



Medical Treatment Facility REPORT CARD



Develop America's Medical Airmen Today ... for Tomorrow

SERVICE DELIVERY ASSESSMENT (SDA) Air Force Surgeon General weekly survey questions

1. On a scale of 1 to 5, with 1 being “Strongly Disagree” and 5 being “Strongly Agree,” how much to you agree with the following statement? In general, I am able to see my provider(s) when needed.
- 2a. How many days did you have to wait between making the appointment and actually seeing a provider? 1= same day, 2=1-7 days, 3=8-30 days, 4=31 days or longer
- 2b. If you waited 31 days or longer, on a scale of 1 to 5 with 1 being “Completely Dissatisfied” and 5 being “Completely Satisfied,” how satisfied were you with the length of time you had to wait for your appointment?
3. On a scale of 1 to 5 with 1 being “Completely Dissatisfied” and 5 being “Completely Satisfied,” overall, how satisfied are you with the healthcare you received?
4. On a scale of 1 to 5 with 1 being “Completely Dissatisfied” and 5 being “Completely Satisfied,” how satisfied are you with the management of your healthcare needs?
5. On a scale of 1 to 5 with 1 being “Completely Dissatisfied” and 5 being “Completely Satisfied,” how would you rate the satisfaction with the provider you saw?
6. On a scale of 1 to 5 with 1 being “Poor” and 5 being “Outstanding,” how well did your provider and/or staff answer your questions about your medical condition and treatment in a way that you could understand?
- 7a. During your visit, were changes made to your medications? 1 = No 2 = Yes
- 7b.. If changes were made, did you receive a complet list of your current medications? 1=No, 2=Yes
8. On a scale of 1 to 5, with 1 being “Definitely No” and 5 being “Definitely Yes,” based on the care you received at this appointment, would you say, “they give me exactly the help I want (and need) exactly when I want (and need) the help?”
9. Do you know how to report a patient safety concern? 1=No, 2=Yes
10. On a scale of 1 to 5, with 1 being “Poor” and 5 being “Outstanding,” did the actual care provided meet your expectations?

