



Army Warrior Care and Transition Program

brief to the

Recovering Warrior Task Force

26 February 2013



Army WTC Survey Program



Thank you for your briefing deck entitled “WTU/MEB Satisfaction,” prepared by Dr. Melissa Gliner, which WTC provided as an attachment to its 2 March 2012 responses to the RWTF’s requests for back-up slides.



Warrior Transition Unit Survey

26 February 2013



Army WTU Survey Program



“Please explain your survey methodology. Who is eligible to receive the survey? 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? When was the survey administered? What percentage of the survey sample completed surveys?”

Soldiers surveyed at Anniversary Dates

- 30, 120, 280 and 410 days
- Survey is conducted by telephone (monthly)
- The Survey is a census
- The response rate is approximately 40%

– Questionnaire focus areas

- TRIAD (Case Manager, Provider, Squad Leader)
- Living quarters, orders, transportation, finance
- Pain Management!

– Results

- Overall Satisfaction has remained steady over the past two years (approximately 80%)
- Soldiers are extremely satisfied with their Case Manager, and less satisfied with access to care
- Soldiers continue to rate pain management very low; they are open, however, to Complementary Integrative Medicine (CIM)

– Way Ahead

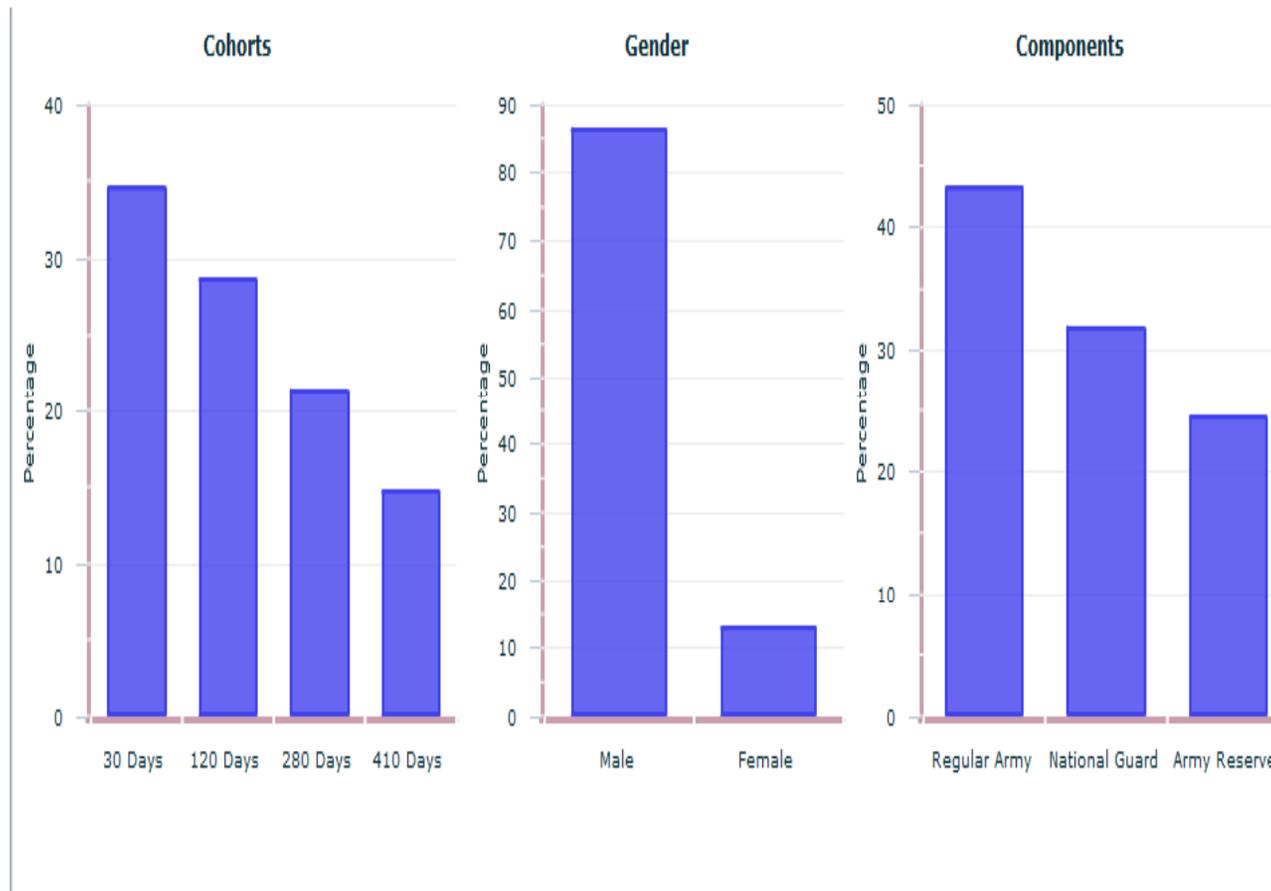
- Continued collaboration with Warrior Transition Command
- Analyze trends with changes in satisfaction over time and COMPO



