



# 412th Medical Group

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## Health Consumers' Advisory Council (HCAC)

**Col Stephen K. Donaldson  
Commander**

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*Integrity ★ Service ★ Excellence*



# AGENDA

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- Opening remarks
- Introduction of Personnel
- Performance Metrics
- How You Can Help Us
- Med Group Capabilities
- TRICARE Operations
- Closing comments



# Performance Metrics

Provider Availability		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	2011	87.88	88.5	84.73	83.61	89.67	82.65	81.29	90.67	94.41	89.64	90.38	89.58
	2012	91.21	88.33	92.71	85.41	83.67	92.00	90.17					

The percentage of patients satisfied with the ability to see their provider(s) when needed.  
*Green 90% or higher, Yellow < 90% and > or = to 80%, Red Less than 80%. Brown no data expected. Black unreported.*  
 Question #1: In general, I am able to see my provider(s) when needed?

Clinic Satisfaction		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	2011	96.60	95.60	98.51	96.74	94.62	97.45	98.27	96.92	98.88	95.83	99.35	96.84
	2012	97.22	98.88	96.32	98.38	97.96	96.55	97.11					

The percentage of patients satisfied with the healthcare received.  
*Green 95% or higher, Yellow < 95% and > or = to 90%, Red Less than 90%. Brown no data expected. Black unreported.*  
 Question #3: How satisfied are you with the health care you received?

Management of Healthcare		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	2011	94.20	91.20	96.06	96.15	92.18	92.71	90.36	93.55	98.26	90.66	96.67	96.84
		91.57	94.32	93.51	93.41	90.16	94.08	93.98					

The percentage of patients satisfied with the management of healthcare needs.  
*Green 95% or higher, Yellow < 95% and > or = to 90%, Red Less than 90%. Brown no data expected. Black unreported.*  
 Question #4: How satisfied are you with the management of your healthcare needs?



# Performance Metrics

Provider Satisfaction		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	2011	96.00	96.70	98.52	97.80	97.83	96.94	95.93	98.97	100.00	97.89	98.71	98.96
	2012	98.91	100.00	100.00	99.46	98.97	98.86	96.55					

The percentage of patients satisfied with the provider seen.

**Green 95% or higher**, Yellow < 95% and > or = to 90%, Red Less than 90%. Brown no data expected. Black unreported.

Question #5: How would you rate your satisfaction with the provider you saw?"

Communication		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	2011	96.50	97.20	98.51	97.89	97.77	97.97	96.49	98.43	99.44	96.79	98.05	98.94
	2012	99.45	100.00	99.47	99.46	98.46	97.67	97.09					

The percentage of patients satisfied with how well provider/staff answered questions about medical condition and treatment.

**Green 95% or higher**, Yellow < 95% and > or = to 90%, Red Less than 90%. Brown no data expected. Black unreported.

Question #6: How well did your provider and/or staff answer your questions about your medical condition and treatment in a way that you could understand?

Aggregate Satisfaction		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	2011	94.22	93.86	95.17	94.32	94.32	93.30	92.51	95.72	98.19	94.17	96.61	96.21
	2012	95.69	96.30	96.41	95.22	93.84	95.83	94.98					

What is the overall satisfaction rate for questions 1 through 6 (Provider Availability, Appointment Availability - excludes 2a, Clinic Satisfaction, Management of Healthcare, Provider Satisfaction, and Communication) of the Service Delivery Assessment survey?