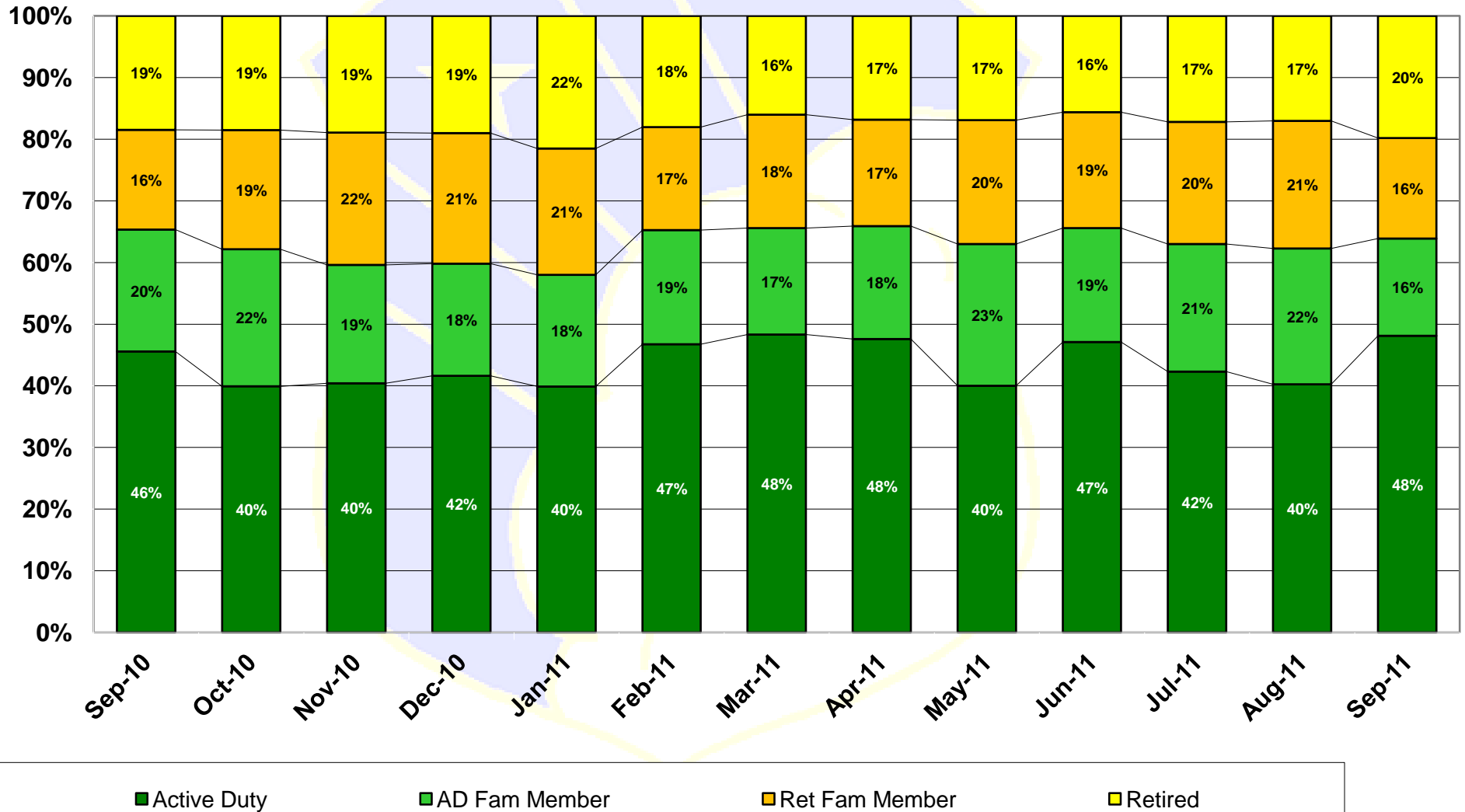


Beneficiary Category



Develop America's Medical Airmen Today ... for Tomorrow

BENEFICIARY CATEGORY



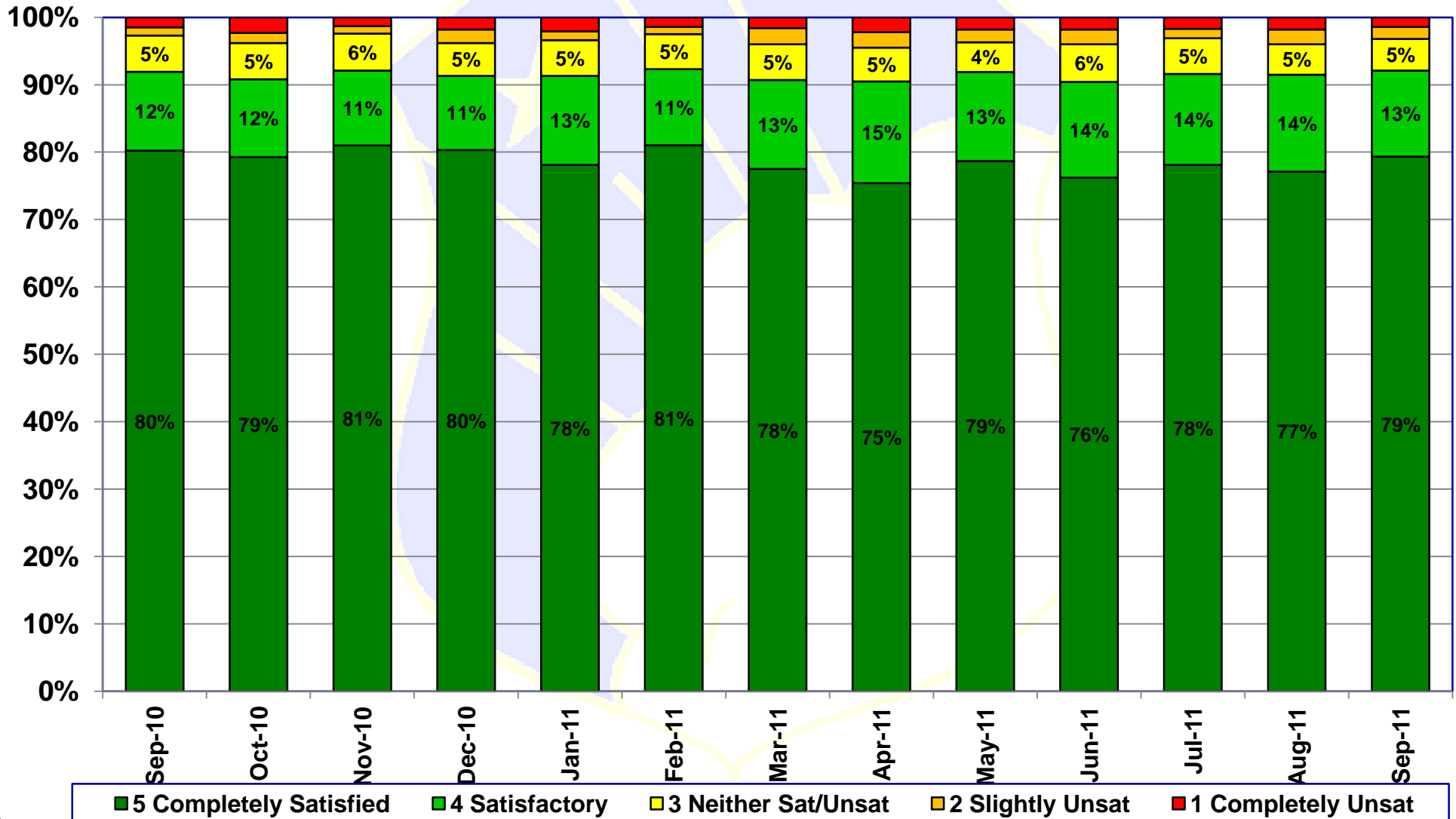


Overall Patient Satisfaction



Develop America's Medical Airmen Today ... for Tomorrow

OVERALL PATIENT SATISFACTION



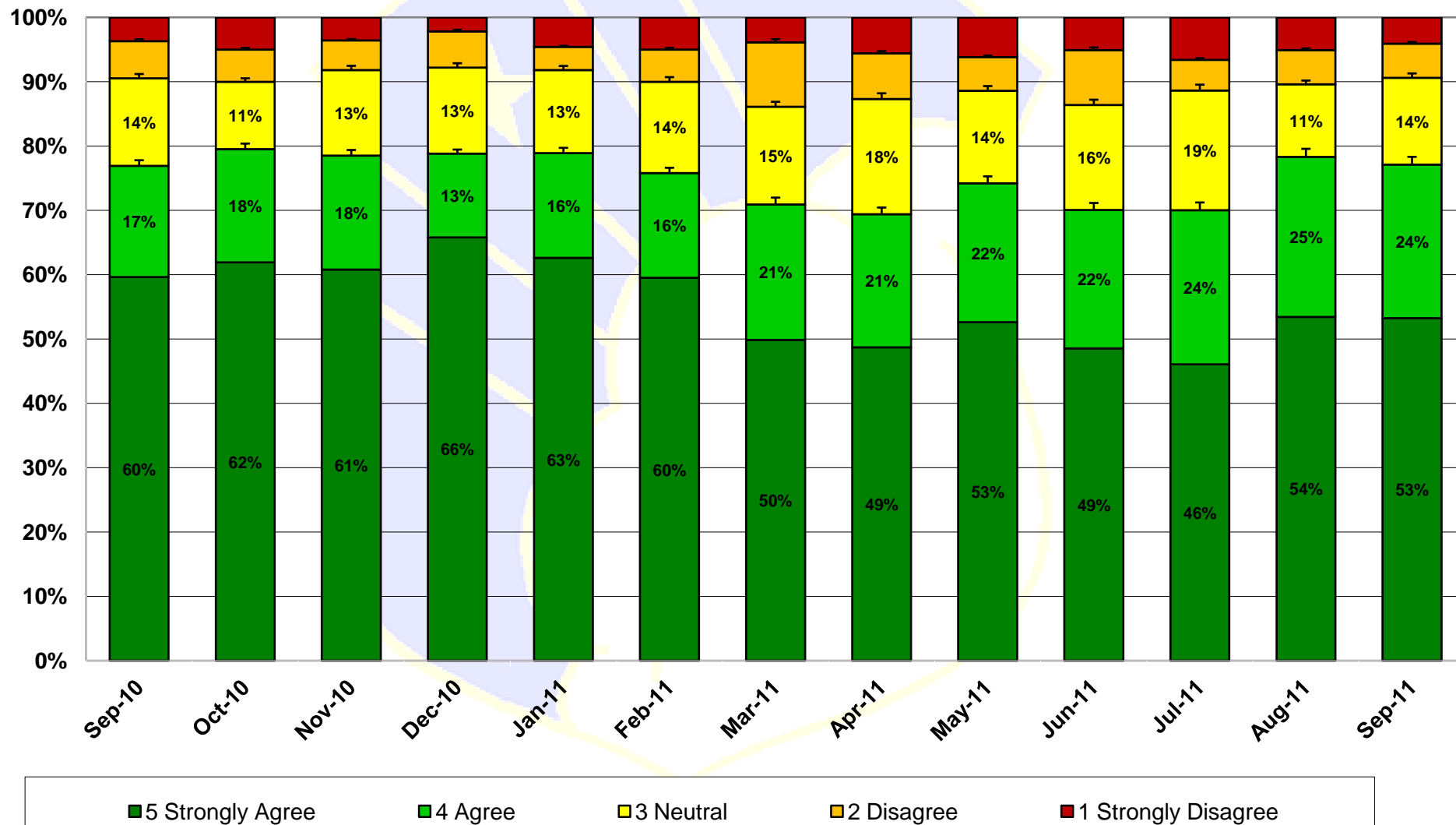


