

Office of the Assistant Secretary of Defense (Health Affairs)  
TRICARE Management Activity

**Active Surveys Conducted by Defense Health Cost Assessment and Program Evaluation**

Updated: 11 June 2012

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SURVEY NAME	PURPOSE	Who take's part in the survey	How is it given?	How long is the Survey ?	Contractor/ Agency conducting survey	DoD RCS License Number *
<b>Health Care Survey of DOD Beneficiaries (HCSDB)</b>	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 Mail & Web survey fielded each quarter	About 100 multiple choice questions on 25 pages that takes about 25 minutes to complete	Altarum Institute/ Synovate, Inc.	RCS: DD-HA(A) 1942
<b>TRICARE Outpatient Satisfaction Survey (TROSS)</b>	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	TRICARE beneficiaries who received direct or purchased care as an outpatient during the survey period.	Ongoing Mail Telephone Interviews Web once a month	About 49 multiple choice questions that takes about 15 minutes to complete	Altarum Institute/ Data Stat/ Data Recognition Corporation	RCS: DD-HA(M)2292
<b>TRICARE Inpatient Satisfaction Survey (TRISS)</b>	Designed to collect data on beneficiary views with their recent hospitalization experience. Assess satisfaction with healthcare services in an inpatient setting Med/Surg and OB	TRICARE beneficiaries who received direct or purchased care as inpatients during the survey period.	Ongoing Mail Telephone Interviews Web	About 40 multiple choice questions that takes about 10 minutes to complete	Altarum Institute/ Data Stat/ Data Recognition Corporation	RCS:DD-HA(A) 2076
<b>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</b>	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	About 10 questions that takes 6 minutes to complete	Zogby International	RCS: DD-HA(M)2185

<b>Survey of Civilian Provider Acceptance of and Beneficiary Experience Accessing TRICARE Standard or Extra</b>	4-year study designed to collect data on the number of providers who accept TRICARE standard pts, any new patients (of any insurer), new Medicare patients, the reasons for not accepting TRICARE Standard or Medicare.	Randomly selected civilian physicians ( MDs and Dos) and non-physician behavioral health providers in selected locations each year.	Ongoing Telephone Interviews	About 20 questions that takes 5 minutes to complete	Altarum Institute/ DataStat	OMB 0720-0031
<b>Health Related Behaviors Survey</b>	Designed to collect data on the health behaviors of military personnel to facilitate evaluation of policies and programs	Active and Reserve Service Members (except recruits, Service academy students and selected others)	Ongoing Internet and on-site data collection; with mail to remote sites	About 100 multiple choice questions that takes 60 minutes to complete	RTI International (Reserve) and ICF International (AD SM)	On-Site/Mail: DD-HA (AR)2189 Internet: DD-HA(AR)2226
<b>Telephone Survey of Service Members Health Care Experience Post Operational Deployment</b>	Establish a mechanism to assess the health care experiences of Service Members following return from Operational Deployment and provide actionable information to the Services.	AD only (to include Guard and Reserve) who have returned at least once from an operational deployment	Ongoing quarterly telephone interviews	About 40 questions that takes about 13 minutes to complete	Altarum Institute/ DataStat	RCS: DD-(HA) (M) 2276
<b>Ambulatory Same Day Surgery Survey</b>	Designed to collect data to provide comprehensive information on how beneficiaries rate satisfaction with their outpatient same day surgery	Randomly selected beneficiaries who had an outpatient same day surgery within the last three (3) months at a military treatment facility.	Telephone survey twice a year (March and June 2012)	About 25 multiple choice questions that takes about 10-15 minutes to complete.	Zogby International	RCS: HA (A) 2468