Restoring the Warrior to Readiness: TRICARE Update

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TRICARE Management Activity

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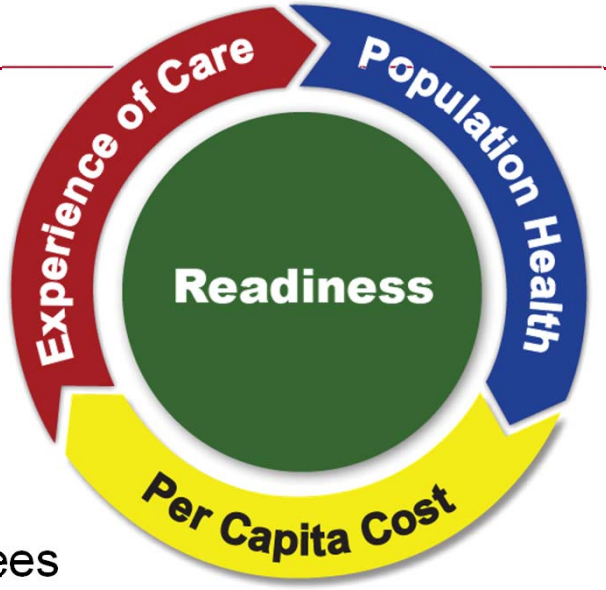
Military Health System Quadruple Aim

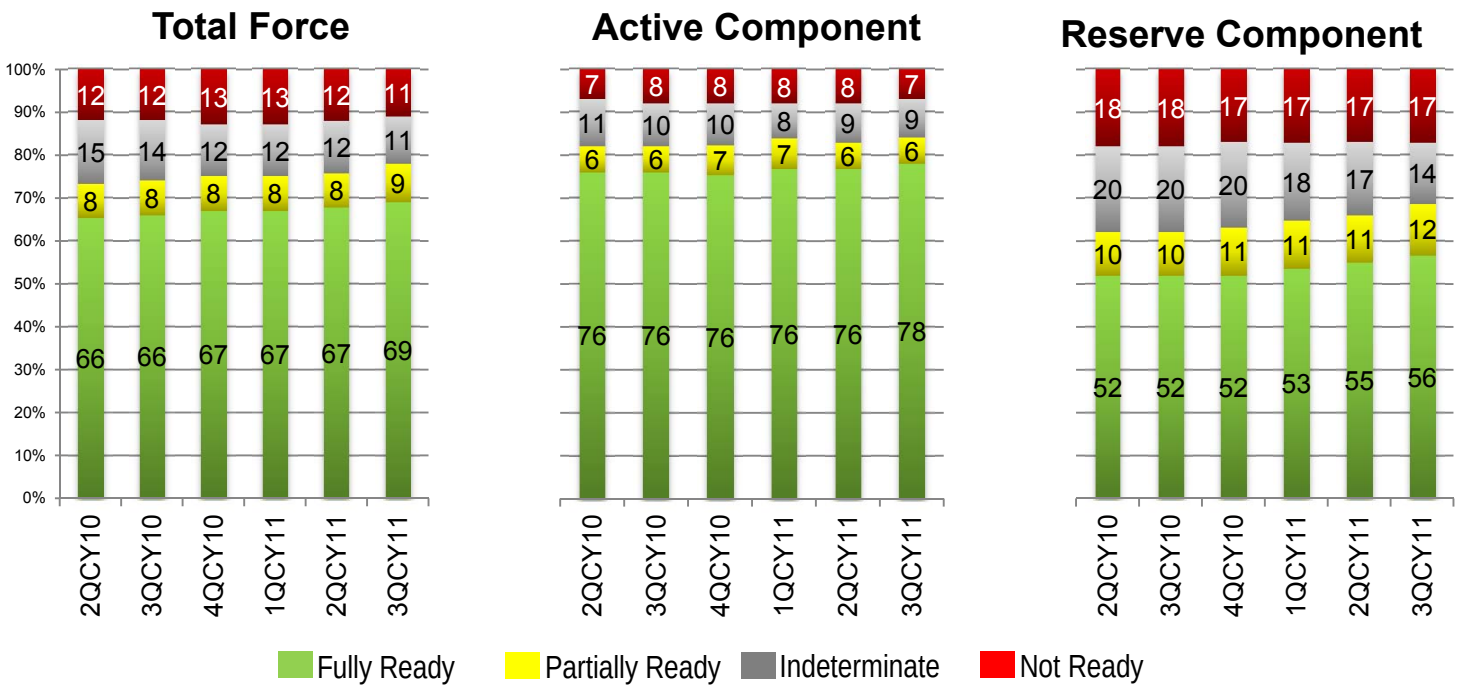


- **Readiness**
  - Pre- and Post-deployment
  - Family Health
  - Behavioral Health
  - Professional Competency/Currency
- **Population Health**
  - Healthy service members, families, and retirees
  - Quality health care outcomes
- **A Positive Patient Experience**
  - Patient and Family centered Care, Access, Satisfaction
- **Cost**
  - Responsibly Managed
  - Focused on value

