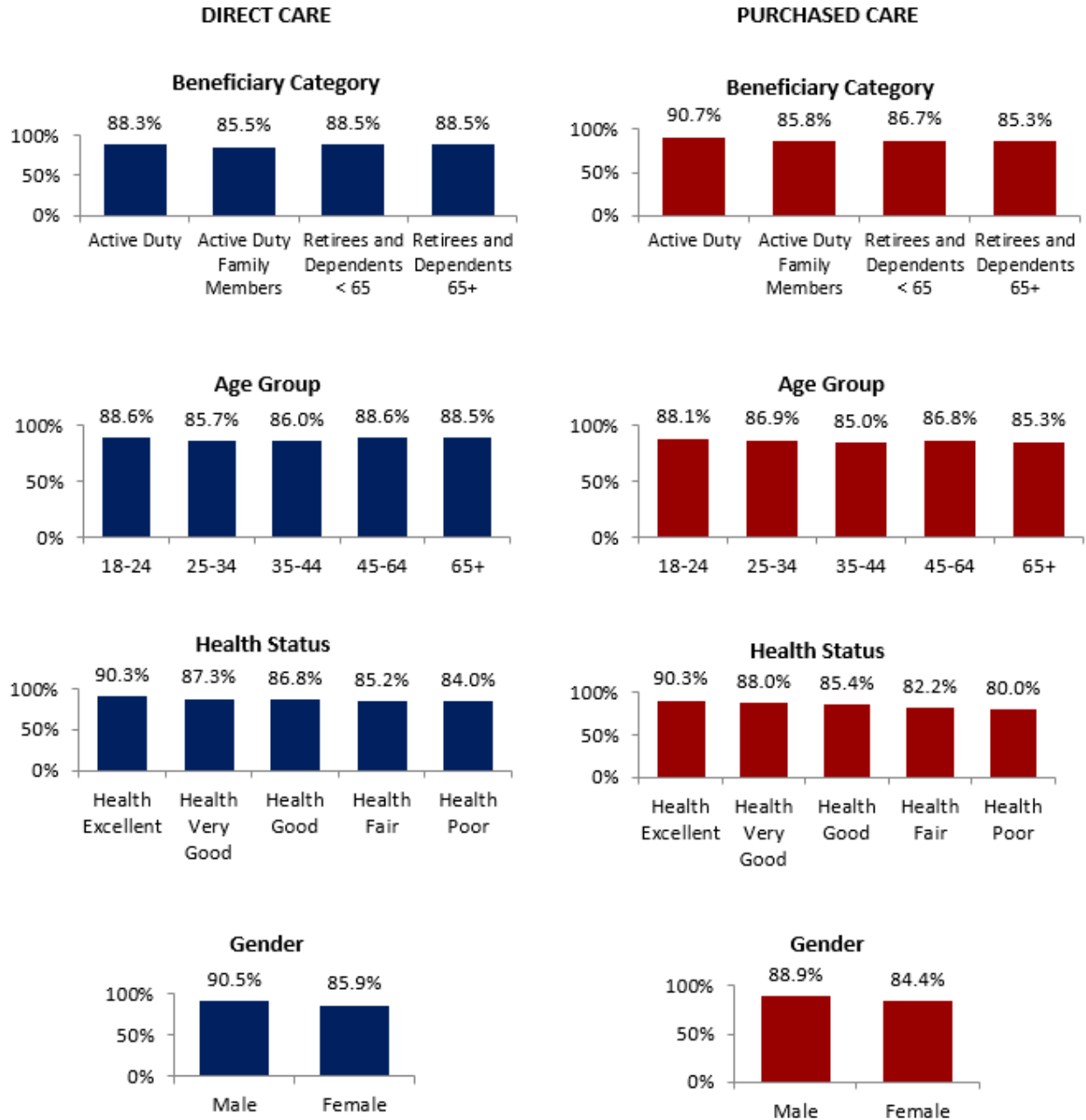
**Figure 16. Education on Breastfeeding Scores by Care Type and Demographic Group (continued on next page).**

