

Army Warrior Care and Transition Program

brief to the

Recovering Warrior Task Force

WTU/MEB Survey Program

Dr. Melissa Gliner

24 February 2014

Army WTC Survey Program

Army briefed the WTU Survey and the MEB Survey to RWTF in February 2013. Please provide an update to this briefing.

Warrior Transition Unit Survey

Army WTC Survey Program

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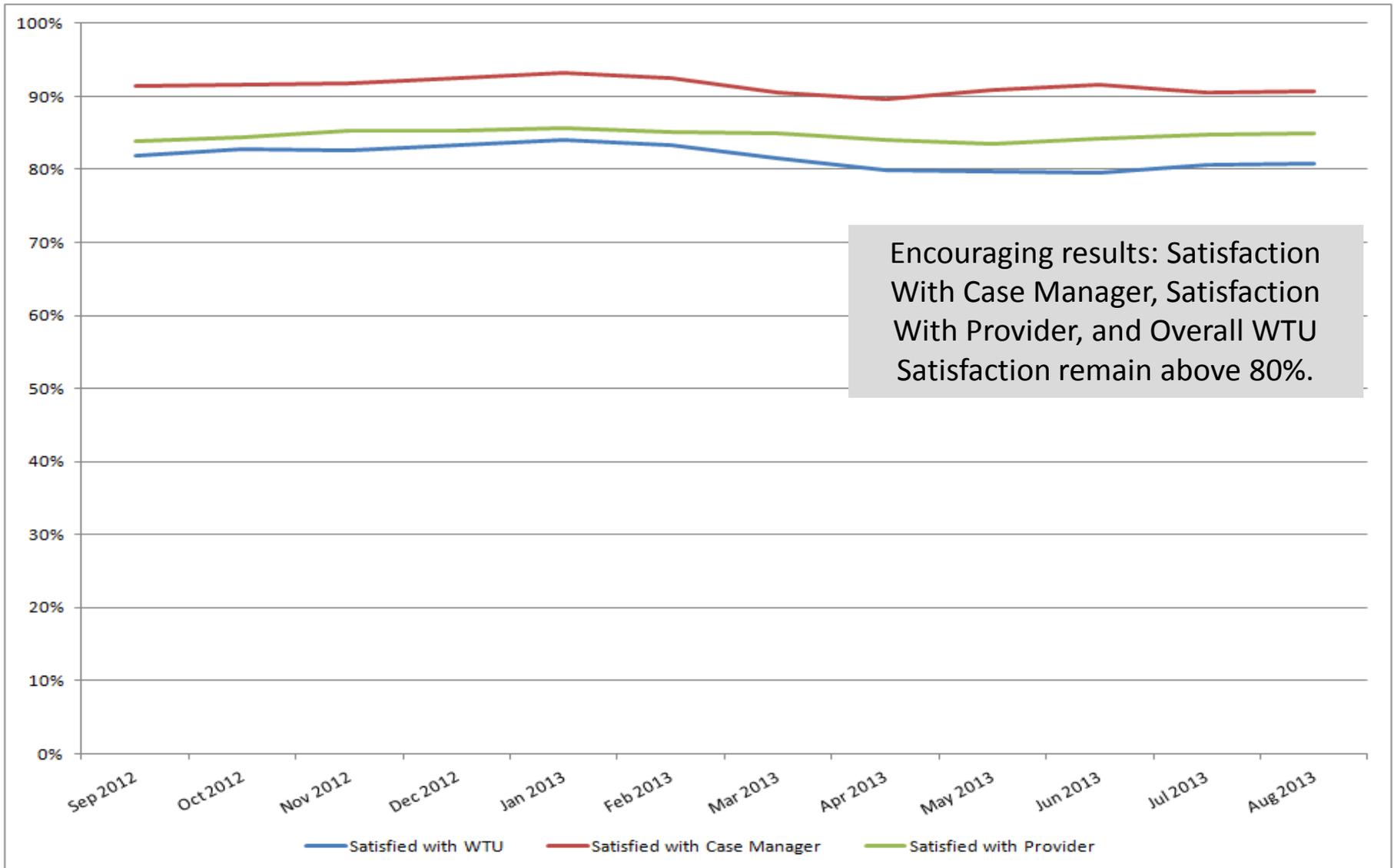
- Provided direct feedback to Nurse Case Managers at the unit level on their patient satisfaction scores. It helped to bolster NCM morale to know that their efforts are noted and appreciated by their Soldiers; additionally, this allowed us to take action for those with lower scores.
- Combined survey results with statistical data on other subjects for trend analysis across the system and at the unit level.
- The most recent survey was administered in February, 2014
- The Warrior Transition Unit Survey was modified to be more efficient in an austere budget environment. The survey mode was switched from telephone to e-mail. Unexpectedly, however, the response rate dropped significantly with this mode change. Beginning in March, 2014, we will return to a telephone survey.

