



**Department of Defense Task Force on the Care,  
Management, and Transition of Recovering  
Wounded, Ill, and Injured Members of the  
Armed Forces**

**Marine Corps Briefing**

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# Wounded Warrior Regiment

## Survey Program





# WWR Survey Instruments

- **RWTF:** Please provide the RWTF with a copy of each survey instrument you use to assess the performance of RW programs and services.
- **WWR Answer:** Please see appendix for WWR's 2012 survey instruments.



# WWR Survey Results

- **RWTF Question:** What are the most important changes you made to your program in response to the previous survey results?
- **WWR Answer:** WWR began comprehensive and continuous research in 2009. These surveys have produced reliable data on virtually all of the WWR's care components. Survey efforts, objectives, and findings intersect; meaning direct correlations to a specific effort or question are seldom. Rather, improvements originate from cumulative findings. Below is a list of areas where improvements have been executed (see information paper at appendix for detailed information on improvements):
  - Recovery Care Coordinator Program / General Care Coordination
  - Staff Training
  - Communication and Outreach
  - Family / Caregiver Support
  - WWR Medical Section
  - Integrated Disability Evaluation System Advocacy
  - Transition Assistance
  - Warrior Hope and Care Centers



# Survey Methodology

- **RWTF Question:** We would like to hear about your most recent survey(s). Please explain your survey methodology as follows:
  - Define your eligible survey population (RWs, Family Members, Veterans, WII)
  - Indicate whether you surveyed the census or a sample of the eligible population. If a sample, what percentage of the population did you survey and how did you draw the sample?
  - How was the survey administered (paper, online, by phone)?
  - When was the survey administered? (quarter / year)
  - What percentage of the survey sample completed surveys (responded to the survey)?
  - What was the rank, gender, and AC/RC distribution of the survey respondents?
- **WWR Answer:**
  - See tables at subsequent slides.
- **RWTF Question:** Did you in any way assess whether the respondents and non-respondents differed?
- **WWR Answer:** We assessed differences in demographic areas (i.e., rank, joined / supported, IDES status, and location). Variances were reflected in location only.



# Survey Methodology

Title	Population	Census/ Sample	Administration	Quarter / Year	Response Rate	Demographics
2011-12 Care Coordination	WII Marines joined / supported by WWR	Census	Web-based	Dec 11 / Jan 12	10 %	48% AD ; 2% RC; 36% Veteran; 14% other
2012 MedCell	WII Marines / Family members	Census	Web-based	May / June 12	32%	27% AD; 7%RC; 51% Veteran; 13% Family; 2% other
Family Support	WII Marines' Family Members	Census	Web-based	Oct 12	22%	81% Spouse; 1% Fiancé; 14% Mother; 3% Father; 1% other
Annual Care Coordination Survey (Section Leader 2013)	WII Marines joined to WWR	Random Sample 43% of total population	Web-based	Jan 13	62%	Junior Enlisted 18%; NCO 47%, SNCO 30%; SgtMaj 1%; Co Grade Officers 3%; Field Grade 1%
Annual Care Coordination Survey (RCC 2013)	WII Marines joined to or supported by WWR	Random Sample 47% of total population	Web-based	Jan 13	51%	Junior Enlisted 22%; NCO 49%; SNCO 26%, Officers 3%



# Survey Methodology

Title	Population	Census/ Sample	Administration	Quarter / Year	Response Rate	Demographics
Annual Care Coordination Survey (Call Center 2013)	Post-9/11 WII Marines contacted by Call Center	Census	Web-based	Jan 13	13%	Junior Enlisted 6%; NCO 34%, SNCO 45%; Warrant Officers 6%; Co Grade Officers 4%; Field Grade 5%
Annual Care Coordination Survey (Contact Center 2013)	A/D WII Marines not joined to WWR	Census	Web-based	Jan 13	14%	Junior Enlisted 15%; NCO 53%, SNCO 12%; SgtMaj 1%; Co Grade Officers 3%; Field Grade 2%; Other 14%
Annual Care Coordination Survey (DISC 2013)	Transitioning WII Marines assigned a DISC	Census	Phone survey	Feb 13 – anticipate completion Mar 13.	Data not yet available - survey under execution	Data not yet available - survey under execution



# Survey Methodology

- **RWTF Question:** How did you modify your survey methodology this year based on last year's experience?
- **WWR Answer:** Last year, our Care Coordination Survey was administered collectively; meaning all care elements (Section Leaders, Recovery Care Coordinators, District Injured Support Coordinators, Family Readiness staff, and Call Center Representatives) were assessed via a single survey instrument. This year, the survey was conducted in a segmented manner which has allowed for streamlined instruments (less skip logic), enhanced respondent tracking, and improved data analysis.
- **RWTF Question:** How will you modify your survey methodology next year based on this year's experience?
- **WWR Answer:** The WWR utilizes various survey methodologies, depending upon the population, data desired, and time allowances. For example, we may administer our surveys via a paper and pencil instrument, a web-based instrument, a rapid action poll (RAP) via our call center staff, or conduct focus groups to capture qualitative and quantitative data. RAPs are desired, where feasible, as they provide quick and reliable data on a specific topic and response rates tend to be higher given the one-on-one survey technique. Also, RAPs allow us to assist Marines who are experiencing issues and / or problems for resolution.