Army WTU Survey Program



What was the rank, gender, and AC/RC distribution of the survey respondents?





Army WTU Survey Program



Did you in any way assess whether the respondents and non-respondents differed?

- Although the WTU survey has a 40% response rate, GAO was concerned that the Army couldn't be sure of the differences in non-respondents.
- In response to this, OTSG conducted a Non-response analysis. The analysis examined response disposition (rates of completion, bad phone numbers, etc.) and response distribution (examination of those who responded compared to the population). Results indicated that response distributions are skewed slightly toward older enrollees. Even so, all demographic categories are well represented in the sample; any resulting bias is then consistent over time, so the analysis over time is consistent and unbiased.
- Results were provided to GAO in March, 2011; GAO approved of the analysis.



Army WTU Survey Program

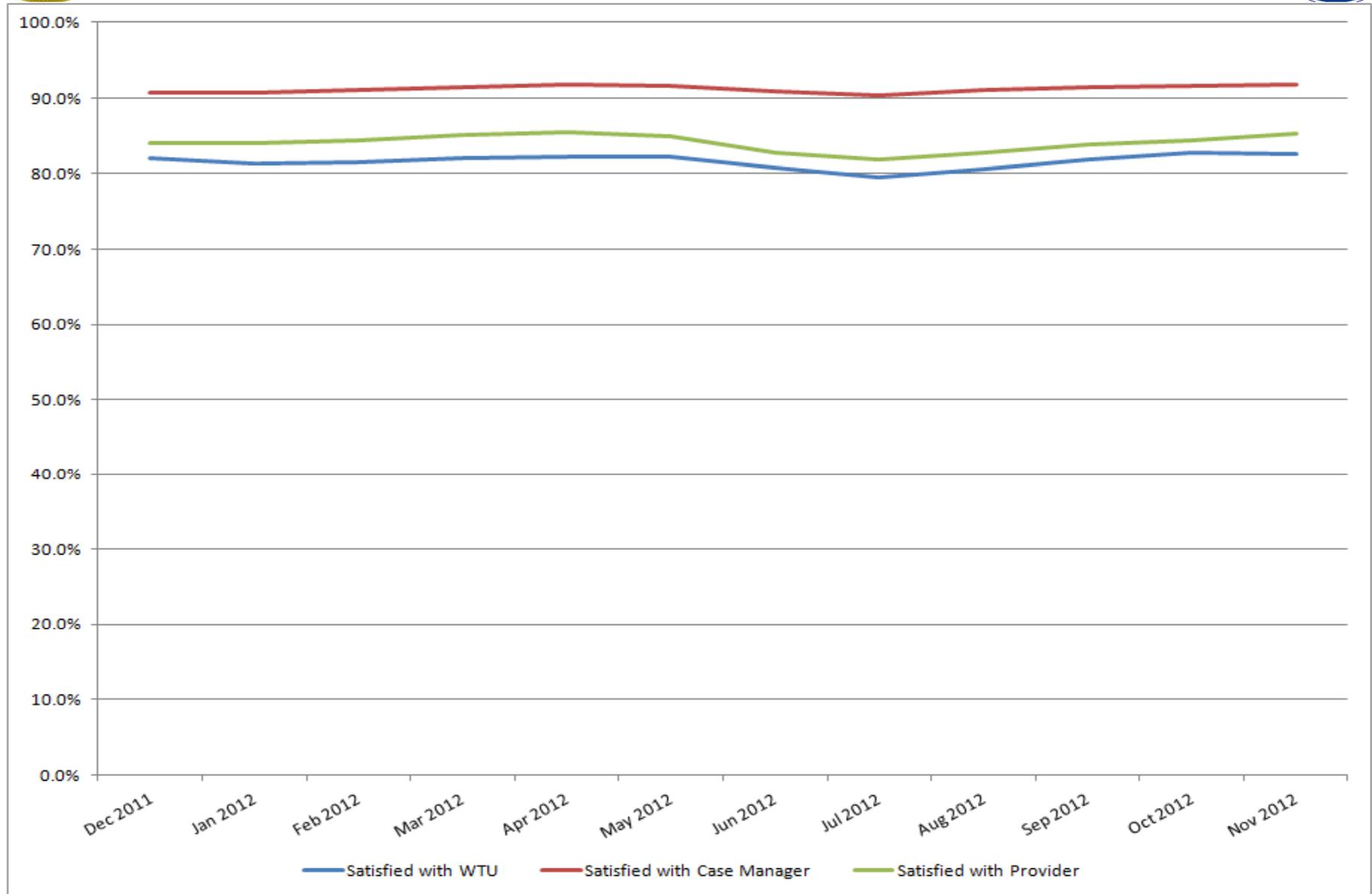


How did you modify your survey methodology this year based on last year's experience? How will you modify your survey methodology next year based on this year's experience?

The Warrior Transition Unit Survey has not been modified this year based on last year's experience. It will however, switch to an e-mail survey next year (instead of phone); this may result in a higher response rate and will be more efficient in an austere budget environment.