Army WTC Survey Program

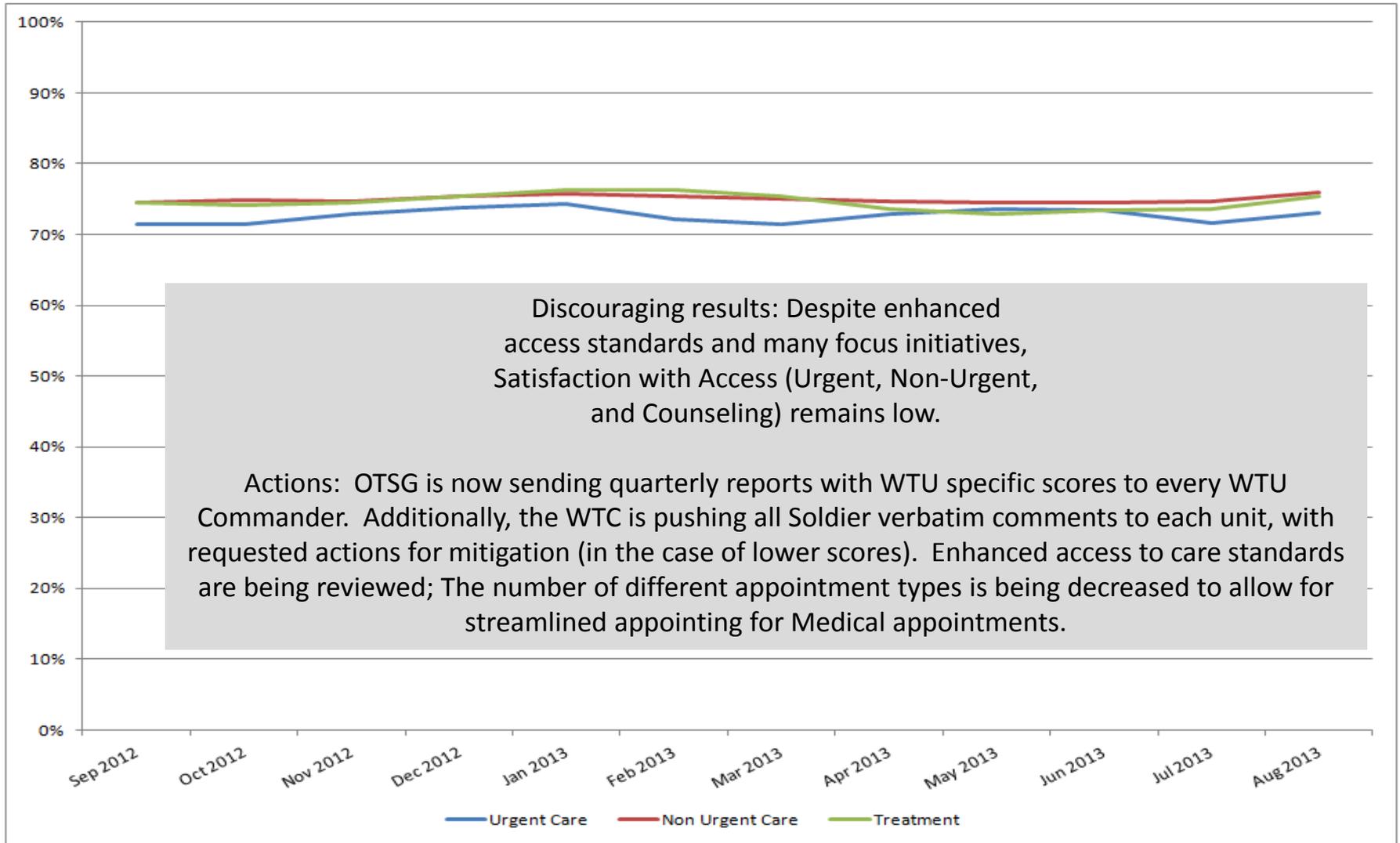
*In what important ways do current and previous survey results compare (i.e., similarities and differences)?
Highlight the three most encouraging results from the recent survey.
Highlight the three results from the recent survey that most require attention and your plans for addressing them.*

