



Customer Satisfaction Customer Relations Office Tripler Army Medical Center

Customer satisfaction is important to us at Tripler Army Medical Center and the Pacific Regional Medical Command (PRMC). We like to know when you think we are doing a good job and we want to know where you think we can improve. Tripler Army Medical Center uses two primary surveys, the Army Provider Level Satisfaction Survey (APLSS) and the Interactive Customer Evaluation (ICE) survey, asking our customers to rate our services.

Does this APLSS survey look familiar to you?



DEPARTMENT OF THE ARMY
OFFICE OF THE SURGEON GENERAL
SURVEY PROGRAM OFFICE (SUITE 669)
5109 LEESBURG PIKE
FALLS CHURCH, VA 22041-3258

Please use pen or dark pencil to mark an "X" in the answer box.

Correct Incorrect

EXAMPLES:

Please return your completed questionnaire in the enclosed envelope to, P.O. Box 5033, Chicago, IL 60685.

Army Patient Satisfaction Survey

We need your help. We are trying to improve the quality of care we give our Soldiers and their families.

According to our records you recently had a healthcare visit with (PROVIDER'S NAME) on (VISIT DATE) at the Martin Army Community Hospital. Is this correct?

Yes → Please continue with the survey.
 No, saw someone else ... → Please continue with Q9.
 No, didn't have visit → Please stop and return your survey now.

Thinking specifically about your visit with (PROVIDER'S NAME) on (VISIT DATE) at the Martin Army Community Hospital, please rate how much you disagree or agree with each of the following. Please mark an "X" in the box for the answer that is closest to your opinion.

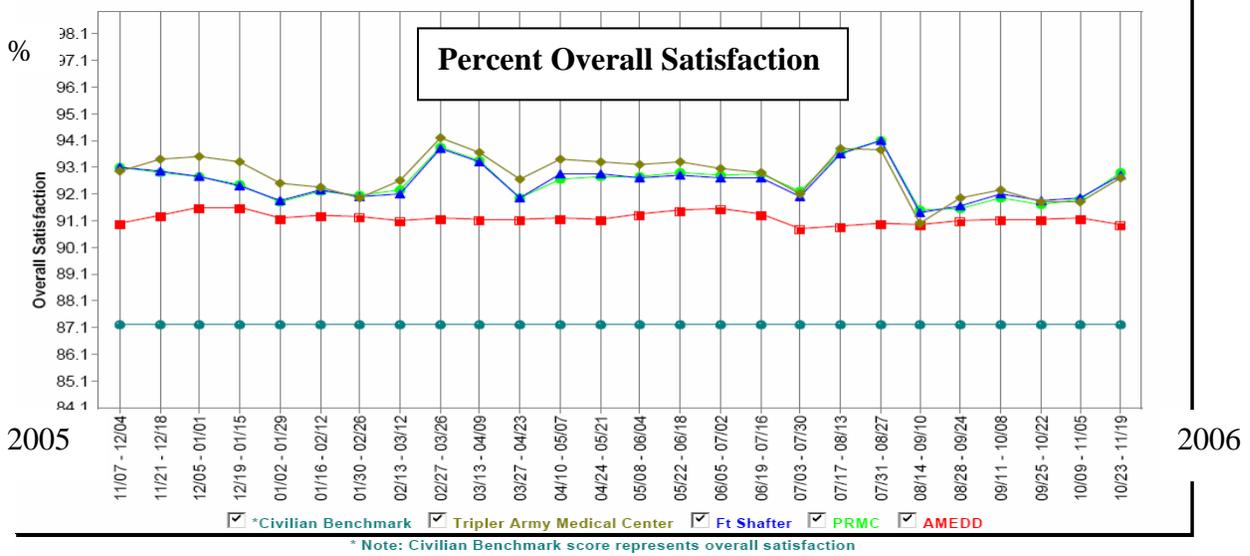
	Completely Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Completely Agree
1. This provider, (PROVIDER'S NAME), spent the time with you that your medical problem required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. This provider listened to you carefully about your concerns and questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. This provider understood your problem or condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. This provider treated you with courtesy and respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. This provider explained what was being done and why	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. This provider helped you with your problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Completely Dissatisfied	Somewhat Dissatisfied	Neither Satisfied nor Dissatisfied	Somewhat Satisfied	Completely Satisfied
7. Overall, how satisfied do you feel about your visit with (PROVIDER'S NAME)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

APLSS SURVEY

The Office of the Surgeon General (OTSG) mails **APLSS** surveys to a sample of Army patients throughout the world to ask how Army providers and facilities are meeting the needs of the patients they serve, related to a single outpatient appointment. This survey program is similar to the Kaiser Survey Program.