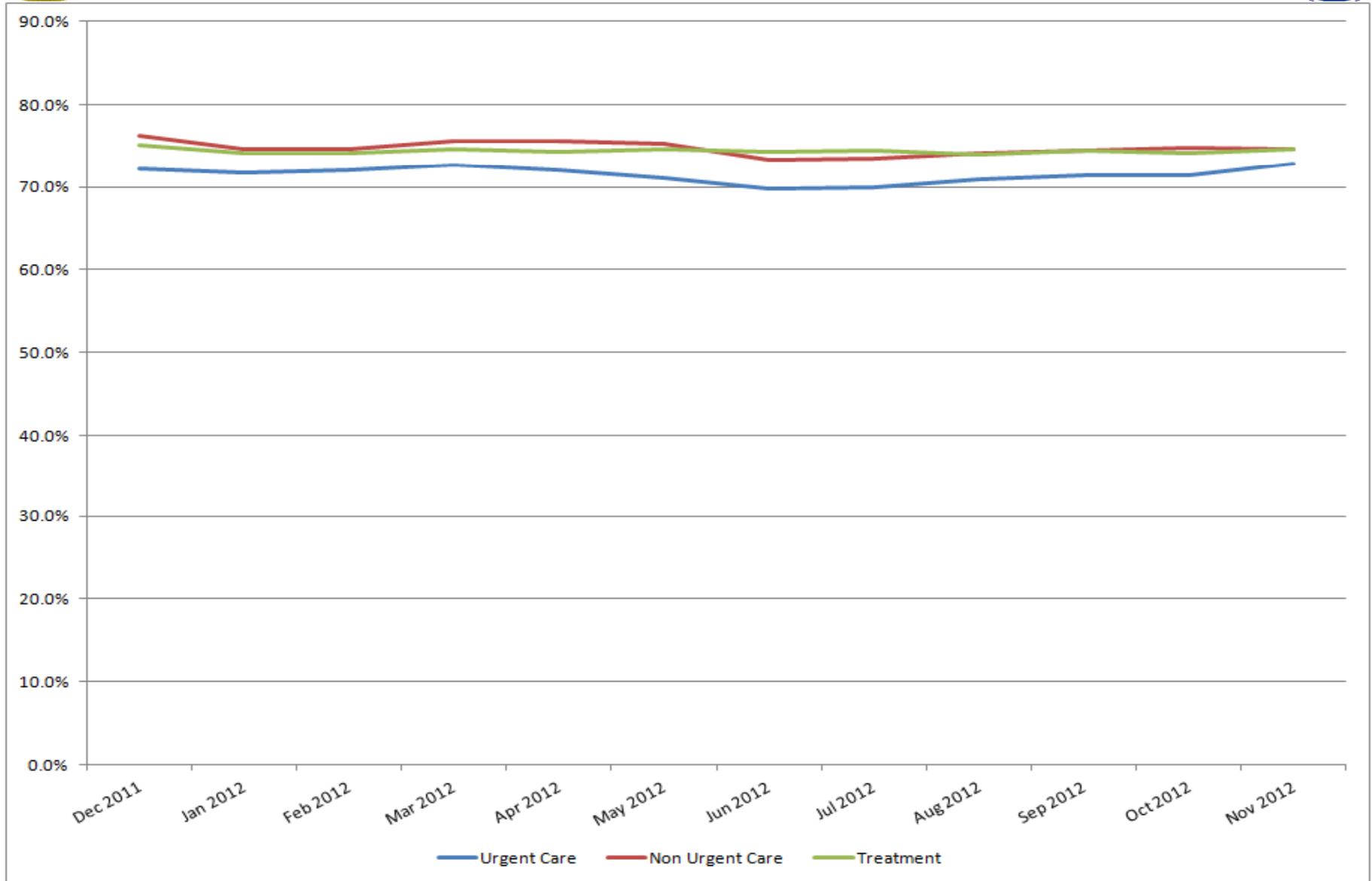


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