Quadruple Aim as Relevant Continuum for Readiness

Approaching Readiness Goals

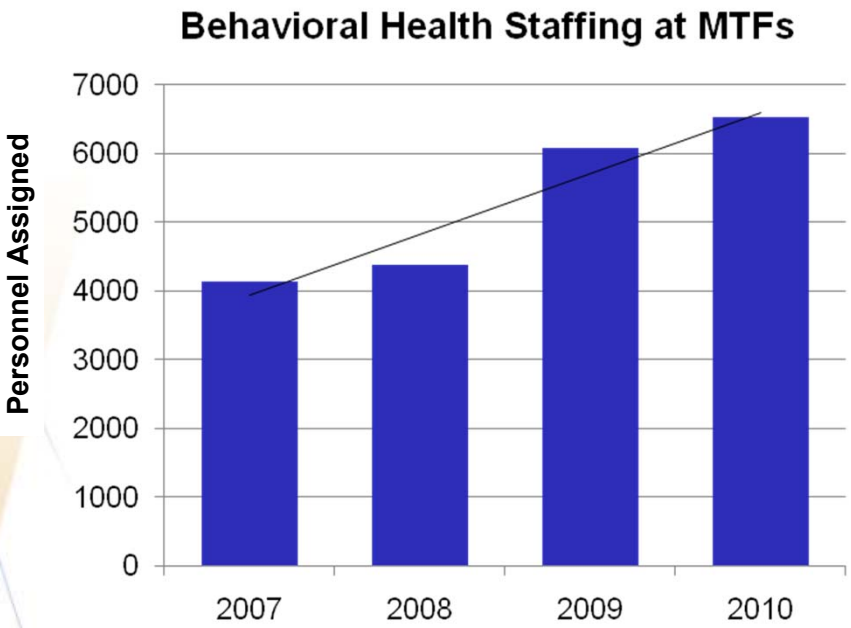
2011 Individual Medical Readiness Target: 81%

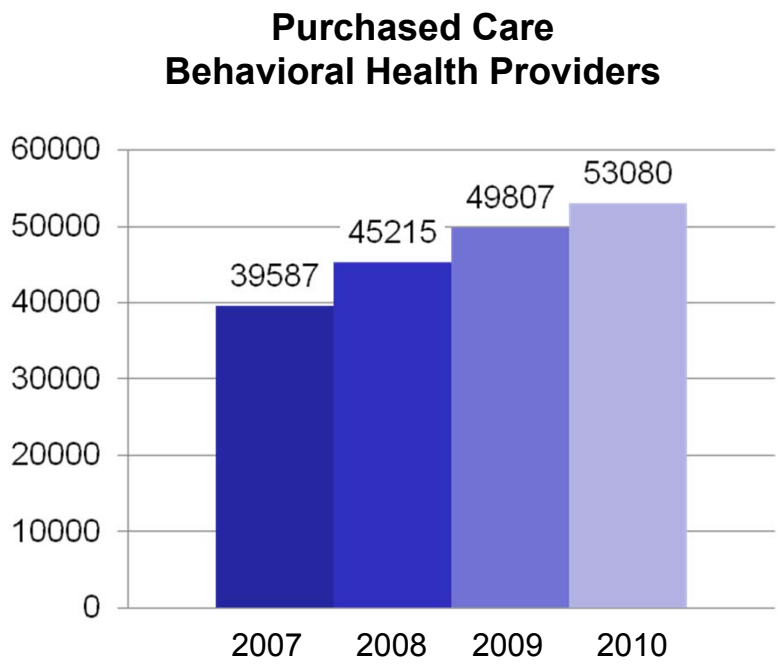


- To improve performance, commands should focus on completing delinquent PHAs & dental exams