- Similar to previous results, Satisfaction with Case Manager continues to be rated very high, while Satisfaction with Provider and Overall Satisfaction with the Program remain steady (both above 80%).
- Additionally, Satisfaction with Access remains unchanged, with all measures in the mid to low 70s.
- There has been a significant decrease with Soldier Satisfaction with pain management – it may be that we continue to put more focus on the issues and therefore see more comments related to pain management.

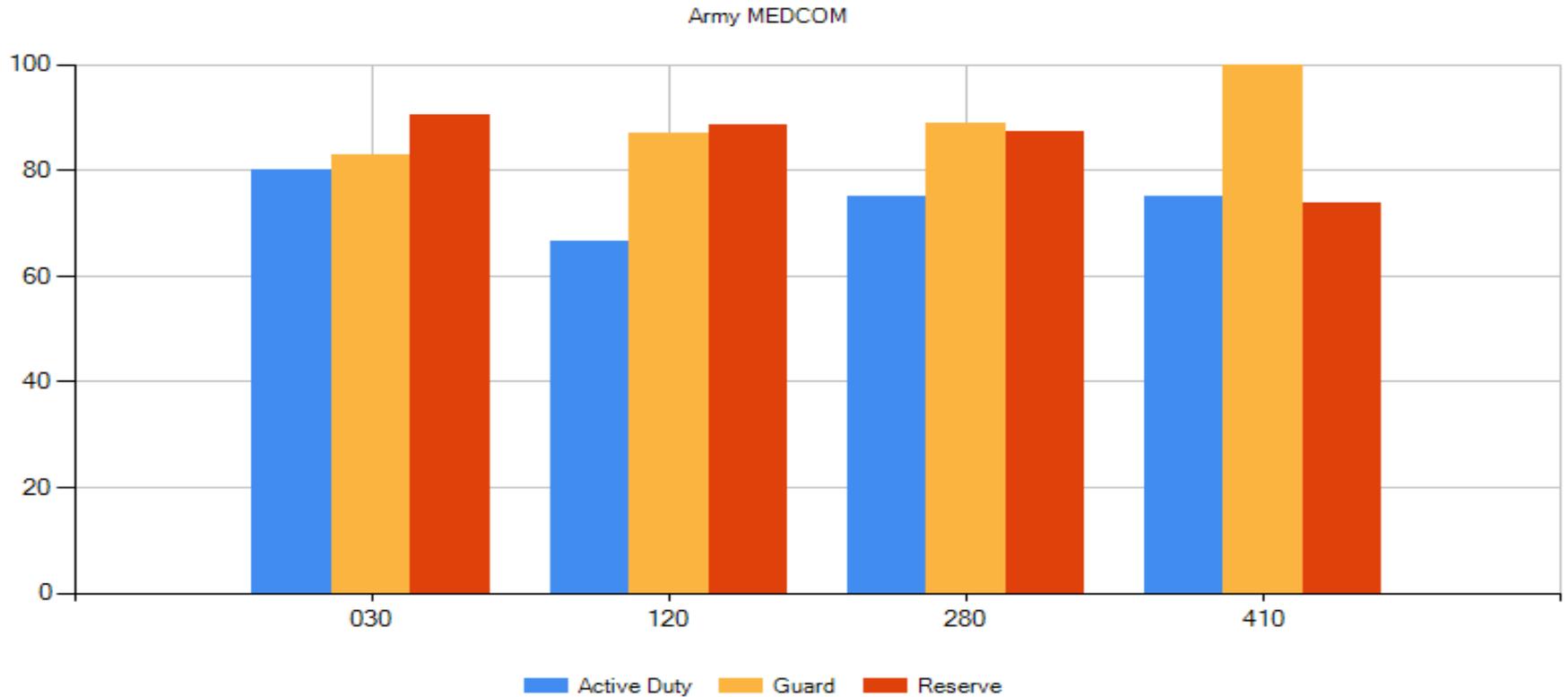
Army WTC Survey Program



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Army WTC Survey Program



COMPO	Active Duty	Active Duty	Active Duty	Active Duty	Guard	Guard	Guard	Guard	Reserve	Reserve	Reserve	Reserve
Days in Program	30	120	280	410	30	120	280	410	30	120	280	410
% Satisfied	80.00%	66.67%	75.00%	75.00%	82.98%	86.98%	88.89%	100.00%	90.48%	88.46%	87.50%	73.91%

The RC response rate is approximately 30%. The trends in Satisfaction are similar for AC and RC: the longer the time in WTU, the less satisfied. This trend is reversed for the National Guard.