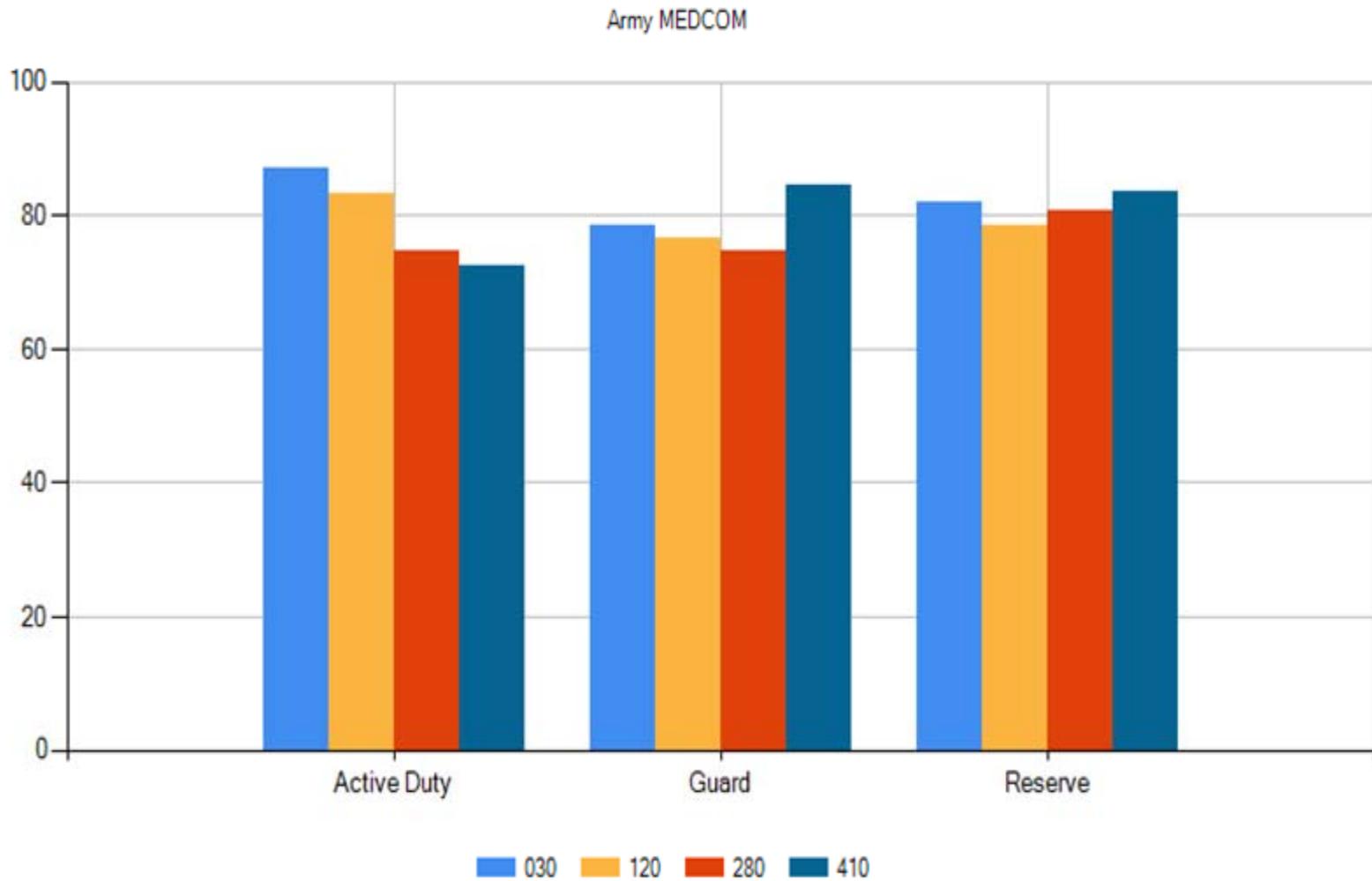