**Green 95% or higher**, Yellow < 95% and > or = to 90%, Red Less than 90%. Brown no data expected. Black unreported.



# Access to Care

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- Clinic Appointments – **277-7118** open 0700-1600  
[www.tricareonline.com](http://www.tricareonline.com)
- Nurse Advice Line – **866-535-4137** available 24/7
- ER versus Urgent Care Center
  - ER - (24/7) – Threat to Life/Limb/Eye Sight
  - Urgent Care – Infections/Flu/Colds/Sprains
    - Call Nurse Advice Line for Authorization
- 24/7 Paramedic Ambulance services
- Emergencies
  - Landline: Call **911**
  - Cell phone: Call **(661) 277 - 4541**



# Access to Care

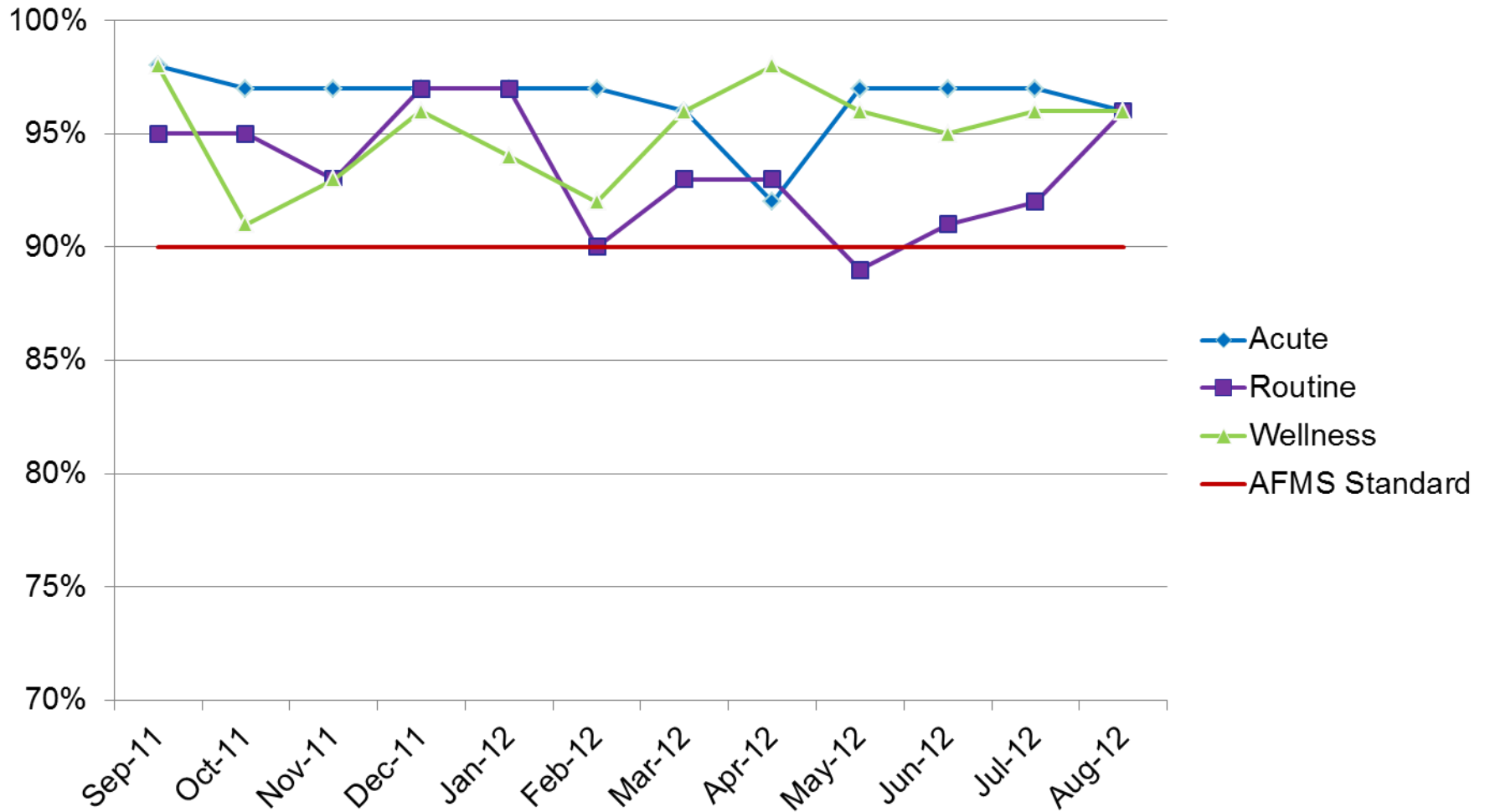
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## Standard Primary Care Appointment Types