Medical Evaluation Board Survey

Army MEB Survey Program

Army briefed the WTU Survey and the MEB Survey to RWTF in February 2013. Please provide an update to this briefing. What are the most important changes you made to your program in response to the previous survey results? When was the most recent survey administered (quarter/year)? Please provide the RWTF with a copy of each survey instrument you use to assess the performance of WTC programs and services. Please describe any significant changes to your survey methodology since last year's briefing to RWTF.

- Provided a formal PEBLO Satisfaction training program to sites with low scores. Additionally, satisfaction data were combined with other measures, such as length of time in process, to determine whether there were causal relationships. Ad-hoc training is done at sites in which Soldiers have very little knowledge of the MEB process (results from the survey).
- The most recent survey was administered in February, 2014
- The Medical Evaluation Board Survey was modified to be able to 1) improve response rates and 2) be able to take action in the areas in which MEDCOM could be effective. The survey was switched from a cohort study (Soldiers surveyed at 3 different times) to one contact (at the 120 day mark) and now just focuses on the MEB phase.

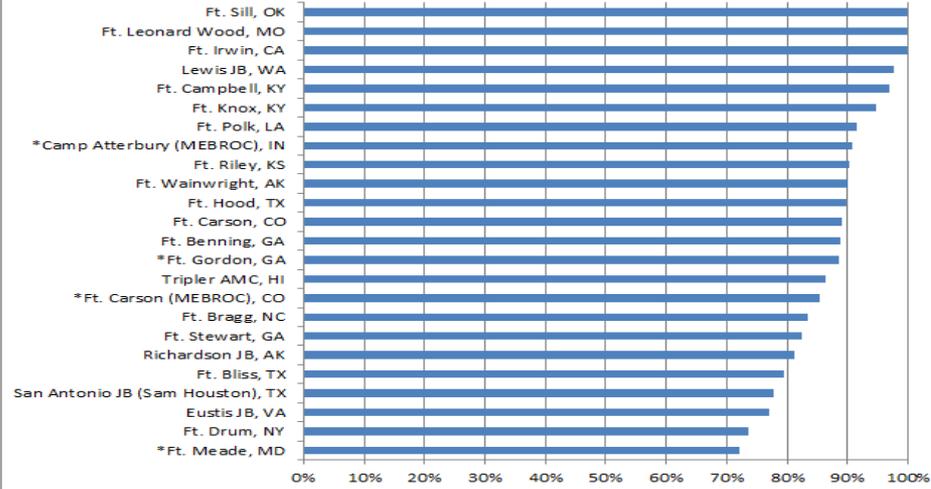
Army MEB Survey Program

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- Similar to previous results, Satisfaction with PEBLO remains very high. Additionally, overall satisfaction with the MEB process has remained steady (with a slight decrease after the survey methodology change).
- Current survey results indicate that Soldiers obtain the most information about IDES through other friends who have already gone through the process.

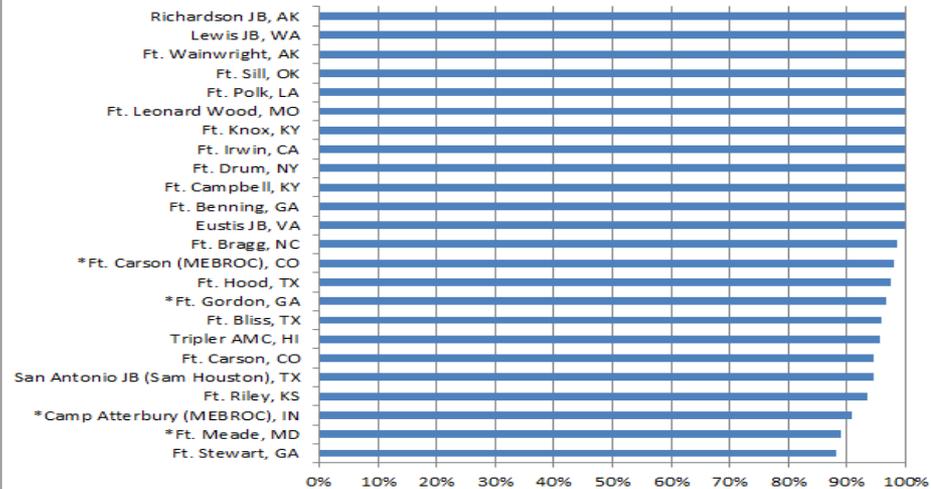
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PEBLO Satisfaction