MEDCOM ATC





Overall Satisfaction (by days and COMPO)





Medical Evaluation Board Survey

26 February 2013



Army MEB Survey Program



Please explain your survey methodology. Who is eligible to receive the survey? 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? When was the survey administered? What percentage of the survey sample completed surveys?

The MEB Survey:

All Soldiers surveyed

- Cohort – Soldiers surveyed at 3 different times
- Survey is phone (1st) and web (2nd and 3rd)
- The Survey is a stratified random sample (census if small population)
- The response rate for the 1st contact is approximately 35-40%

Questionnaire

- PEBLO, Physician, Legal Counsel
- IDES Handbook, fairness, outcomes/expectations
- Knowledge test

Results

- Overall Satisfaction is currently at 72% (improvement from May)
- Top Predictors of Satisfaction: Fairness, PEBLO, Knowledge of System
- Legal Counsel and use of Disability Handbook also important

Way Ahead

- Continued collaboration with IDES Task Force
- Analyze trends with changes in satisfaction over time (as well as outcomes related to PEBLO training)



Army MEB Survey Program



What was the rank, gender, and AC/RC distribution of the survey respondents?

<u>GENDER</u>	
Female	13.73%
Male	86.27%
<u>COMPO</u>	
1	81.71%
2	10.69%
3	7.60%
<u>Rank</u>	
E1-E4	47.72%
E5-E6	37.20%
E7-E9	8.95%
O1-O3 (incl WO)	4.19%
O4 and above	1.93%



Army MEB Survey Program



Did you in any way assess whether the respondents and non-respondents differed?

The MEB survey is still too new to determine issues with non-response. If response rates decline in the future, consideration will be given to conducting a non-response analysis.



Army MEB Survey Program



How did you modify your survey methodology this year based on last year's experience? How will you modify your survey methodology next year based on this year's experience?

- The Medical Evaluation Board Survey was implemented in summer, 2010 (only surveyed those in a WTU). The survey, although useful in identifying problems, was not representative of the full MEB population, and questions were becoming outdated due to IDES. The survey was modified to include all Soldiers going through the MEB process and changed to a cohort study.
- In the future, we will examine response rates, specifically with the 2nd and 3rd contacts. These are both conducted by e-mail and response rates have dropped off from the 1st contact (conducted by telephone).



