Appendix B  
Template for Site Visit Agenda

DAY 1:
1. Individual courtesy meeting with the MTF/Lead Agent commander (15-30 min)
2. Introductory meeting with the command team and other key management staff (1 hr).
   RAND team provides an overview of the evaluation design and how the site visits fit into the evaluation.
   Then seek high level policy perspective from the command team regarding the subvention demonstration.
3. Tour of the medical treatment facility(s) (1 hr)
4. Group meeting with the Senior Prime management team (2 hrs) - focus on policy,
   organizational, and implementation topics from the management perspective
5. Meeting with the Senior Prime medical leadership (1 hr.) - medical directors of the MTF and Lead Agent office
6. QM/UM team meeting with counterparts from Lead Agent, MTF, and TRICARE contractor (Foundation Health) (1 hr.)
7. Focus group with representatives of retiree associations (1 hr.)

DAY 2:
8. Meeting with CEIS staff from Lead Agent’s office (1 hr) -- discuss data availability,
   quality, and plans for reporting Senior Prime activity.
9. Meeting with the TRICARE Managed Care Support contractor management team (1-1/2 hr).
   (Often held at the contractor’s office, but sometimes at the Lead Agent office.)
10. Focus groups with MTF health care delivery personnel (each 1-1/2 hr) --
    • PCM physicians
    • Specialty physicians
    • Front line clinical and support staff
    • Ancillary services staff

DAY 3:
10. Marketing team meeting – typically Lead Agent staff (1 hr)
11. Meeting with financial management staff – MTF and Lead Agent (1 hr)
12. Meetings with MTF and Lead Agent staff who deal directly with enrollees (each 1 hr)
    • Patient Relations
    • Senior Prime Appeals and Grievance
13. Outbriefing by RAND with the site’s executive management team (1 hr) - RAND
    provides a preliminary overview of what was learned and highlights of items the site may wish to monitor or address.