During Fiscal Year (FY) 2006, many patients in the PRMC answered the survey questions resulting in 24,805 responses. These patient customers rated the PRMC 92.6% on Overall Satisfaction (question 7) which was the highest rating throughout the Army regions of the world. The Army Medical Department (AMEDD) average Overall Satisfaction score was 91.1% for FY '06 and the Civilian Benchmark comparison was 87.1%.

The graph below shows these comparisons for 26 periods (two weeks each), ending November 19, 2006.



(APLSS continued)

20 survey questions were scored similarly by patient customers. The PRMC scored highest of the seven regions on 11 of the 20 questions surveyed during FY '06. PRMC continually strives to improve in all areas and scored highest of all the regions on 16 of the 20 questions surveyed during the month of November 2006. Areas where our patient customers tell us that we did well include:

- Question 1: Provider spent the time with you that your medical problem required 94%
- Question 2: Provider listened to you carefully about your concerns and questions 94.2%
- Question 3: Provider understood your problem or condition 93.1%
- Question 4: This provider treated you with courtesy and respect 96.1%
- Question 5: This provider explained what was being done and why 94%
- Question 6: This provider helped you with your problem 90.5%
- Question 7: Overall, how satisfied do you feel about your visit with your provider? 92.9%

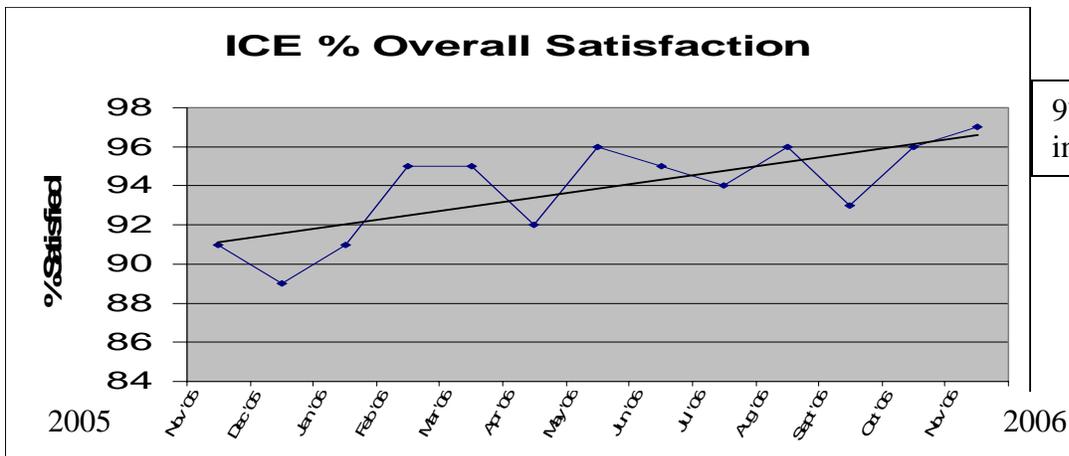
Even though the PRMC is leading many of the other AMEDD regions, survey scores and customer comments tell us we still have room to improve some of our services (i.e. phone service, wait time, courtesy and helpfulness of staff, coordination of visit, cleanliness and comfort of the facility, convenience of the facility, pharmacy, laboratory, and radiology services). Leadership at PRMC provides survey feedback to all departments strive for continuous improvement.

The OTSG announced an AMEDD Business Plan goal to increase Overall Satisfaction Rating and Phone Service by 2% for FY '08. Surveys will continue to be tracked and trended and results will be shared with the community. PRMC leadership urges their patient customers to complete the surveys if received, so they can make a contribution to the most valuable part of this process.

ICE SURVEY

Another survey tool the Army uses to receive customer feedback is the Interactive Customer Evaluation (ICE) survey. This survey differs from the Army Provider Level Satisfaction Survey (APLSS) in that any customer (in-patients, out-patients, employees etc.) may complete an ICE survey and have the option to request a response from management.

During FY '06, TAMC received 8457 completed ICE surveys. The November 2006 satisfaction level was 97% derived from 1024 responses. The chart below shows the upward trend in satisfaction from November 2005 to November 2006.



97% satisfaction level in November 2006



You may complete an online ICE survey by going to the TAMC website and clicking on the ICE icon, or go to <http://ice.disa.mil> If you prefer a paper survey, pick up a Focus Card from one of the clinics or the Customer Relations Office. Mail it to us or drop it off at the Customer Relations office, room 4G 818, near the Mountainside Entrance. Keep those surveys coming to us. We want to hear from you!