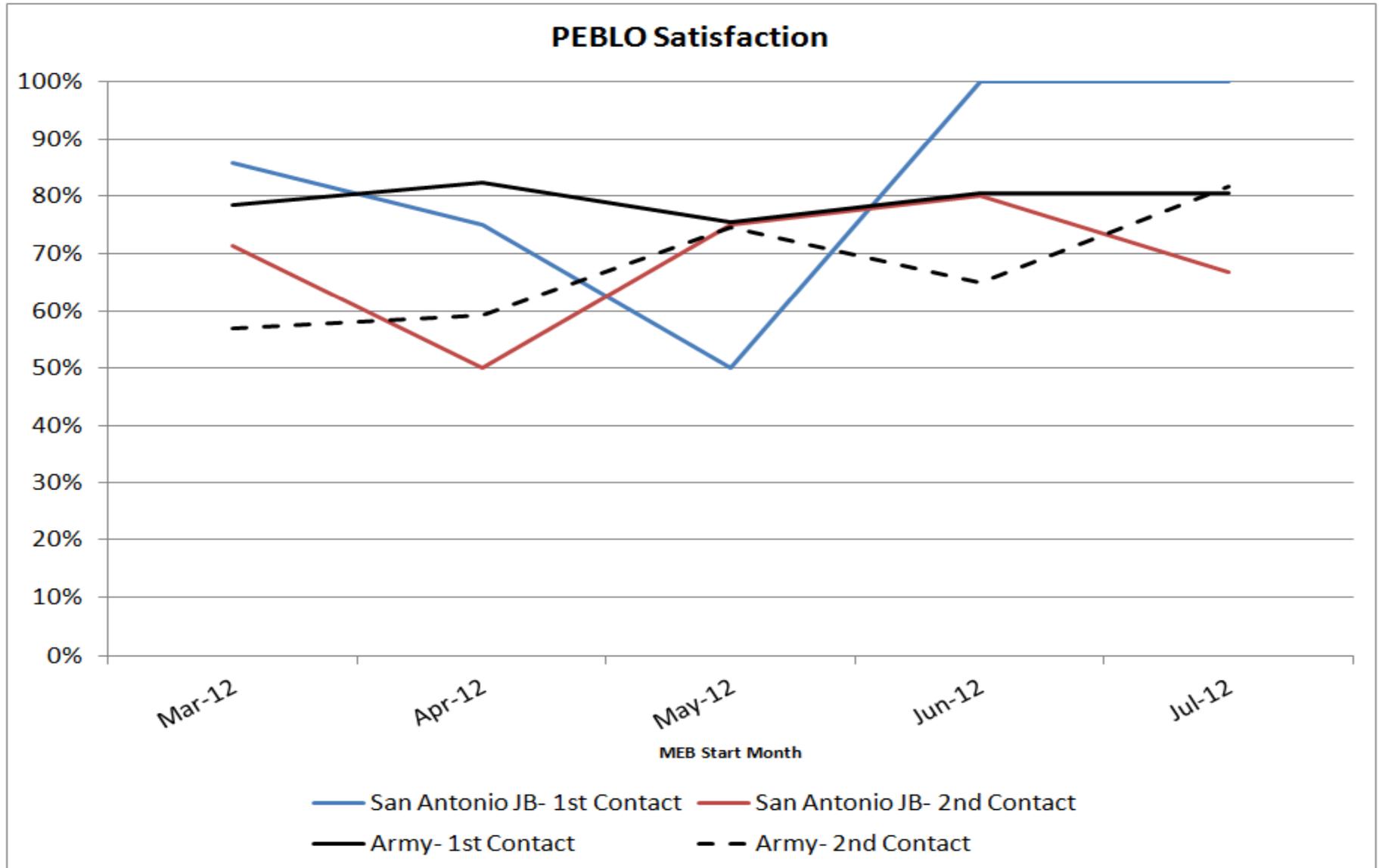
MEB – 1st Contact



- 1st Contact results have indicated that overall MEB satisfaction is highly correlated with the following:
 - PEBLO satisfaction
 - Understanding the process
 - Perception of fairness within the process
- PEBLO training teams are currently conducting training of PEBLOs