Able To See Provider When Needed



Develop America's Medical Airmen Today ... for Tomorrow

Able to see Provider when needed



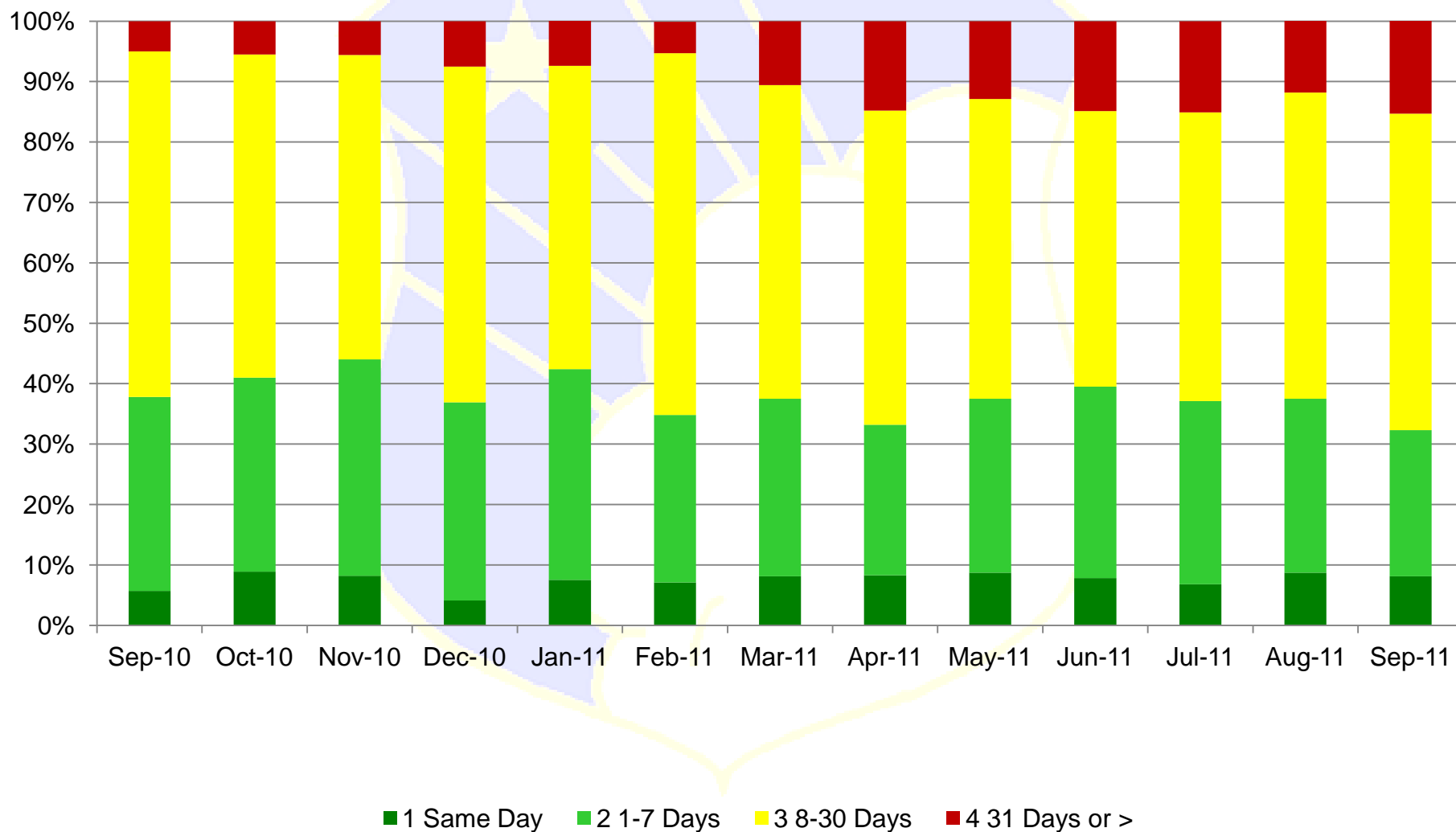


Wait Time Between Booking Appt And Seeing The Provider



Develop America's Medical Airmen Today ... for Tomorrow

Wait time between booking appt and seeing the provider