**EDUCATION ON BREASTFEEDING**



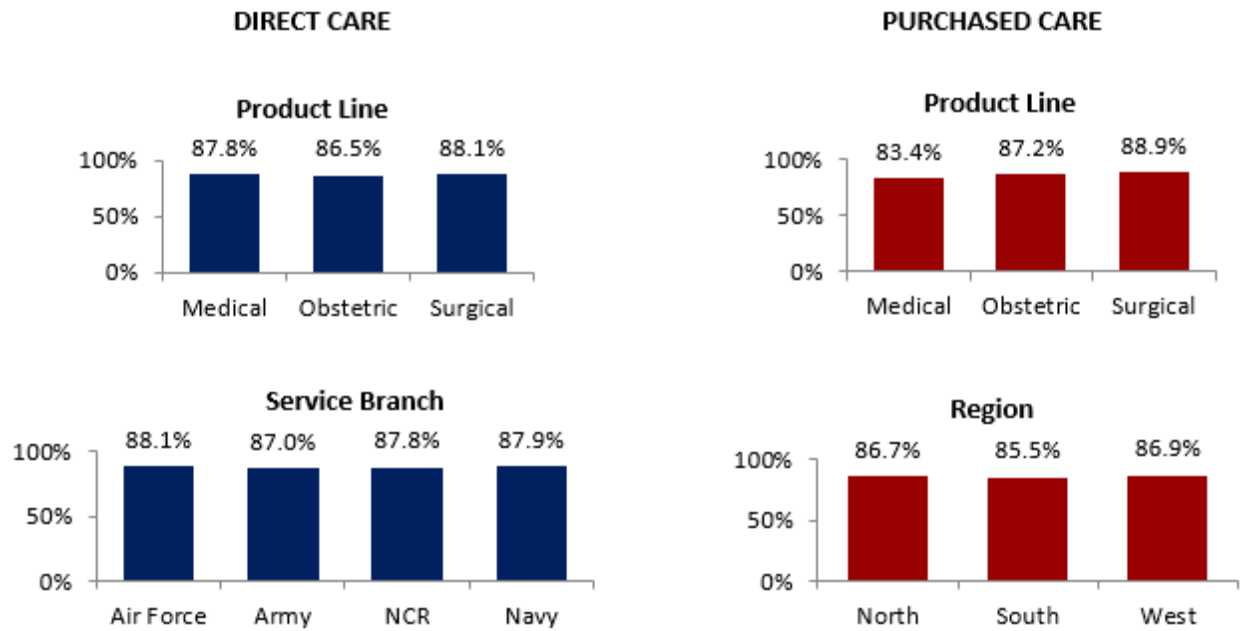
**Figure 16. (Continued). Education on Breastfeeding Scores by Care Type and Demographic Group.**

