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Richard Bannick, Ph.D, FACHE is currently the Director, Beneficiary and Benefit Analysis & Evaluation, in the Defense Health Cost Assessment and Program Evaluation (DHCAPE), Office of the Assistant Secretary of Defense (Health Affairs)/TRICARE Management Activity (TMA)-CFO. Dr Bannick has led many of TMA's core surveys and evaluation efforts over the past seven years, most recently chairing the TRI-Service Patient Satisfaction Deep Dive Working Group to better understand our beneficiary experiences with Military Health Services (MHS) care. Dr Bannick (Colonel, USAF, MSC, Retired) in addition to serving as a health care administrator for 25 years at various Air Force medical treatment facilities, had the privilege of commanding two Air Force medical Treatment Facilities, holding Staff director positions at the Office of the Air Force Surgeon General, serving as the Executive Director of TRICARE Region 6, and the Deputy Chief Operating Officer at TMA.