- **ACUTE** – non-emergent, urgent care that requires treatment within 24 hours. Access standard is 24 hours, normally booked same day.
- **ROUTINE** – office visit with PCM or mental health provider for a new health care problem that is not considered urgent. Access standard is 7 days.
- **WELLNESS** – designated for patients who require preventive, health maintenance care (e.g., physical examinations, periodic examinations, check-ups, screenings, etc.). Access standard is 28 days.
- **ESTABLISHED** – used when a patient is scheduled for follow-up care per direction of a PCM, Primary Care Team member, or a Specialist. No access standard, based on provider recommended timeframe and should be booked prior to leaving the clinic from initial appointment.



# Access to Care





# How You Can Help Us

**Appointment No-Shows/Late Cancellations** – Anywhere from 1-3 appointments per provider per day are lost due to no-shows and late cancellations that cannot be re-booked. Please provide at least 24 hours notice when cancelling or rescheduling an appointment to allow sufficient time for the appointment to be booked to another patient. AFMS goal is < 5% no-show rate.

No-Show Rate		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	2011	5.48	5.47	7.88	7.08	6.58	6.15	7.4	5.3	4.75	6.2	6.5	6.0
	2012	5.75	5.62	6.09	6.29	6.31	7.01	6.69	6.09				

**\$395 lost for each No-show/Late cancellation**





# After Hours Care Magnet

## After Hours Medical Care At Edwards AFB Threat to Life, Limb, or Eyesight? Dial 911



95th Medical Group Appointment Line (for Active Duty members, Dependents, and Retirees enrolled to the clinic) 277-7118

Is the medical issue a loss of life, limb, or eyesight?

Yes

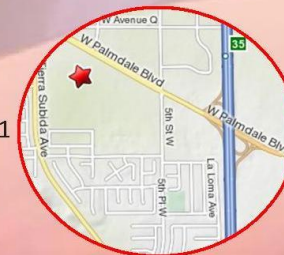
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### Emergency Care

Antelope Valley Hospital  
1600 West Avenue J  
Lancaster, CA 93534  
661.949.5000



Palmdale Regional Medical Center  
38600 Medical Center Drive  
Palmdale, CA 93551  
661.382.5000



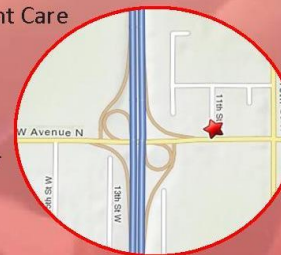
No

Nurse Line  
1-866-535-4137

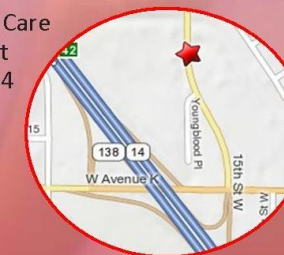
### Urgent Care

**AUTHORIZATION REQUIRED**

Antelope Valley Urgent Care  
41210 11th St. West  
Palmdale, CA 93551  
661.947.7100  
Hours:  
0800-1900, Mon-Thur  
0800-1800, Fri  
0900-1700, Sat  
Closed Sun



High Desert Urgent Care  
43839 15th St. West  
Lancaster, CA 93534  
661.945.5984  
Hours:  
Open 24 hours  
7 Days/Week



Were you instructed to be seen immediately by a physician?

