



Service Delivery Assessments (December 2012)

1. AFMS: 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. 1.6% 3. 3.2% 4. 25.6% 5. 69.6%

2. AFMS: How much do you agree or disagree with the following statement: I would recommend this clinic to a family member or friend.

1. 0.0% 2. 1.6% 3. 1.6% 4. 90.2% 5. 6.6%

3. AFMS: Overall, how satisfied are you with the health care you received?

1. 0.0% 2. 0.0% 3. 1.6% 4. 25.6% 5. 72.8%

4. AFMS: How satisfied are you with the management of your healthcare needs?

1. 0.0% 2. 0.8% 3. 1.6% 4. 32.3% 5. 65.3%

5. AFMS: How would you rate your satisfaction with the provider you saw?

1. 0.0% 2. 0.0% 3. 1.6% 4. 23.2% 5. 75.2%

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

1. 0.0% 2. 0.0% 3. 1.6% 4. 25.2% 5. 73.2%

7a. AFMS: During your visit, were changes made to your medications? No or Yes

No = 81.5% Yes = 18.5%

7b. AFMS: If changes made, did you receive a complete list of your current medications? No(1) or Yes(5)

No = 4.3% Yes = 95.7%

8. MTF: How responsive is this clinic in addressing your concerns when your expectations are not met?

1. 1.1% 2. 2.3% 3. 4.5% 4. 42.0% 5. 50.0%

9. MTF: During your visit, did you utilize pharmacy, radiology, or laboratory services? [IF YES] How would you rate the service?

1. 0.0% 2. 0.0% 3. 1.9% 4. 20.4% 5. 77.8%

10. MTF: 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. 6.7% 4. 33.3% 5. 60.0%



Average appointment waiting times for major services: (December 2012)

CLINIC	WAITING TIME
FAMILY HEALTH – GALLAGHER TEAM	(A) 0.17 days (R) 3.92 days
FAMILY HEALTH – YEAGER TEAM	(A) 0.20 days (R) 4.97 days
FLIGHT & OPERATIONAL MEDICINE	(A) 0.08 days (R) 2.25 days (W) 9.51 days
OPTOMETRY	(W) 5.28 days
PEDIATRICS	(A) 0.18 days (R) 3.51 days (W) 16.28 days (S) 11.29 days
WOMEN'S HEALTH	(A) 0.07 days (R) 3.79 days (W) 9.35 days (S) 3.76 days
MENTAL HEALTH	(R) 5.21 days (S) 5.60 days
PHYSICAL THERAPY	(S) 7.45 days

For (A)cute care, you will be seen or arrangements made for you to be seen within 24 hours.

For (R)outine care - 7 days

For (W)ellness/(S)pecialty care - 28 days

Mission

Provide services to support *military readiness* and *test operations* while maintaining our *community's comprehensive healthcare needs*

Vision

Creating an environment of world-class healthcare and mission support

Priority Focus

- Quality Patient Care
- Exceptional Customer Service
- Medical Readiness

Annual Workload

41.9K Outpatient Visits
 9.3K Dental Visits
 79K Rx Filled
 36.8K Lab Procedures

Who We Support



CHANT

Call: "Desert Medics"
 Response: "We Got It!"