# Survey Methodology

- **RWTF Question:** Based on your recent survey, how effective are your programs? Specifically:
  - In what important ways do current and previous survey results compare (similarities and differences)?
- **WWR Answer:**
  - To date all research efforts conducted by the Wounded Warrior Regiment have been tailored as such to monitor the satisfaction levels of those we serve and to measure the effectiveness of the support provided to our wounded, ill and injured Marines. Attributes of the care coordination elements (Section Leaders, RCCs, DISCs, and Call Center / Contact Center Staff) have been assessed in almost all research efforts, as well as overall satisfaction with the WWR and how the elements coordinate with one another. These assessments allow the WWR to monitor trends in satisfaction and effectiveness over time. Trend data shows that individuals providing non-medical care continue to maintain or improve satisfaction levels with the attributes they are being assessed on and that overall satisfaction with the WWR and the ability for personnel to coordinate with one another continues to improve.



# Survey Methodology

- **RWTF Question:** Based on your recent survey, how effective are your programs? Specifically:
  - Highlight the three most encouraging results from the recent survey.
- **WWR Answer:**

## Three Most Encouraging Results

Staff	Willingness to help / caring and dedicated / available and timely / knowledgeable <ul style="list-style-type: none"><li>➤ “It reinforces the commitment of Marines to one another and that we don’t leave anyone behind.”</li><li>➤ “It basically is a one-stop-shop for support.”</li><li>➤ “They care about your family as much as you do.”</li><li>➤ Provided “guidance through uncharted waters.”</li></ul>
Transition	Ability to look forward and plan / availability and access to transition information and resources <ul style="list-style-type: none"><li>➤ “The amount of useful transition information that is at your fingertips.”</li><li>➤ “They have a really good transition program. The resources and support you get really set you up for success.”</li><li>➤ “I’ve been given the necessary tools to move on with my life.”</li></ul>
Camaraderie / Focus on Recovery	Morale / cohesiveness / ability to focus on care and recovery <ul style="list-style-type: none"><li>➤ “It’s a cohesive unit that provides the valuable function of helping WII Marines recover and transition.”</li><li>➤ “The ability to focus on myself so I can better myself while I recover.”</li><li>➤ “We are the mission.”</li></ul>



# Survey Methodology

- RWTF Question:** Based on your recent survey, how effective are your programs? Specifically:
  - Highlight the three results from the recent survey that most require attention and your plans for addressing them.
- WWR Answer:**

Three Top Issues / Concerns		Plans to Address
Communication / Awareness / Resources Provided	Communication between care personnel / timeliness / understanding of information passed / information on benefits ➤ “More frequent communication.” ➤ “Could use more emails about updates and issues regarding WWR.” ➤ “How long I rate benefits.”	➤ Increase rate of communication via electronic media (and other methods) on issues pertinent to the WII Marine’s / families’ stage of recovery. ➤ Increase frequency of WWR awareness briefs. ➤ Ensure WWR Fact Sheet Library covers all topics important to WII Marines / families. ➤ Require Commanders to hold Town Hall Meetings on a regular basis.
Staff	Understaffed / staff awareness and understanding of Marine’s needs (training deficit) ➤ “That they might be understaffed.” ➤ “Some staff do not understand the needs of WII.” ➤ “Staff understanding their wounded Marines.”	➤ Monitor staffing adequacy and ensure caseload ratios are appropriate . ➤ Using the results of the 2013 Care Coordination Survey, update training to incorporate findings and emphasize importance of caring support / knowledge of programs and resources / and timely delivery of support.
Sustainability of WWR Capability	Long-term sustainability when the war is over / vulnerable to federal budget cuts ➤ “That the WWR will always be around for other Marines.” ➤ “That you won’t be around forever.”	➤ Continue to keep USMC leadership apprised of staffing and funding requirements. ➤ Ensure WII Marines / families, the DoD community, and public at large are aware that WWR will continue to provide care. ➤ “My sense is that it will be around for a long time.” CMC (Sept 2010)



# Survey Methodology

- **RWTF Question:** Based on your recent survey, how effective are your programs? Specifically:
  - Briefly highlight results related to satisfaction with WWR Section Leaders and RCCs.
  - Briefly highlight results related to satisfaction with transition services.
- **WWR Answer:**

Section Leader	RCC	Transition
92% very satisfied / satisfied with current Section Leader	96% very satisfied / satisfied with current Recovery Care Coordinator	Data not yet available survey under execution until March 2013