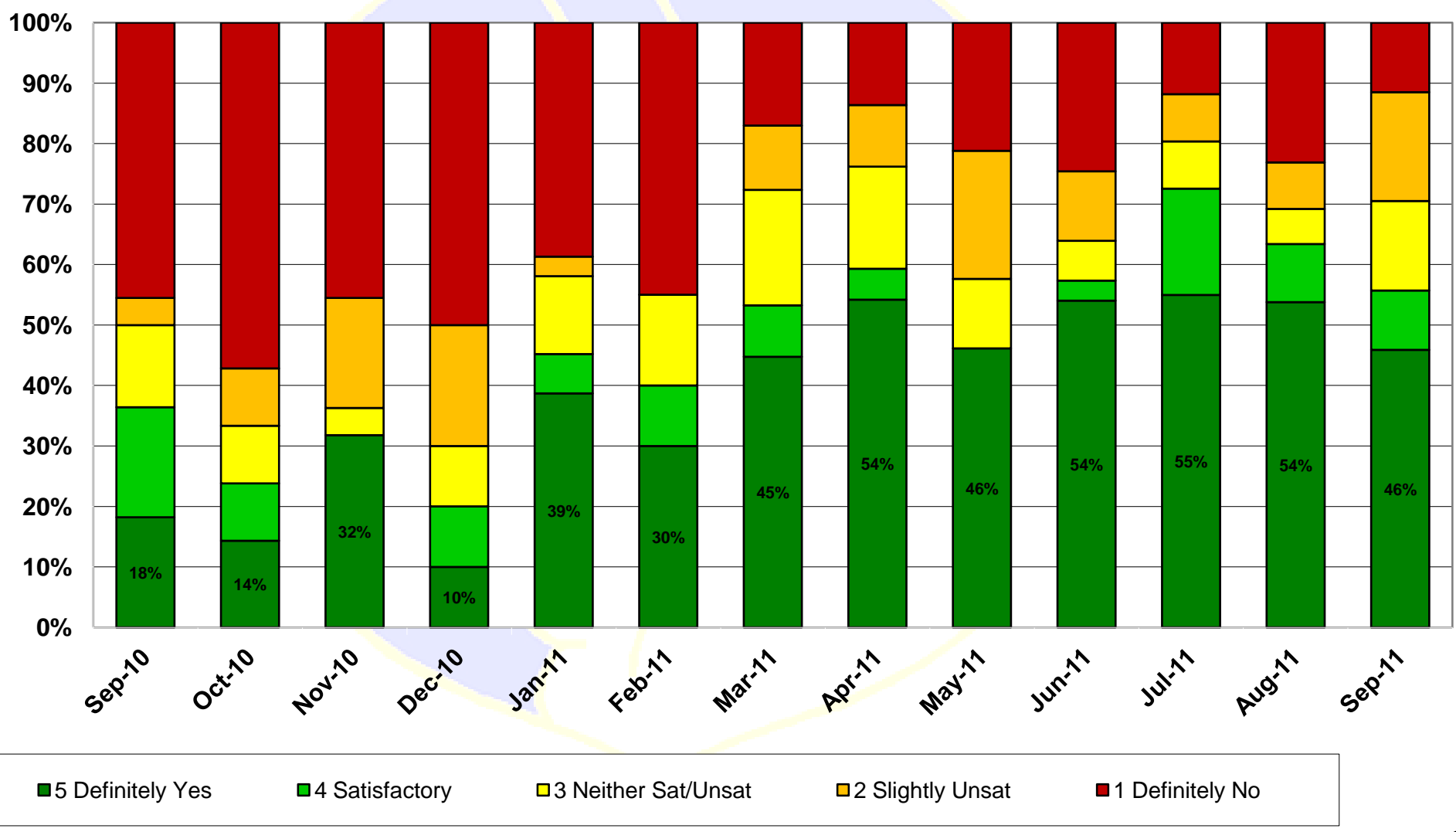


If Wait > 31 Days, How Satisfied With Wait



Develop America's Medical Airmen Today ... for Tomorrow

If wait > 31 day, how satisfied with wait



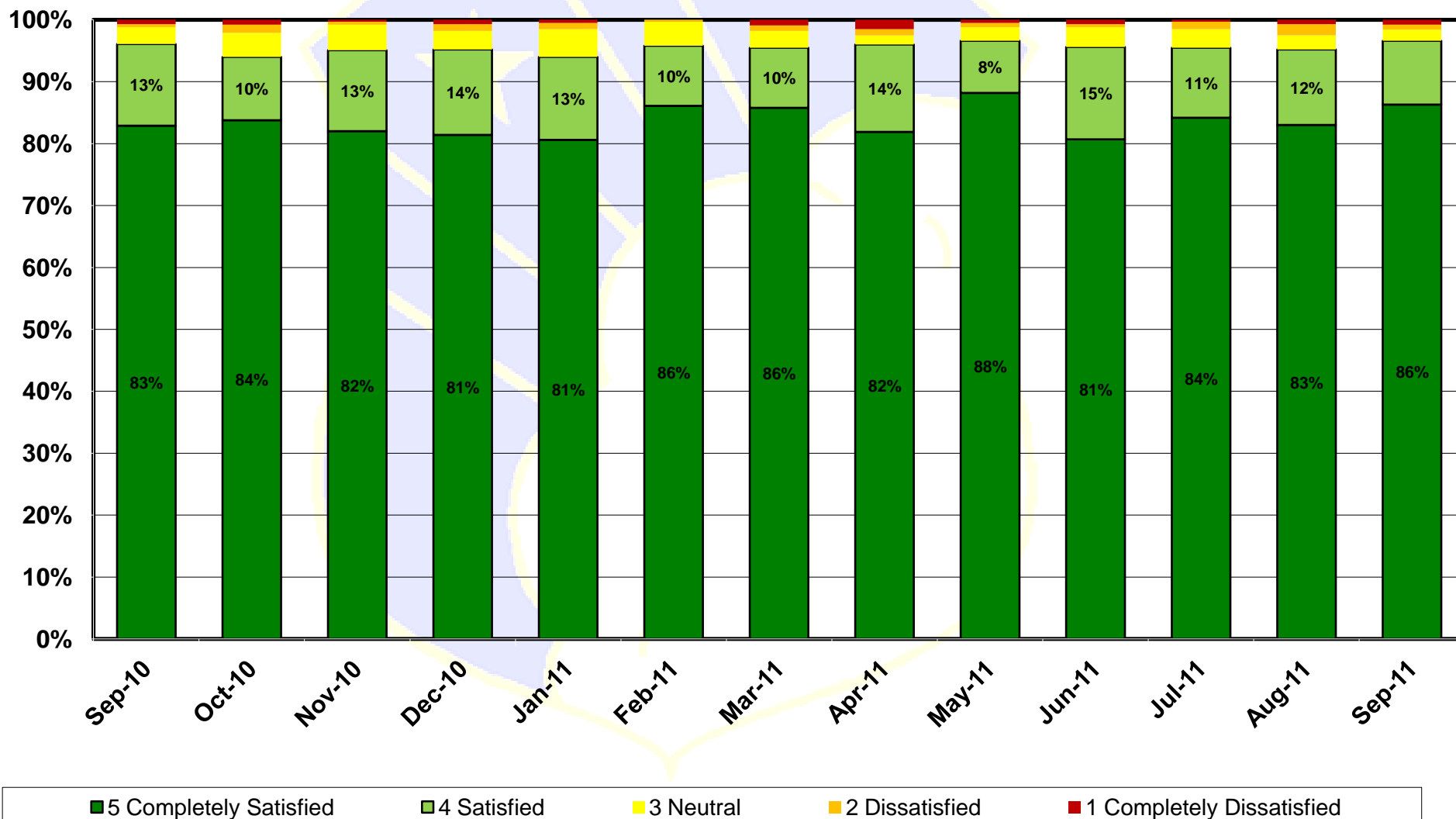


Satisfied With Healthcare Received



Develop America's Medical Airmen Today ... for Tomorrow

Satisfied with Healthcare received