**STAFF WASHED HANDS**



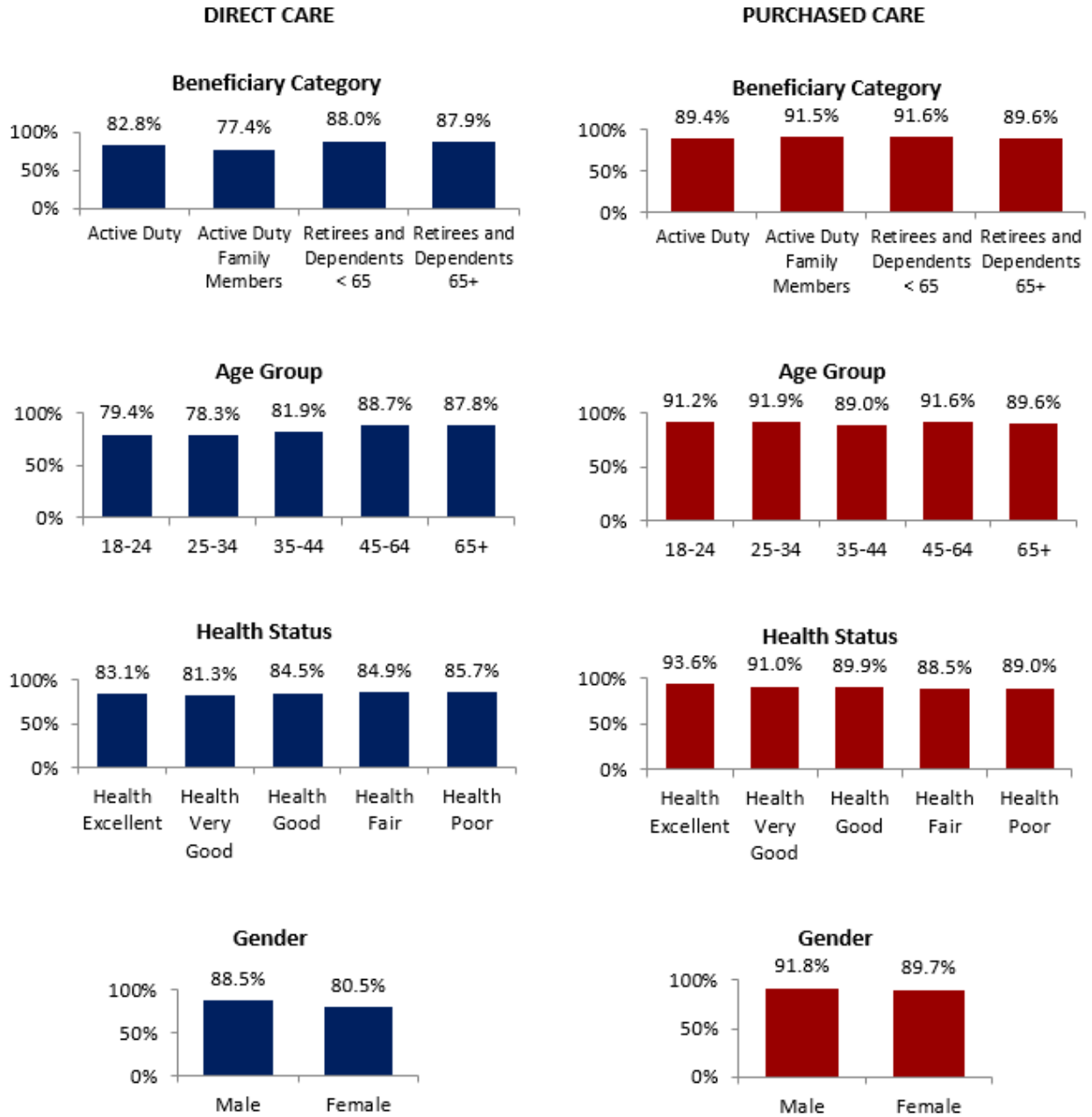
**Figure 17. Staff Washed Hands Scores by Care Type and Demographic Group (continued on next page).**