Individual and Unit Readiness

Meeting Behavioral Health Demand by Increasing Access

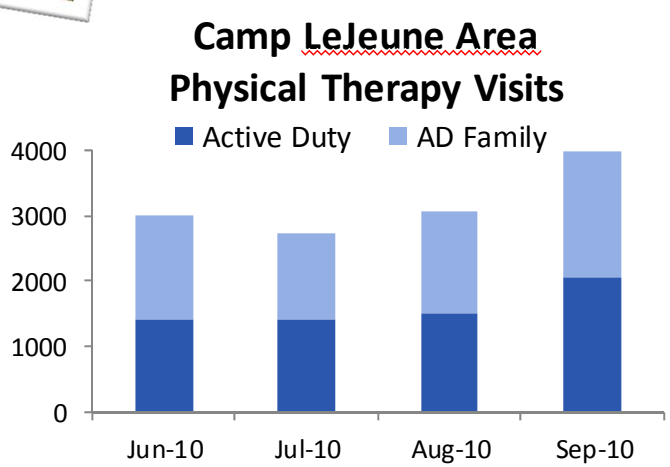


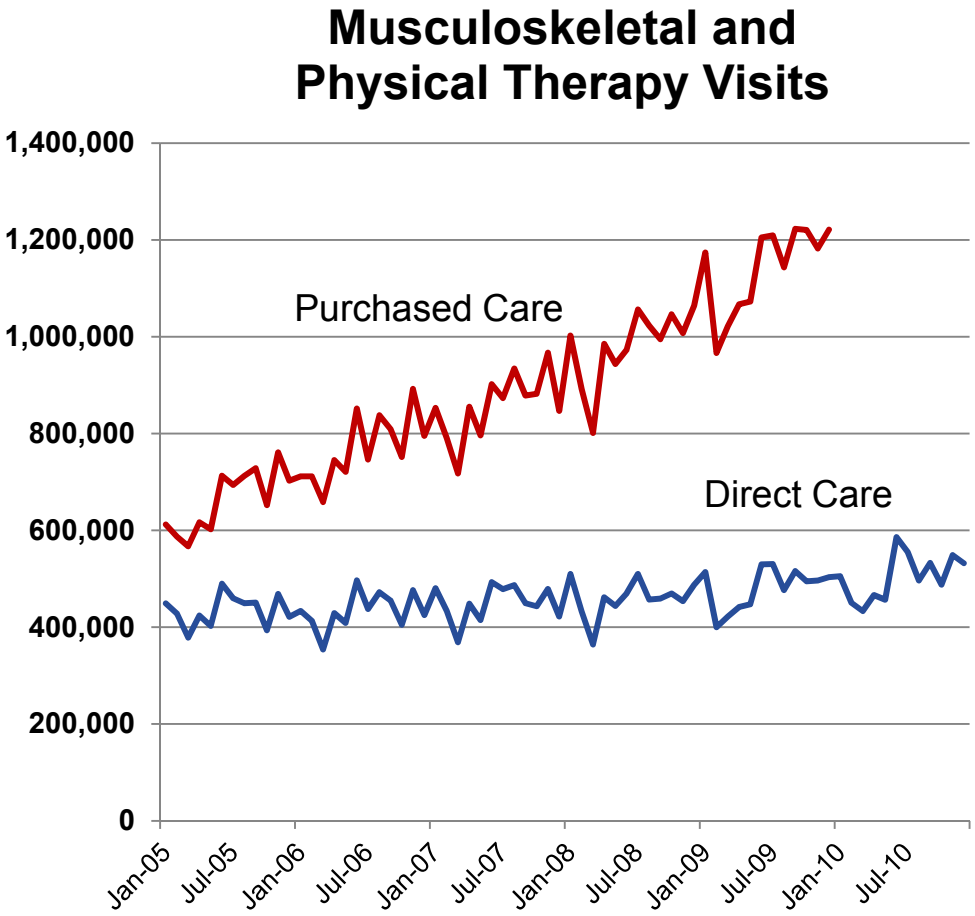


Behavioral Health, FY07-FY10

	Services	Patients
Direct care	Up 47%	Up 26%
Purchased care	Up 84%	Up 40%

Physical Therapy Impact on Readiness





- What is readiness impact?
  - Visit cost is modest, but lost work time is significant
  - Deployment of physical therapists