No

Follow-up with your physician as needed the next duty day

Yes

Proceed to urgent care clinic or emergency room

**Authorization from TriWEST must be obtained prior to going to Urgent Care. This can be initiated via nurse hotline.**

Sierra Urgent Care  
39115 Trade Center Dr.  
Palmdale, CA 93551  
661.273.9550  
Hours:  
0800-2100  
7 Days/Week



Sierra Urgent Care  
44469 10th St. West  
Lancaster, CA 93534  
661.945.9411  
Hours:  
0800-2000, Mon-Fri  
0900-1700, Sat/Sun





# “Flu & You Campaign 2012”

## CDC Recommendations: Vaccinate Everyone 6 Months and Older

**Flu Shots  
Now Available**



**412th Medical Group  
Immunizations Clinic**

**Mon, Tue, Thu, Fri: 7:30 - 16:30**

**Wed: 12:00 - 16:30**

**Closed: 1st Monday of each month**

**Please bring this card with you to the Immunizations  
Clinic in order to receive your flu shot.**

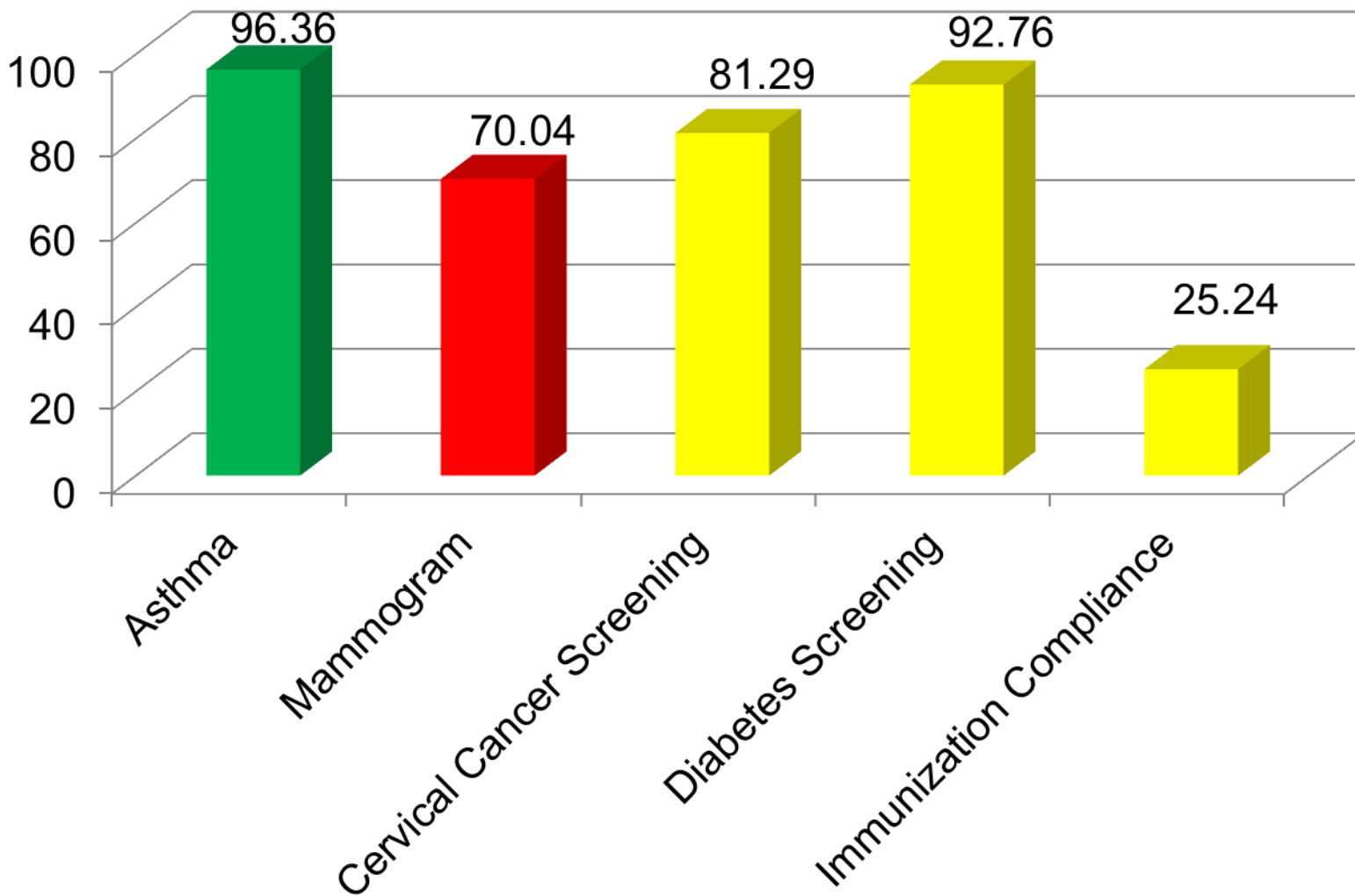
**For further information,  
call Immunizations Clinic at  
(661) 277-3427**