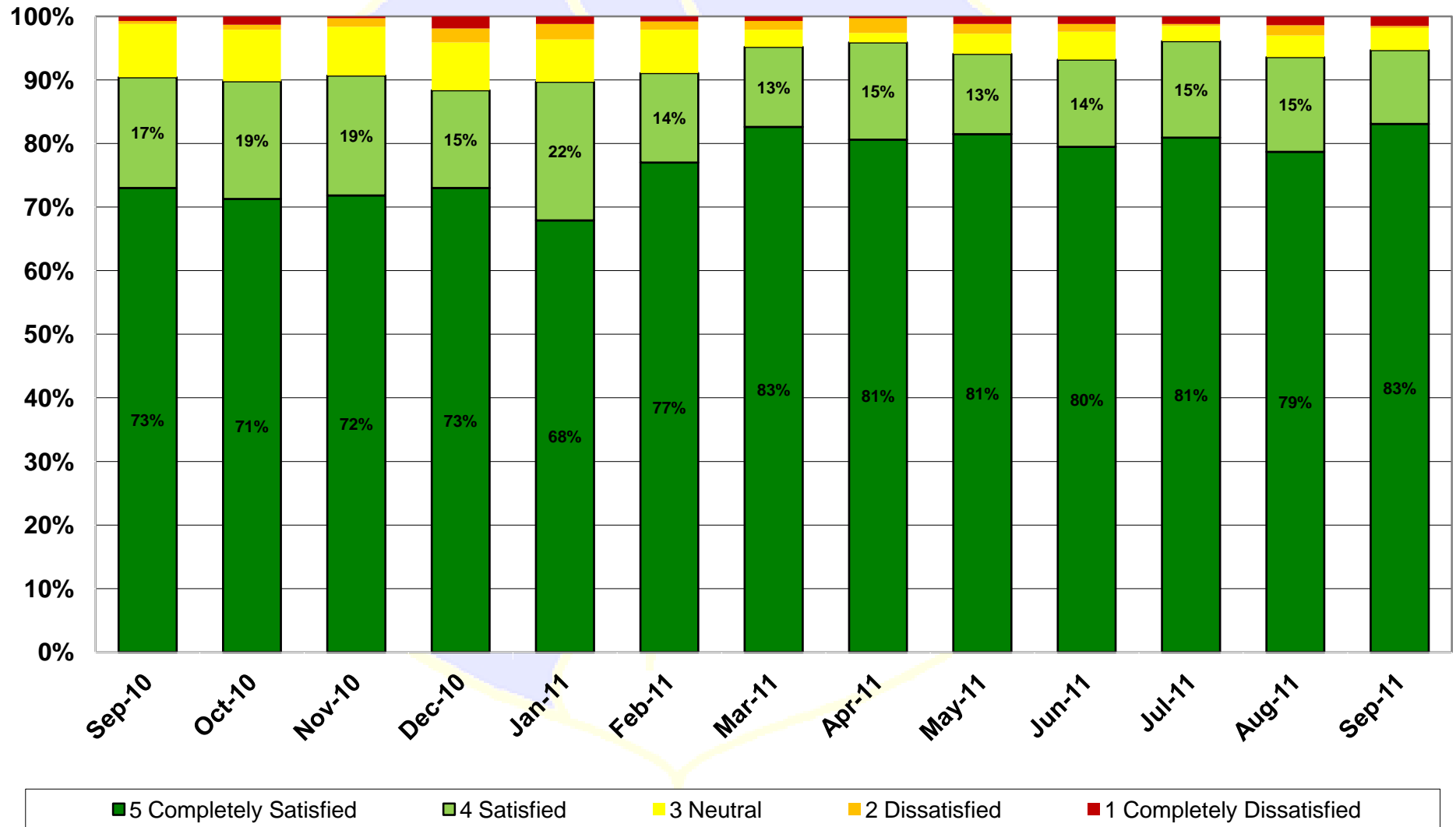


Satisfied With Management of Healthcare Needs



Develop America's Medical Airmen Today ... for Tomorrow

Satisfied with Management of Healthcare Needs



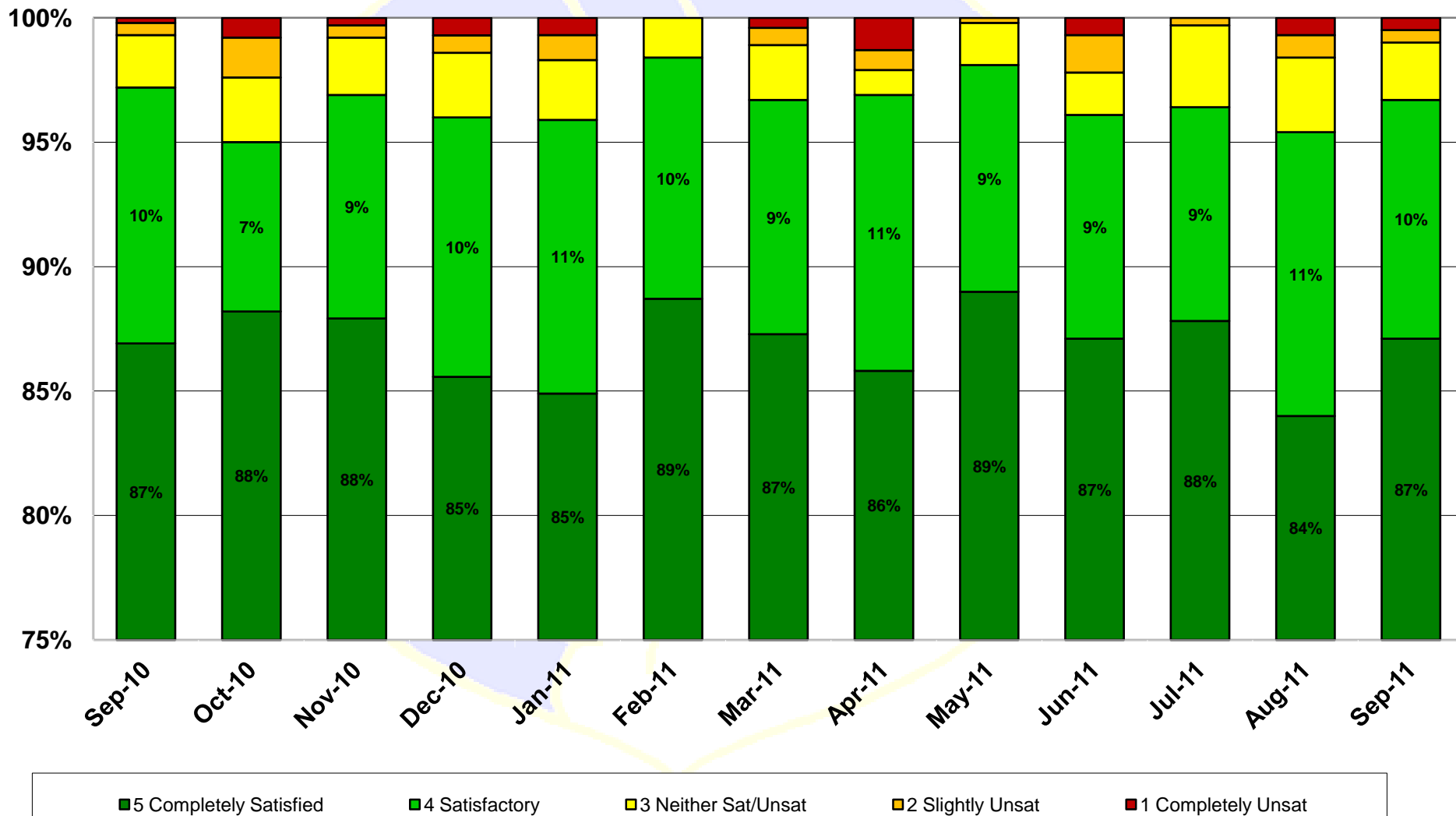


Patient Satisfied with their provider



Develop America's Medical Airmen Today ... for Tomorrow

