

[\[Categorical Listing\]](#) [\[Numerical Listing\]](#)



THE ASSISTANT SECRETARY OF DEFENSE

WASHINGTON, DC 20301-1200

NOV 18 1996

**MEMORANDUM FOR:** SURGEON GENERAL OF THE ARMY  
SURGEON GENERAL OF THE NAVY  
SURGEON GENERAL OF THE AIR FORCE

**SUBJECT:** Policy for Customer Satisfaction Survey

The Program Review and Evaluation section of OASD(Health Budgets and Programs) is developing a highly significant initiative to obtain current information regarding patient satisfaction with the effectiveness and efficiency of individual MTF visits. This centralized effort will permit direct comparisons among clinics/MTFs, of the same clinic/MTF over time, and of clinics/MTF against civilian benchmarks. We need the cooperation of many levels and offices within the MHSS to expedite this initiative.

United Healthcare Corporation (UHC), Minnetonka, MN is the D/SIDDOMS contractor conducting this program. MTFs will be required to forward selected patient data from appointments on clinics which see more than 200 outpatients per month to UHC which will prepare a random sample and mail questionnaires direct to the patients' home 30-50 days after the appointment. The questionnaire will be customized to the date, time, and clinic of the appointment, ask 15-20 multiple choice questions about the visit and allow space for written comments. Patients will be asked to mail completed questionnaires directly back to UHC which will produce descriptive and trending reports based on the multiple choice questions. UHC will forward all written comments directly to the MTF, without analysis. Patient data will be collected monthly and UHC will prepare "rolling" monthly reports (based on the past three months data) for MTFs. UHC will also prepare quarterly "roll-up" reports to Lead Agents, Surgeons General and Health Affairs within 45-60 days of the end of each quarter.

In order for an initial mailing to occur in mid-February 1997, MTFs will be required to forward patient appointment information to UHC in January or very early February following a procedures guide which UHC will develop and distribute. We will use this initial survey to thoroughly test procedures, sampling plan, validity and reliability of data, etc, and expect to begin "routine" patient mailings in April based on March appointment data. And I ask all U.S. based MTFs to fully comply with the data collection and forwarding procedures which are developed to allow this important effort to proceed.

The Health Affairs points of contact for this effort are Dr. Robert Opsut or Lt Col Frank Rubino who may

be reached at DSN 761-7895 or (703) 681-7895.

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**HA POLICY 97-013**

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[\[Top\]](#)

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Last update: 1/5/1999