- Cards are sent to the High Risk Population (eg. Diabetics, Asthma)
- AudioCommunicator Reminder for Pediatric Population
- Mass Marketing Advertisement (HAWC, Base Paper, Commanders Channel)



# HEDIS Metrics: Standardized health care quality performance measures developed by the National Committee for Quality Assurance





# Areas Needing Improvement in Clinical Preventive Services

- **Well Child Visits:** Children should have 6 or more Well Child Visits during the first 15 months of Life
- **Immunization:** Percentage of children 24 to 35 months old who have completed 4 DTaP, 3 IPV, 1 MMR, 3 Hepatitis B, 3 Hib, 1 VZV, and 4 PCV, 2 Hepatitis A (HepA); 2 or 3 Rotavirus (RV) depending on formulation; and 2 Influenza (flu) vaccines by their second birthday
- **Mammogram:** Women age 42-69, who had 1 or more mammograms in the last 24 months (off-base)





# Mammograms

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- Effective Tuesday 25 September 2012, radiology no longer provides mammography services in the MTF.
- Patients should go to radiology and pick up their films before going downtown for their appointment.
- Five network providers have mammography services.
  - Lancaster Imaging, Advanced Imaging, AVOIC, PMRC, Beverly Radiology



# Dental - MetLife

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- Began 1 May 2012
- Provider of comprehensive dental coverage
- TRICARE Dental Program (TDP)
- <https://mybenefits.metlife.com/tricare>
- [www.facebook.com/MetLifeTDP](http://www.facebook.com/MetLifeTDP)
- There are slightly lower premiums and increased benefits with this plan
- Check with your provider. Not all United Concordia Providers take MetLife.
- This does not affect Active Duty members



# Optometry Services

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## **ELIGIBLE PATIENTS:**

- **TRICARE PRIME:** All Active Duty, Active Duty dependants, Retirees, Retiree dependants who are TRICARE Prime patients are eligible for annual routine eye exams.
- **TRICARE Standard and TRICARE for Life:** Appointments can only be made on space available basis, only 48 hours prior to appointment.

## **LOCATION:**

Bldg 3925 Wolfe Ave (inside Flight and Operational Medicine)

## **CLINIC PHONE NUMBER:**

Routine eye exams are scheduled through the appointment line 277-7118 or via Tricare Online.

All other questions, acute appointments, and follow up appointments call 277-5091

## **CAPABILITIES:**

The Optometry Clinic provides comprehensive eye care including: treatment for eye diseases such as glaucoma, macular degeneration, and following cataracts until surgery becomes necessary. The Clinic also performs diabetic retinal exams, color vision screening, Driver's license exams, contact lens fits (case by case basis), and USAF Refractive Surgery Pre and Post op exams.



# Mental Health Services

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## **ELIGIBLE PATIENTS:**

TRICARE PRIME: All Active Duty TRICARE Prime patients are eligible for Mental Health Services.

## **LOCATION:**

30 Nightingale Road, Bldg 5513 (in the same Bldg as Dental).

## **CLINIC PHONE NUMBER:**

Routine appointments are scheduled through the Mental Health Front Desk 277-5291.