Patient Satisfied with their provider



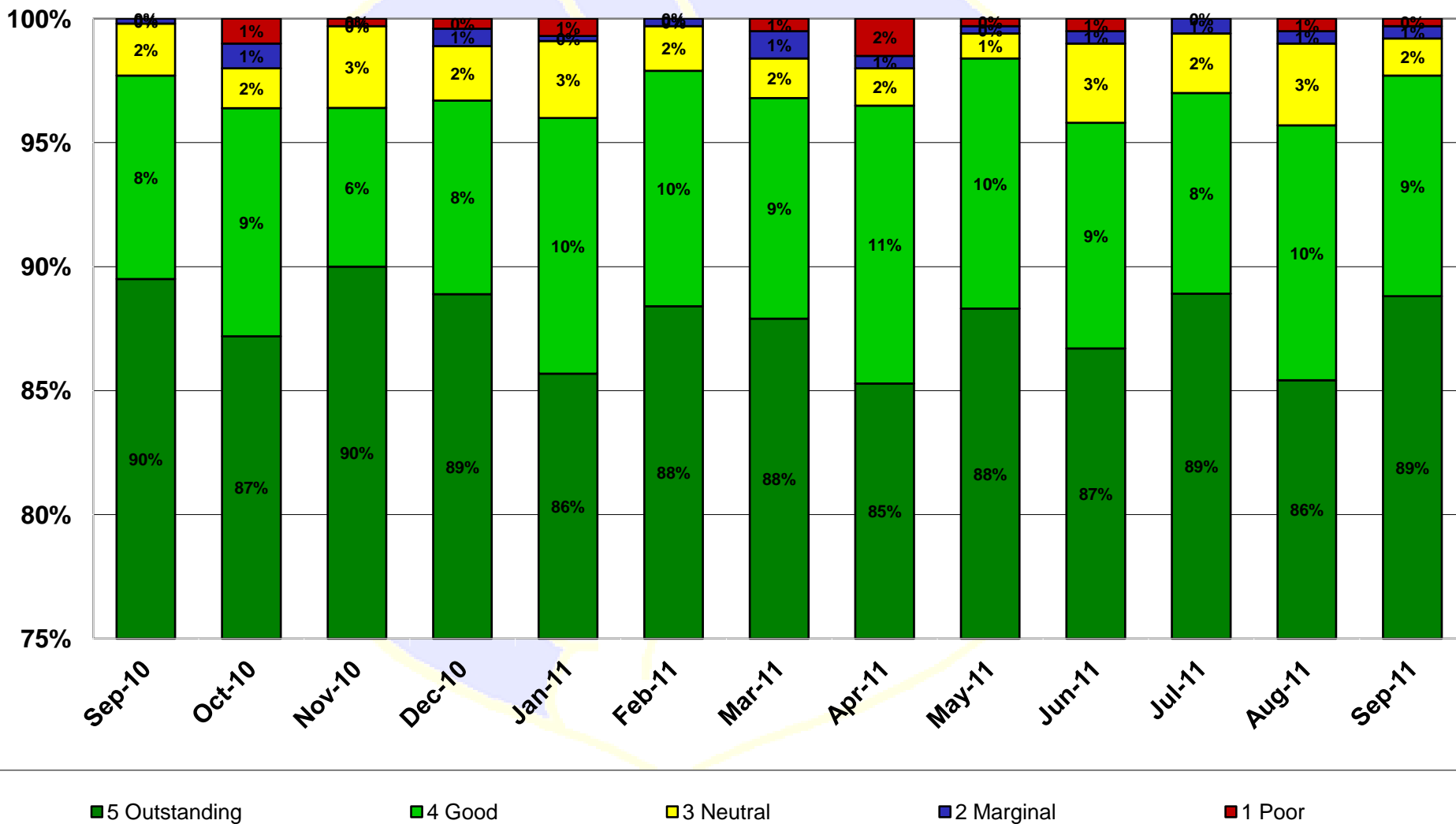


Provider/Staff Answered Questions So Patient Could Understand



Develop America's Medical Airmen Today ... for Tomorrow

Provider/Staff answered questions so patient could understand



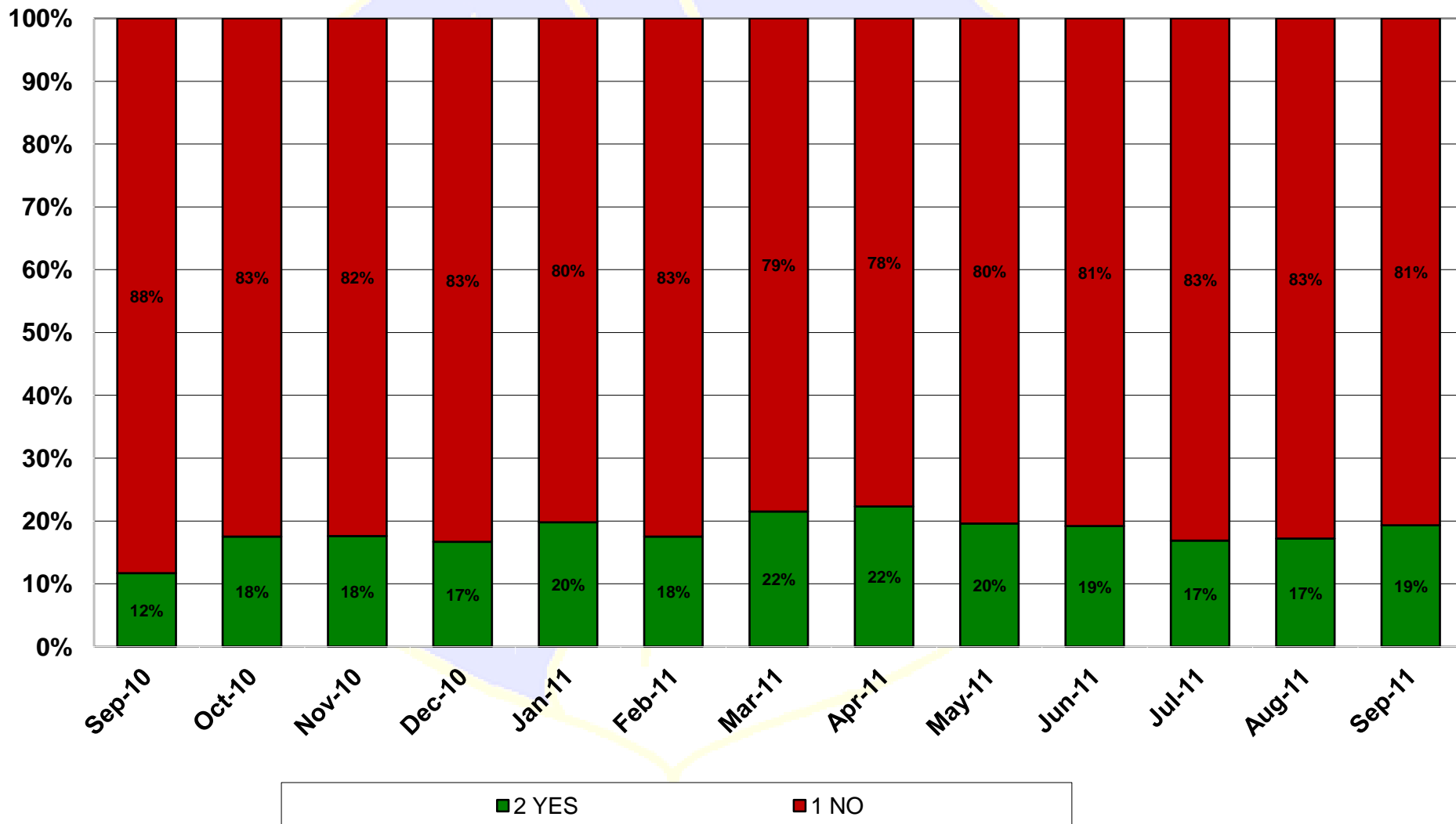


Were changes made to your Medications?