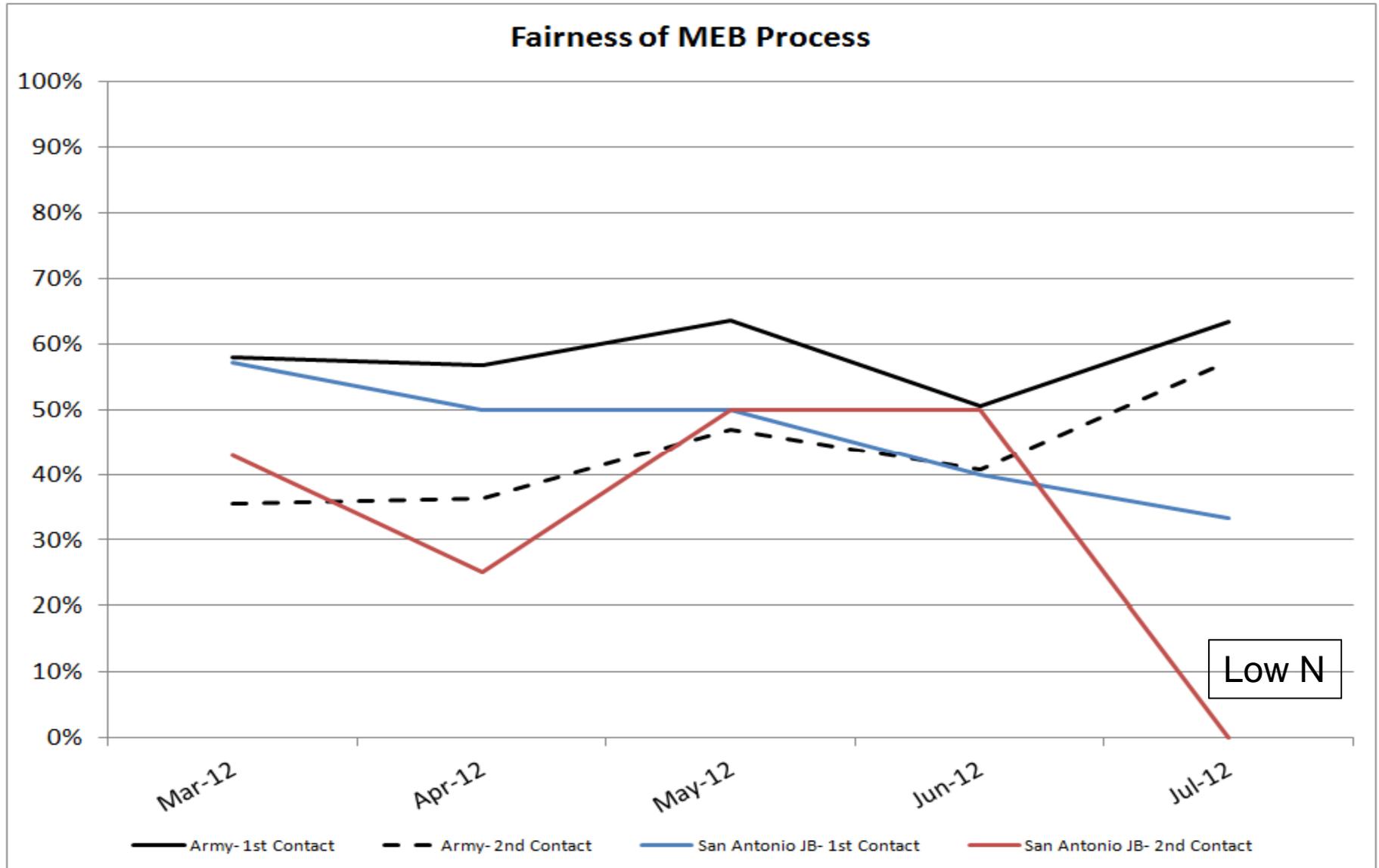


MEB – 1st vs 2nd CONTACT COMPARISON





MEB – 1st vs 2nd CONTACT COMPARISON





MEB – KNOWLEDGE TEST

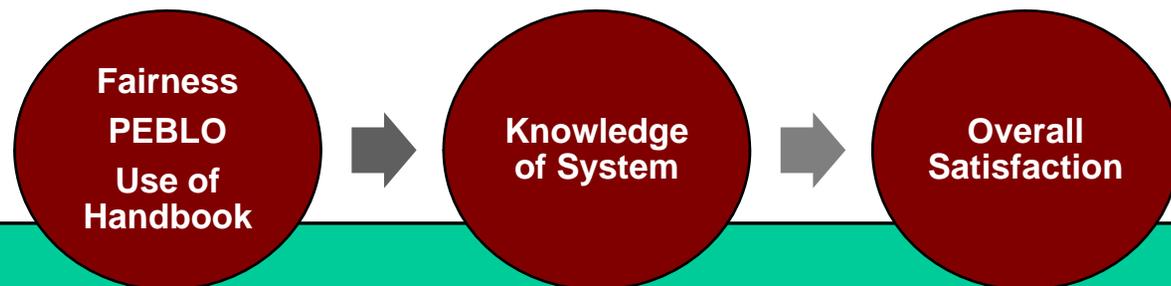
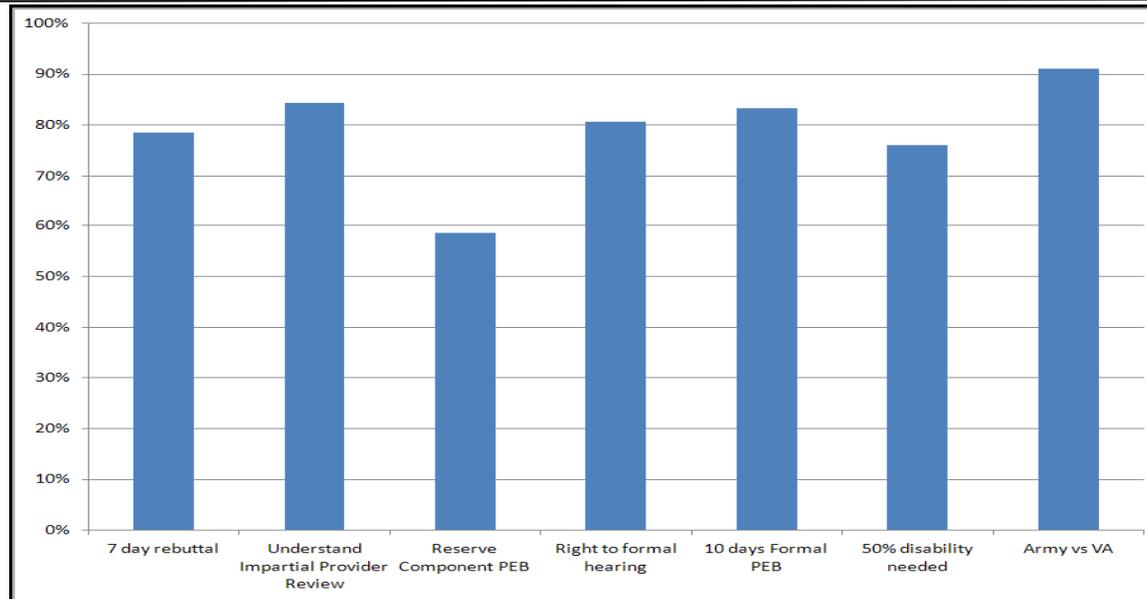


Knowledge questions on the survey instrument (Soldiers answer with “true” or “false”):

- If a Soldier disagrees with the MEB, he or she has 7 days to submit a rebuttal with their decision
- I understand why and when I can request an Impartial Provider Review (IPR)
- By law, all PEBs considering a Reserve Component Soldier will have a Reserve Component member
- The law provides that a Soldier cannot be retired or separated for physical disability without being given the right to a formal hearing
- A Soldier has 10 calendar days to make an election to concur or non-concur with the Formal PEB findings
- I need to get at least a 50% disability rating to get the maximum benefits
- The Army only rates those conditions that result in the Soldier being unfit for duty, whereas the VA rates the Soldier for all conditions incurred or aggravated by military service



MEB Survey Results – Knowledge Test



- Recommendations:
 - If we want to increase scores, Soldiers must feel the process is fair and be satisfied with their PEBLO
 - A KEY factor is knowledge of the system!! To increase knowledge, Soldiers should be asked consistently about the MEB handbook and their understanding/visibility of the legal system



Questions