**STAFF WASHED HANDS**



**Figure 17. (Continued). Staff Washed Hands Scores by Care Type and Demographic Group.**

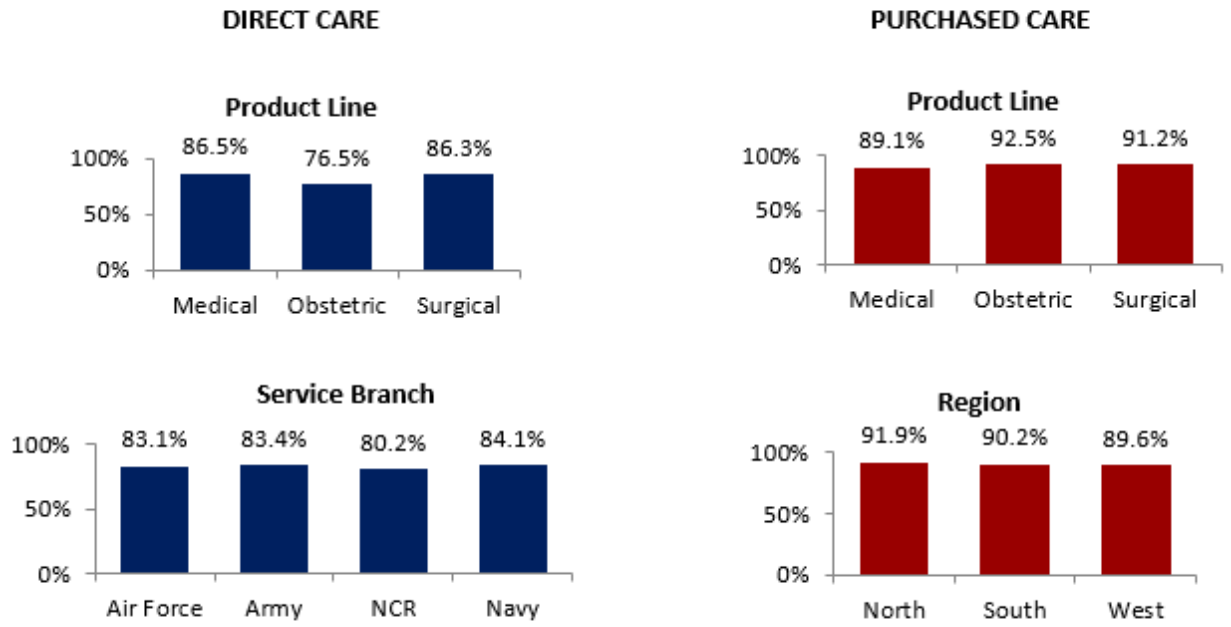
**STAFF CHECKED IDENTIFICATION**



**Figure 18. Staff Checked Identification Scores by Care Type and Demographic Group (continued on next page).**

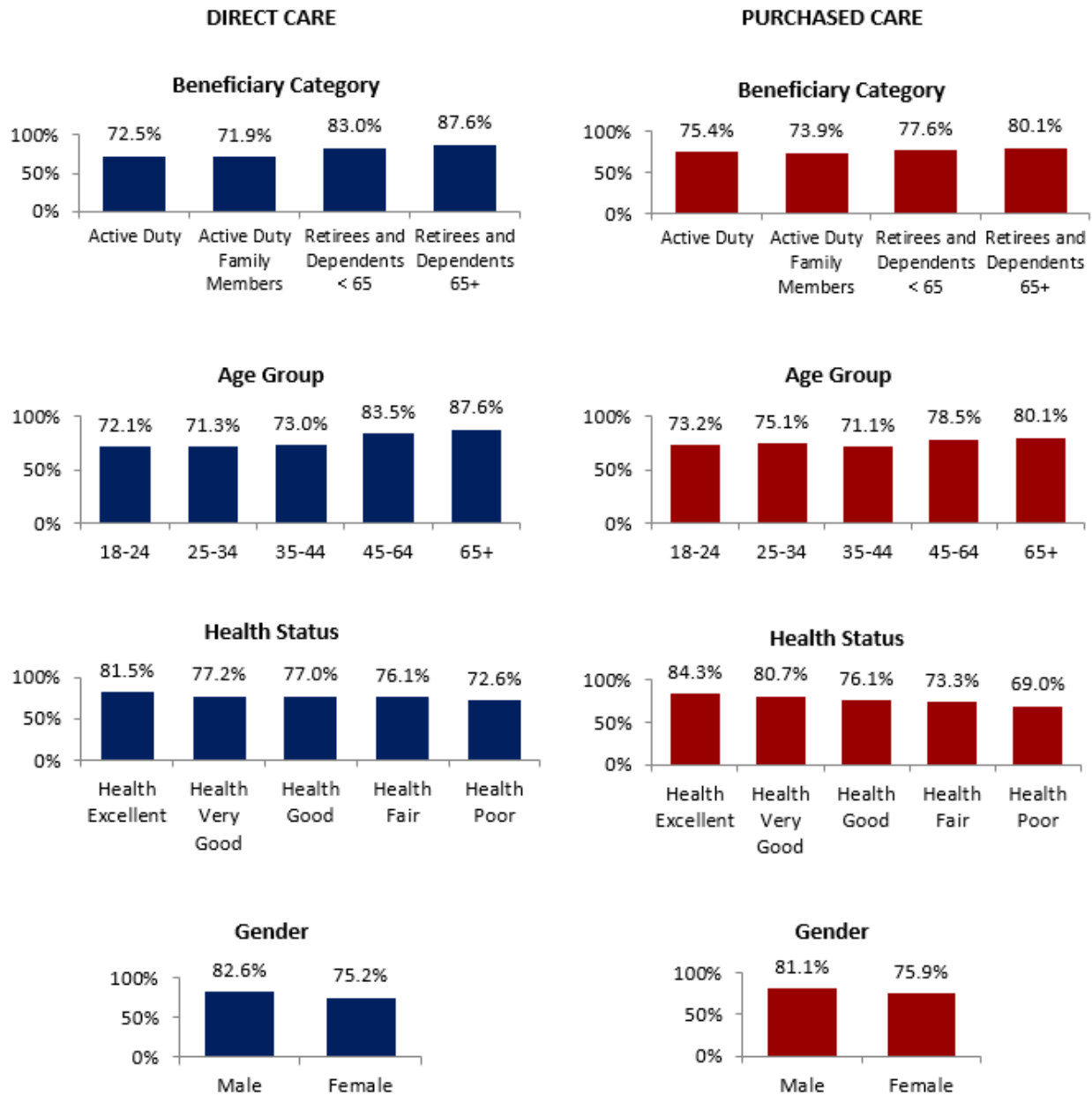


**STAFF CHECKED IDENTIFICATION**



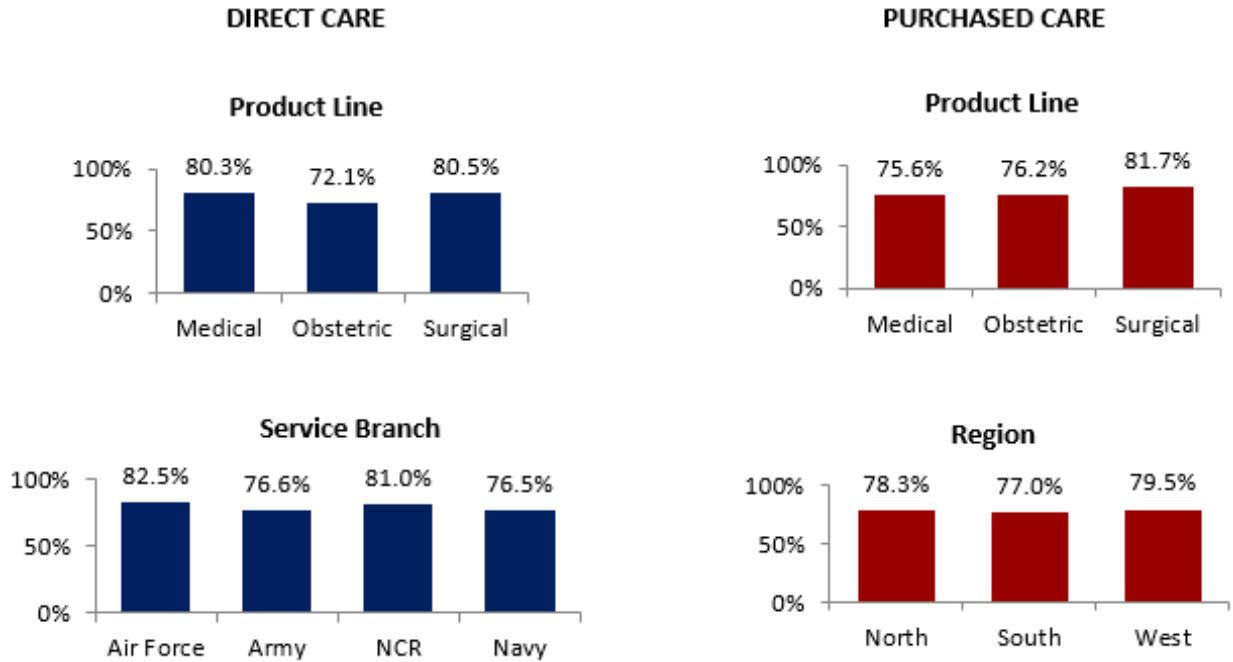
**Figure 18. (Continued). Staff Checked Identification Scores by Care Type and Demographic Group.**

**OVERALL NURSING CARE RATING**



**Figure 19. Overall Nursing Care Rating Scores by Care Type and Demographic Group (continued on next page).**

**OVERALL NURSING CARE RATING**



**Figure 19. (Continued). Overall Nursing Care Rating Scores by Care Type and Demographic Group.**