Develop America's Medical Airmen Today ... for Tomorrow

Were changes made to your Medications?



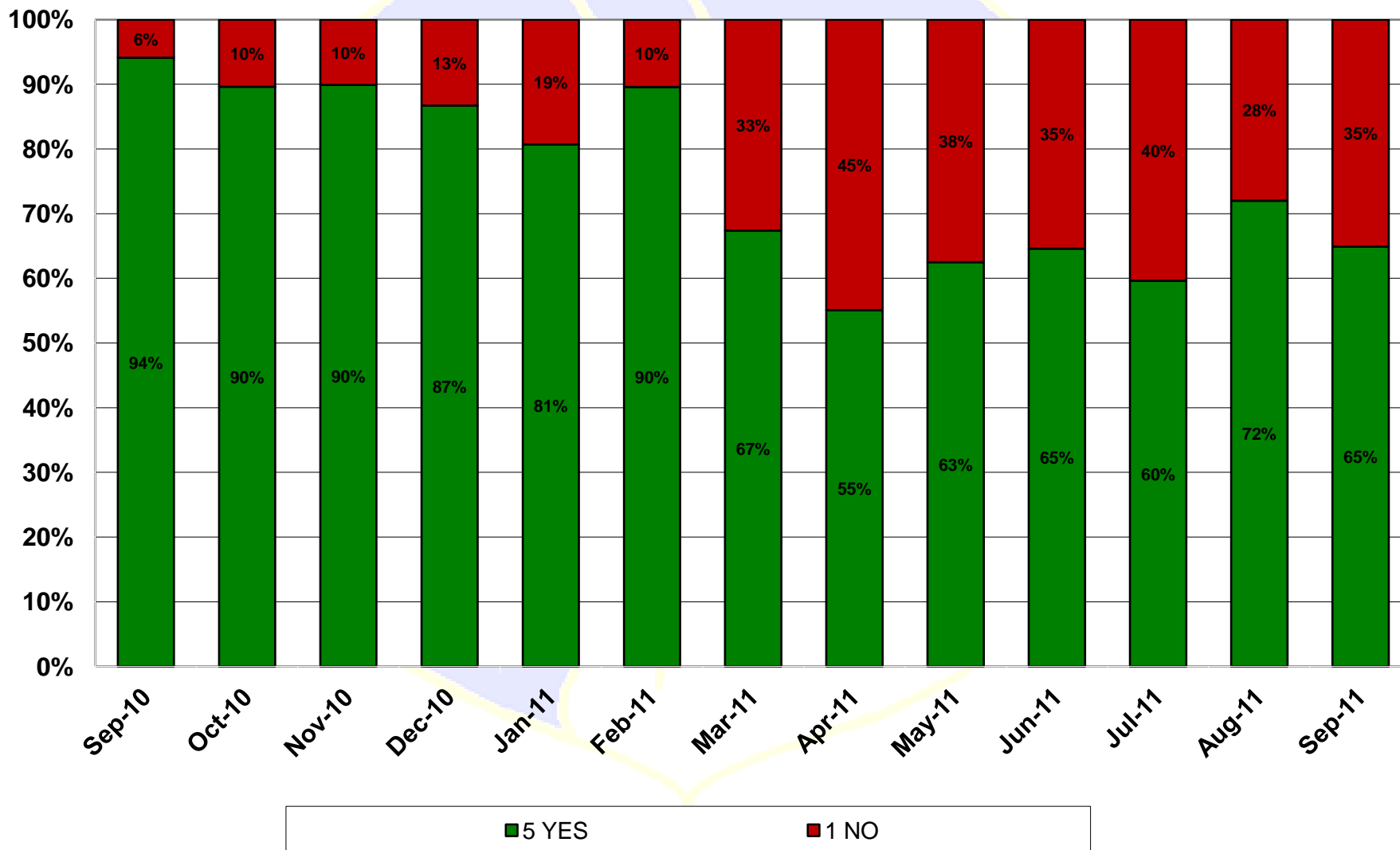


If Medication Changed, Was A List Of Current Medications Provided?



Develop America's Medical Airmen Today ... for Tomorrow

If Medication Changed-was a list of current Medications provided?