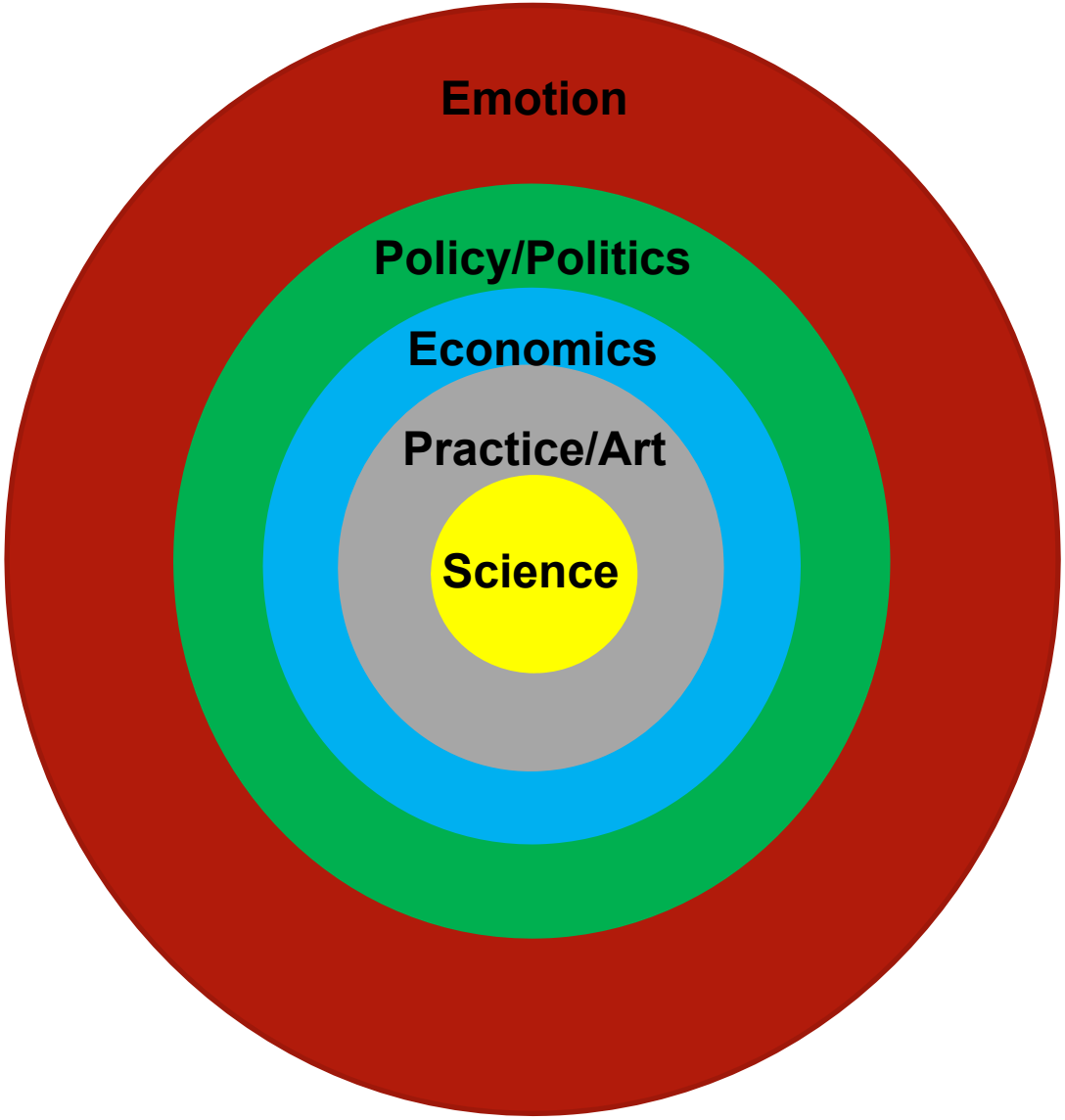
Should We Adopt New Models for On-Base Care?

How Can We Address the "White Space"?

- Average time spent in medical appointment – 100 minutes/year
- What are we doing the remaining 525,500 minutes?
  - Work
  - School
  - Family
  - Personal time
  - Sleep
- How do all our *choices* contribute to readiness?