All after hours Mental Health Emergencies need to contact Command Post 277-3040 to access the On-Call Provider. The National Suicide Prevention Hotline 1-800-273-TALK (8255) provides 24-7 access to service members, dependents and civilians.

## **CAPABILITIES:**

The Mental Health Flight provides a variety of outpatient services including individual, marital/couples counseling, group therapy (as needed), medication management, special duty clearances, pre/post deployment education, command consultations, substance abuse education and treatment, family advocacy services, and outreach (e.g., suicide prevention/resiliency, traumatic stress response, family outreach and violence prevention).





# MDG Capabilities

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## PCM Assignment Capacity

<u>PCM</u>	<u>Current Capacity</u>	<u>Current Enrollment</u>	<u>Current Availability</u>
Family Health	5,200	4,578	622
Pediatricians	3,200	2,115	1,085
Flight Surgeons	1,500	865	635
Total MTF Capacity	9,900	7,558	2,342



# Demographics

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- Active Duty: 2,297
- AD Family Members: 2,692
- Retirees: 941
- Retiree Family Members: 1,414
- TRICARE Plus: 214
- Other (NATO): 340
  
- TOTAL: 7,898



# Authorizations/Referrals

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## Top Specialties Referred During July 2012

- Orthopedics: 87 (1 non-net)
  - Dermatology: 78
  - Internal Med: 77
  - Physical Therapy: 70
  - OB-GYN: 58
  - Multi-Specialty: 48 (6 non-net)
  - Urology: 39
  - DME, Med Supplies: 38
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- Total All Referrals: 887 (9 non-net)



# Did You Know?

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- **TRICARE Prime beneficiaries (except AD)**
  - May self-refer once a year for:
    - Routine eye exam
    - Well-woman exam
  - May self-refer for eight visits per FY to:
    - Behavioral Health
  - [www.militaryonesource.com](http://www.militaryonesource.com)



# Third Party Collections Program Benefit

- When beneficiaries have Other Health Insurance (OHI), OHI is billed.
- Billed services are reimbursed to the MDG

**\$221,000 in FY12**



# Patient Travel

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- **To Qualify:**
  - **ADSM**
    - Local
    - Outside of Local
  - **TRICARE Prime beneficiaries:** MTF address to Network provider address >100 miles according to Defense Travel System (DTS)
- **Amount of Reimbursement**
  - The distance from the home zip code to the network zip code according to Defense Table of Distances (DTOD)



# TRICARE Info

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- Sign up for TRICARE e-mail updates at [www.tricare.mil/subscriptions](http://www.tricare.mil/subscriptions).
- Connect with TRICARE on Facebook and Twitter at [www.facebook.com/tricare](http://www.facebook.com/tricare) and [www.twitter.com/tricare](http://www.twitter.com/tricare).
- Register on TriWest.com at [www.triwest.com](http://www.triwest.com).
- TRICARE 2 You – monthly e-letter
- United Healthcare will become the West Region health care contractor beginning 1 April 2013



# TRICARE PRIME Retirees

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<b>Annual Enrollment Fee</b>	<b>CURRENT</b>	<b>EFFECTIVE 1 OCT 12</b>
Single	\$260	\$269.28
Family	\$520	\$538.56





# Network Provider Updates

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- **Network Shortfalls, Access Issues**
  - None
- **New Providers**
  - Doctors Express of Santa Clarita – Urgent Care effective 10-1
  - Pediatric Therapy of Santa Clarita – Physical Therapy effective 10-1
  - Tawfik Hadaya MD – Urology on his own effective 9-1
- **Terminations**
  - No major terminations
- **Contracting Issues**
  - Recruiting providers only as needed
- **Non-network Provider Issues**
  - None to report



# Closing Remarks

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- Health Consumer Advisory Council Participation
- United Healthcare transition



# Questions?

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