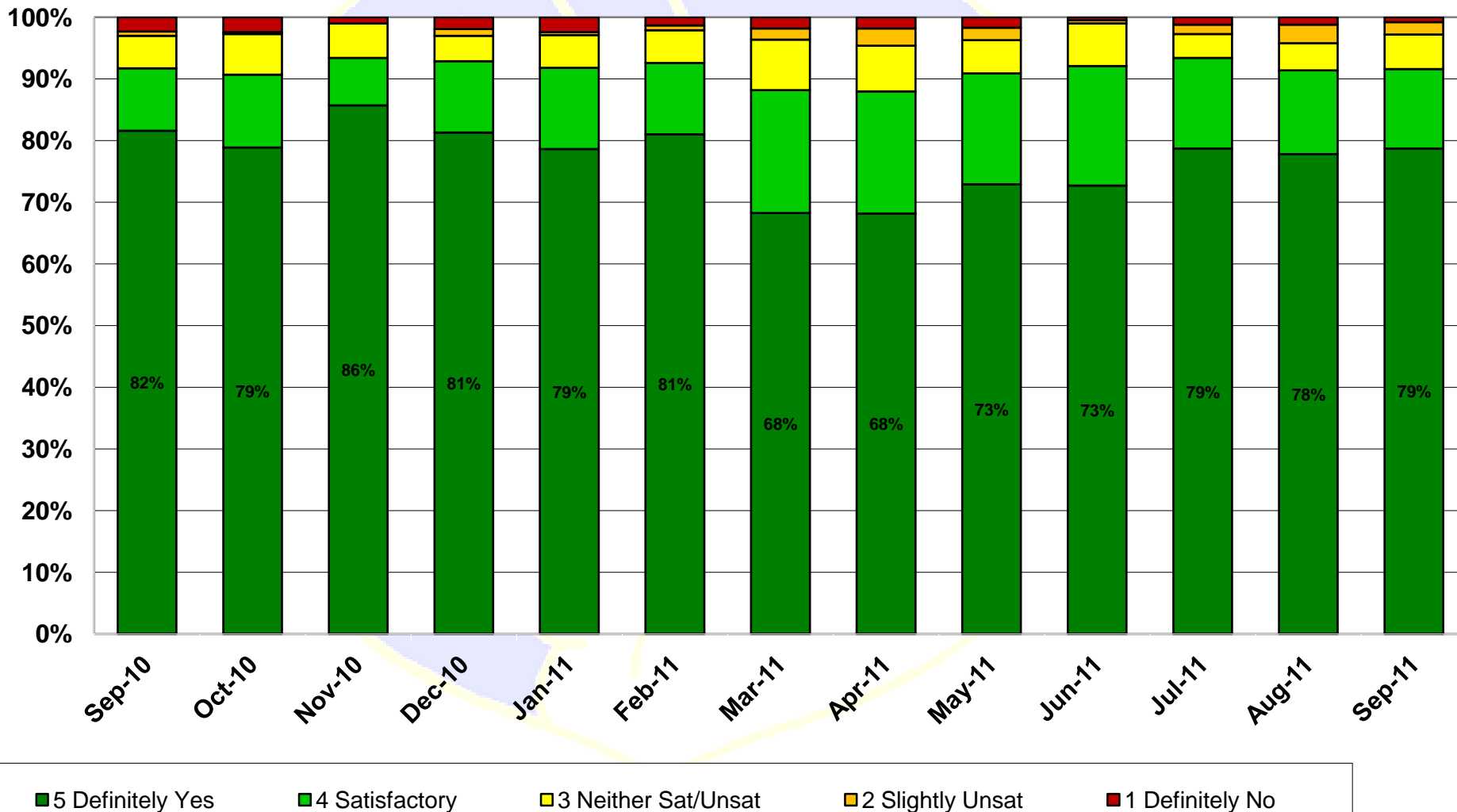


Care Received on-time/on-target



Develop America's Medical Airmen Today ... for Tomorrow

Care Received on-time/on-target



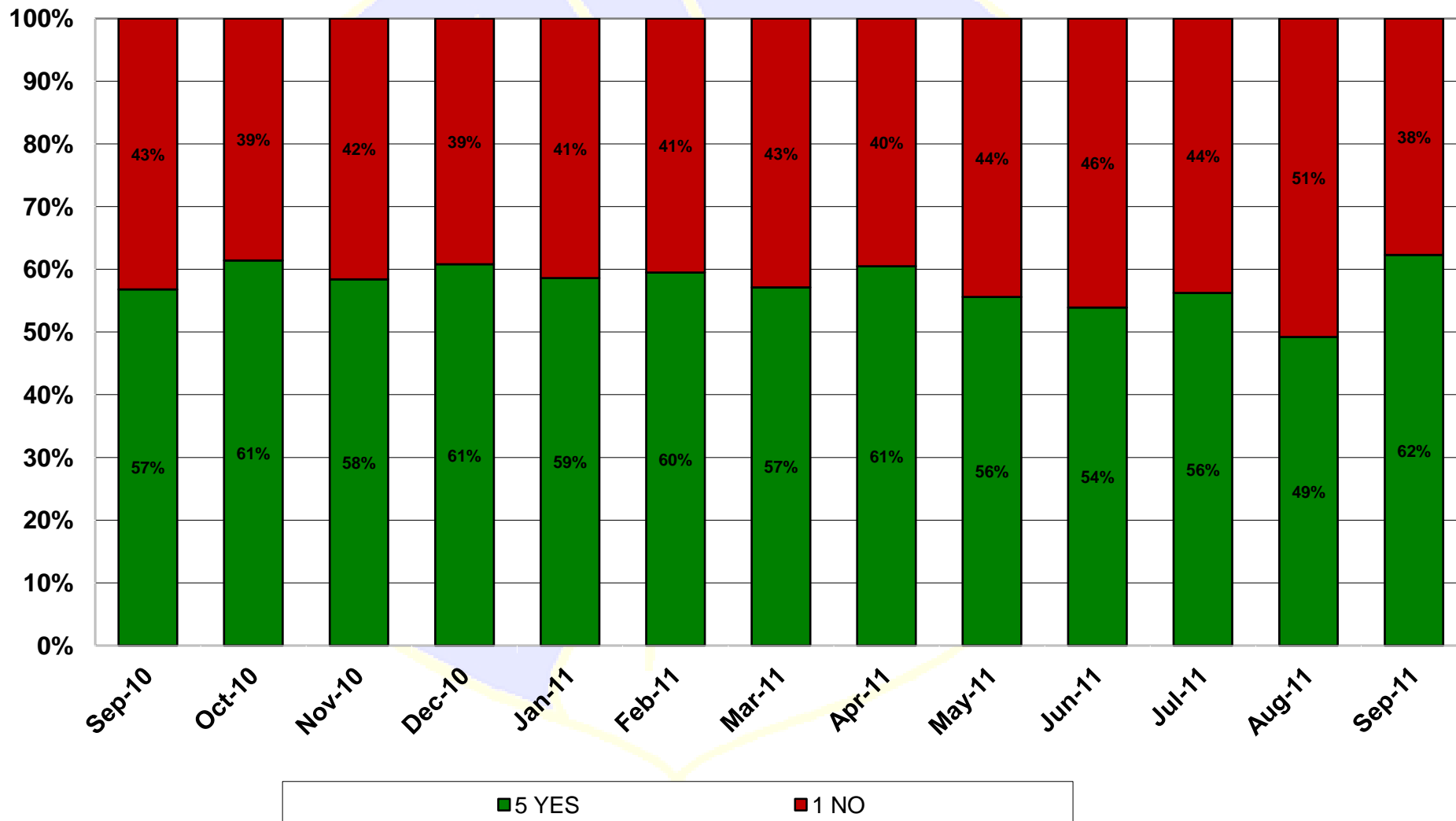


Reporting Pt Safety Concern/Event



Develop America's Medical Airmen Today ... for Tomorrow

Reporting Pt Safety Concern/Event





Care Met Expectations



Develop America's Medical Airmen Today ... for Tomorrow

Care Met Expectations