Personal
Professional
WELL-BEING
Family
Significant Partner
Overall Health
Faith
Spiritual
Leadership/ Institution
Sense of Hope
Source of Income
Sense of Productive Work
Sense of Community
Civilian
Military

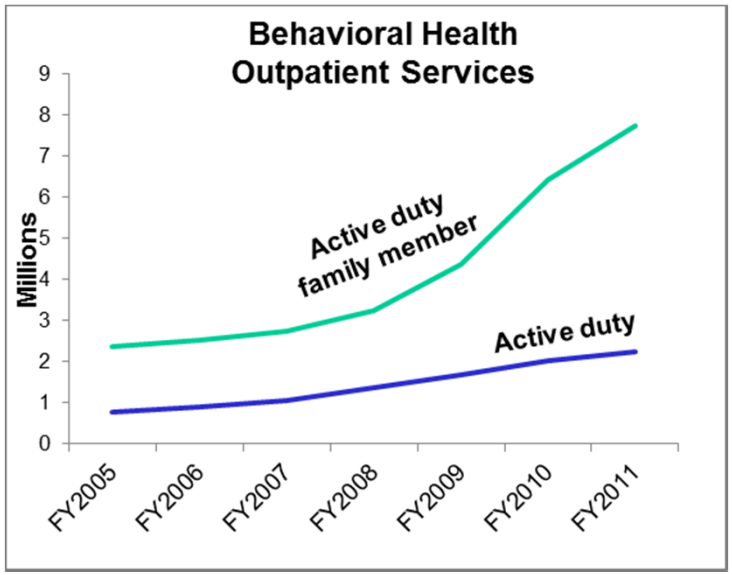
Healthcare to *Health* Dynamics



Family Readiness

Research on Behavioral Health

- New England Journal of Medicine
  - Studied Army wives of deployed soldiers
  - Found significantly higher rates of mental health issues compared to spouses of non-deployed
  - Rates increased with longer deployments (more than 11 months)

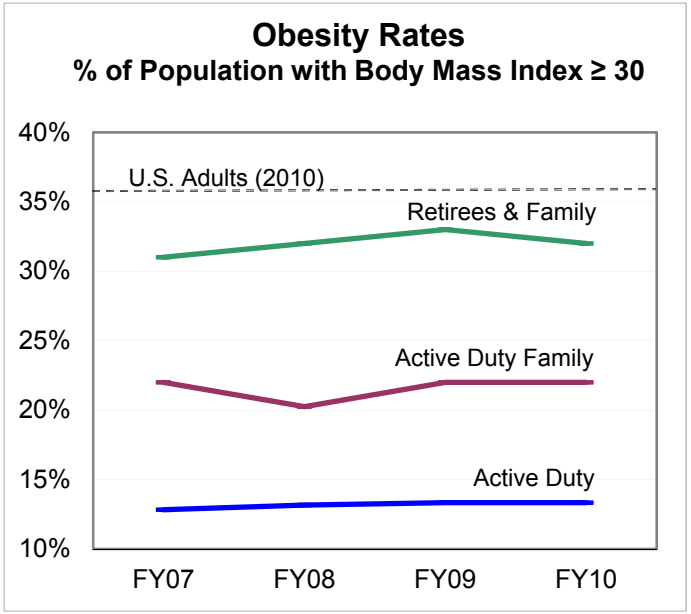


- National Military Family Association
  - Studied wide cross-section of military children nationally
  - Family breakdown: 57% Army, 20% AF, 17% Navy, 6% USMC or CG
  - Found significantly higher levels of emotional difficulties compared to children in general population
  - More emotional challenges as parental deployments grow longer
  - Symptoms increased if non-deployed parent also had behavioral health issues

Health Care to *Health*

TRICARE Resources

- Healthy Living campaign
  - Three primary lifestyle initiatives: obesity, alcohol abuse & tobacco use
  - Visit www.tricare.mil/HealthyLiving
- Alcohol Usage
  - 11% lower binge drinking rate at participating installations
  - Visit www.ThatGuy.com
- Smoking Cessation
  - Info & live web chat help at award-winning web site, www.ucanquit2.org
  - Smoking quit lines for U.S. regions
- New and expecting parent education
  - Text4baby, Parent Review



Medical Force Readiness

Supporting Troops and Families

- Leadership needs tools to identify problems before they're chronic
- Sustaining currency and enhancing competency
  - MTF Right of First Refusal: MTFs review civilian referrals for specialty care to determine if they can provide the care to TRICARE Prime beneficiaries living near MTF
  - Unique, valuable opportunity for Graduate Medical Education (GME) sites to obtain the right case mix necessary for a quality education
- Recognizing key interdependencies
- Maximizing opportunities when communicating with troops and families

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