



412TH MEDICAL GROUP REPORT CARD

The Accreditation Association for Ambulatory Health Care (AAAHC) is a civilian organization that surveys health care organizations at least every three years. AAAHC awards a score based on how well each organization meets nationally established standards. The standards deal with organizational quality of care issues and the safety of the environment in which patient care is provided.

Our last survey by The Accreditation Association for Ambulatory Health Care (AAAHC) was performed in:

January 2013

Overall AAAHC Score:

FULLY ACCREDITED

The Health Services Inspection (HSI) assesses the ability of Air Force medical units to fulfill their peacetime and wartime missions. HSIs are conducted under the authority of the Air Force Inspector General and operate from the Air Force Inspection Agency (AFIA), Kirtland AFB, New Mexico.

Our last Health Services Inspection (HSI) was performed in:

January 2013

Overall HSI Score:

EXCELLENT



Service Delivery Assessments (April 2014)

1. AFMS: On a scale of 1 to 5, with 1 being “Strongly Disagree” and 5 being “Strongly Agree”, how much do you agree with the following statement: In general, I am able to see my provider(s) when needed?

1. 0.0% 2. 0.5% 3. 6.2% 4. 18.0% 5. 75.3%

2. AFMS: On a scale of 1 to 5 with 1 being “Definitely No” and 5 being “Definitely Yes”: Would you recommend this Military Treatment Facility to a family member or friend eligible for Tricare.

1. 0.5% 2. 0.5% 3. 1.0% 4. 3.1% 5. 94.8%

3. AFMS: On a scale of 1 to 5, with 1 being “Completely Dissatisfied” and 5 being “Completely Satisfied”, how much do you agree with the following statement: Overall, how satisfied are you with the health care you received?

1. 0.0% 2. 0.5% 3. 3.1% 4. 12.3% 5. 84.1%

4. AFMS: On a scale of 1 to 5, with 1 being “Strongly Disagree” and 5 being “Strongly Agree”, in general, I am confident I have the ability to influence my health.

1. 0.0% 2. 0.5% 3. 0.5% 4. 8.7% 5. 90.3%

5. AFMS: On a scale of 1 to 5, with 1 being “Strongly Disagree” and 5 being “Strongly Agree”, in general, my provider team considers my values and opinion when we make decisions about my health care:

1. 0.0% 2. 0.0% 3. 1.6% 4. 11.4% 5. 87.0%

6. AFMS: On a scale of 1 to 5, with 1 being “Completely Dissatisfied” and 5 being “Completely Satisfied”, how much do you rate your satisfaction with the provider you saw?

1. 0.0% 2. 0.0% 3. 1.5% 4. 6.2% 5. 92.3%

7. AFMS: On a scale of 1 to 5, with 1 being “Strongly Disagree” and 5 being “Strongly Agree”, the staff and provider treated me with courtesy and respect and were focused on my health care concerns.

1. 0.0% 2. 0.0% 3. 1.6% 4. 7.3% 5. 91.2%

8. AFMS: On a scale of 1 to 5, with 1 being “Strongly Disagree” and 5 being “Strongly Agree”, overall, I felt that I am well informed about my medications.

1. 0.0% 2. 0.7% 3. 0.0% 4. 8.8% 5. 90.4%

9. MTF: On a scale of 1 to 5, with 1 being “Poor” and 5 being “Outstanding”, how responsive is this clinic in addressing your concerns when your expectations are not met?

1. 0.0% 2. 0.0% 3. 2.5% 4. 19.3% 5. 78.2%

10. MTF: During your visit, did you utilize pharmacy, radiology, or laboratory services? [IF YES] On a scale of 1 to 5, with 1 being "Completely Unsatisfied" and 5 being "Completely Satisfied" How would you rate the service?

1. 0.0% 2. 0.0% 3. 5.1% 4. 6.8% 5. 88.1%

11. MTF: On a scale of 1 to 5, with 1 being "Poor" and 5 being "Outstanding" How would you rate the courtesy and attentiveness of the TRICARE Service Center staff at the Edwards Clinic?

1. 0.0% 2. 0.0% 3. 0.0% 4. 4.5% 5. 95.5%



Average Appointment Waiting Times for Major Services (April 2014)

CLINIC	WAIT TIME (DAYS)			
	Acute	Routine	Well	Specialty
Family Health – Gallagher Team	0.29	4.32	13.13	-
Family Health – Yeager Team	0.40	4.49	14.72	-
Flight & Operational Medicine	0.59	3.16	9.44	-
Optometry	-	-	14.42	-
Pediatrics	0.33	4.22	15.31	-
Women’s Health	0.23	3.74	10.29	5.98
Mental Health	-	5.35	-	8.38
Physical Therapy	-	-	-	8.69
Acute Care: <u>24 hours</u>		Wellness: <u>28 days</u>		
Routine Care: <u>7 days</u>		Specialty Care: <u>28 days</u>		
Mission <ul style="list-style-type: none"> • Provide services to support military readiness and test operations while maintaining our community’s comprehensive healthcare needs 	Annual Workload <ul style="list-style-type: none"> • Outpatient Visits: 63,936 • Dental Visits: 10,400 • Prescriptions Filled: 81,000 • Lab Procedures: 55,716 			
Vision <ul style="list-style-type: none"> • Creating an environment of world-class healthcare and mission support 	Those We Support 			
Priorities <ul style="list-style-type: none"> • Quality Patient Care • Exceptional Customer Service • Medical Readiness 				
Chant <ul style="list-style-type: none"> • Call: "Desert Medics" • Response: "We Got It!" 				

AFD: S:\99_SGHQ\MDG Website Report Card