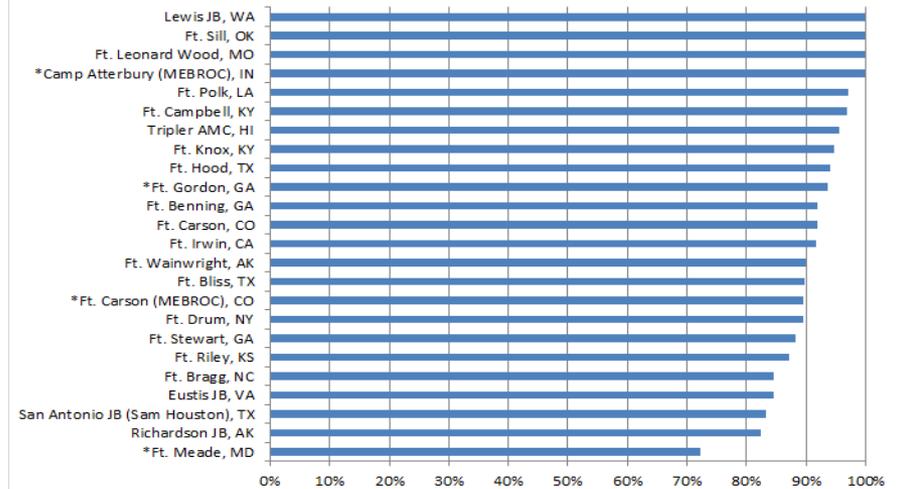


Encouraging results: Satisfaction With PEBLO, PEBLO treated Soldier with courtesy and respect, and PEBLO Response to Inquires remain above 85%.

Treated with Respect



PEBLO Responds to Inquiries



Note: No significant differences between AC and RC Soldiers

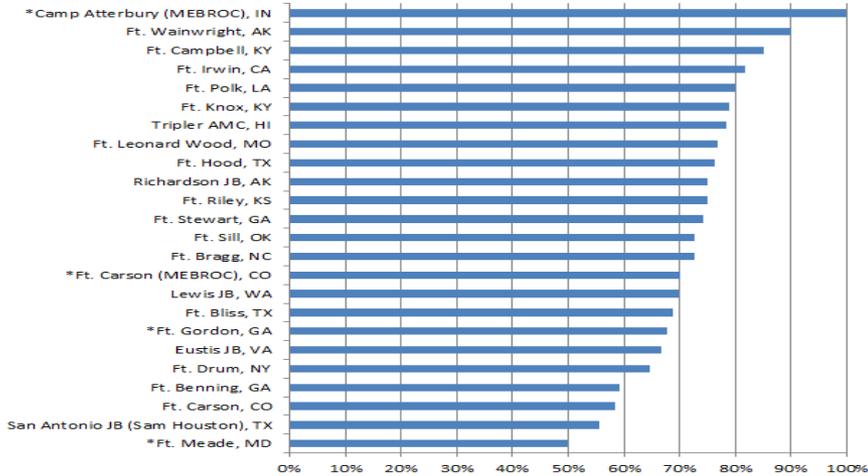
Army MEB Survey Program



Discouraging results: Overall MEB Satisfaction and “MEB Process is Fair”.

Concern that, although Soldiers are seeking out information, they may not be getting the correct information.

MEB Process Fair



Oct-Dec 2013

Most_Helpful_Information_Source	Total	% Total
IDES Pocket Handbook	52	9.54%
Compensation and Benefits Handbook	11	2.02%
eBenefits site	86	15.78%
MEB AKO Portal	57	10.46%
Friends who have been through the MEB	237	43.49%
Other	70	12.84%
Don't know	32	5.87%
Total	545	