

OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE(HEALTH AFFAIRS) DEFENSE HEALTH AGENCY (DHA) ACTIVE SURVEYS SPONSORED BY THE DHA ANALYTICS AND EVALUATION DIVISION (AED)

Survey Name	Purpose	Who takes part in the survey	How is it given	How long is the survey	Contractor	DoD Report Control System
Health Care Survey of DoD Beneficiaries (HCSDB)	Designed to collect data on beneficiary views of military health care delivery regarding satisfaction with health care, health status, use and source of care, insurance and attitudes and knowledge of TRICARE	TRICARE beneficiaries world-wide (adults and children) eligible for military health care	Ongoing Web (email invite to AD SM) & Mail survey fielded three times a year	70 multiple choice questions takes about 12-15 minutes to complete	Altarum Institute/ DataStat/ Westat	DD-HA(A) 1942
Joint Outpatient Experience Survey (JOES)	Based on, combines and standardizes three Services outpatient surveys: Army (AMEDD Provider level Satisfaction Survey- APLSS), BUMED (Patient Satisfaction Survey- PSS), and Air Force (Service Delivery Assessment- SDA). Designed to collect data on beneficiary views of outpatient care recently received within direct care	TRICARE beneficiaries who had an outpatient visit within the direct care system during the survey reference period	Ongoing Web (email invite to AD SM) & Mail survey fielded Monday-Friday	27 multiple choice questions that takes about 8-10 minutes to complete	Ipsos	DD-HA(A) 2598
Joint Outpatient Experience Survey - CAHPS (JOES-C)	Designed to collect data on beneficiary views of outpatient care recently received within the direct care system as well as within CONUS purchased care network. Modeled on Consumer Assessment of Health Providers and Systems (CAHPS- C clinician and group survey) to allow MHS to compare results to the civilian benchmarks	TRICARE beneficiaries who had an outpatient visit within the direct or purchased care system during the survey reference period	Ongoing Web (email invite to AD SM) & Mail survey fielded monthly	47 multiple choice questions that takes about 10-15 minutes to complete	Ipsos	DD-HA(A) 2598

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TRICARE Inpatient Satisfaction Survey (TRISS) and Pediatric Inpatient Satisfaction Survey (Peds CAHPS)	Designed to collect data on beneficiary views with their recent hospitalization experience. Assess satisfaction with healthcare services in an inpatient setting for Medical/Surgical and Childbirth services	TRICARE beneficiaries (adults 18 years or older for TRISS and children 17 years and younger for Peds CAHPS) who had an inpatient hospital stay within direct care or purchased care facility during the survey reference period	Ongoing Mail, Telephone Interviews, Web	40 multiple choice questions that takes about 10 minutes to complete	Ipsos / Chenega Analytic Business Solutions, LLC / Altarum Institute	DD-HA(A) 2076
Surveys of experiences with TRICARE Managed Care Support Contractors to include TRICARE Mail Order Pharmacy, TRICARE Dental Program, TRICARE Dual-Eligible Fiscal Intermediary Contract (Medicare claims processing), and the Regional Health Care Support Services contractors	Designed to collect data on beneficiary user satisfaction with MCSC services; part of performance incentive awards review	TRICARE beneficiaries who received purchased care services through one of these contractors during the survey period	Ongoing Telephone Interviews each quarter	10 questions that takes 6 minutes to complete	Deloitte Consulting LLP / Zogby Analytics	DD-HA(M) 2185

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Survey Name	Purpose	Who takes part in the survey	How is it given	How long is the survey	Contractor	DoD Report Control System
Survey of Civilian Provider Acceptance of TRICARE Select Survey - Providers (TSS-P) and TRICARE Select Survey - Beneficiaries (TSS-B)	4-year study designed to collect data on the number of providers who accept TRICARE Select patients, any new patients (of any insurer), new Medicare patients, the reasons for not accepting TRICARE Select or Medicare	Randomly selected civilian physicians (MDs and Dos) and non-physician behavioral health providers in selected locations each year	Ongoing Multi-mode Surveys	Provider Survey: 12 questions that takes 5 minutes to complete. Beneficiary Survey: 90 questions that takes 20 minutes to complete	Deloitte Consulting LLP / Zogby Analytics Altarum Institute/ DataStat / Westat	OMB 0720-0031
TMA Opinion Research Panel	Designed to collect data on Active Duty Service members' satisfaction, views, concerns and issues about a variety of topics including access to care, access to specialty care, communications, expectations and other topics of importance to healthcare in the military. Surveys are distributed on a monthly basis with panel members participating in multiple surveys	Active Duty Service Members in the United States	Web-based	8-10 multiple choice and open-ended questions that takes around 10 minutes to complete	Deloitte Consulting LLP / Zogby Analytics	NA

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Survey Name	Purpose	Who takes part in the survey	How is it given	How long is the survey	Contractor	DoD Report Control System
DHA Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey on Ambulatory Surgical Care	The CAHPS Ambulatory Surgical Care Survey asks patients to report on and rate their experiences with a surgeon and the surgeon's practice. The primary objectives of this study are to obtain patient feedback on each stage of ambulatory surgical care at multiple levels of the delivery system.	The sample will be drawn from a list of individuals (adults age 18 and older) who have received care from a given military treatment facility or purchased care claim during the specified time interval	Web-based	47 questions closed-ended questions estimated to take less than 15 minutes to complete	Chenega Analytic Business Solutions, LLC / Altarum Institute	DD - HA(A) 2468
Survey of Military Parents of Children Diagnosed with Autism Spectrum Disorder	Designed to evaluate the usage of health care services and the effectiveness of the Autism Care Demonstration (ACD) by reaching out to the parents of children with autism spectrum disorder in the MHS	Administered to MHS parents/guardians with a child under 18 years old with Autism Spectrum Disorder	Participants invited to take survey through a postal mailing containing a hard copy of the survey as well as instructions on how to login and complete the survey online	90 multiple choice questions, takes about 17-20 minutes to complete	NA	DD-HA(A) 2368

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Survey Name	Purpose	Who takes part in the survey	How is it given	How long is the survey	Contractor	DoD Report Control System
DoD COVID-19 Vaccination Status Questionnaire	Designed to (1) exercise due-diligence to reach out to the vast majority of our authorized vaccine eligible population (but has not received the COVID-19 vaccine per MHS records) with instructions on how to receive the vaccine; (2) Understand existing vaccine demand; (3) Inform future(i.e. booster) vaccination efforts; (4) Lift an administrative burden from the MTFs by executing a standardized survey at the HQ level; (5) Remind message/ questionnaire recipients to have their medical record updated with their vaccination as applicable	Administered to authorized vaccine eligible population who have not received the COVID-19 vaccine per MHS records	Web-based	3 multiple choice questions takes about 2 minutes to complete	NA	OMB 0720-0069
TRICARE Urgent Care Satisfaction Survey	The survey will examine the use of urgent care by TRICARE beneficiaries in TRICARE purchased care provider networks to understand primary care leakage	The sample frame includes all eligible TRICARE Prime enrollees during the reference period who submitted a claim for urgent care visit at network purchased care provider	Telephone survey	12 questions that takes less than 10 minutes to complete	NA	DD-HA-2622