

Army Wellness Centers Quarterly Program Monitoring Report Fiscal Year 2022, Quarter 4: JULY–SEPTEMBER

The Army Wellness Center (AWC) Quarterly Program Monitoring Report (QPMR) provides detailed program monitoring data for all AWCs within the enterprise program. These data inform whether AWCs are meeting established benchmarks, reaching their intended population, and delivering high-quality, standardized services to facilitate the fitness and readiness of our Force.

The following metrics are included in this report:

- ❖ **Demographics:** A summary of AWC clients' gender, age, and status to describe who is participating in AWC services, and determine if AWCs are reaching the intended target population. The primary population for AWCs is Active Duty (AD) Soldiers; however, the mission is also focused on supporting the Health of the Total Force, which includes Family members, Retirees, Spouses, and Department of Defense (DoD) Civilians. This metric helps to ensure AWCs are meeting that expectation as an enterprise and at the local installation.
- ❖ **Number of Unique Clients:** A count of each individual who participates in at least one AWC service, including metabolic testing, fitness testing, body composition analysis, biometrics, biofeedback, health coaching, and health education classes. This metric helps to ensure that AWCs are seeing a variety of unique clients across each installation per quarter.
- ❖ **Number of Client Visits:** A count of the total number of AWC visits during the reporting period. This metric helps to ensure clients are utilizing health and wellness services.
- ❖ **Utilization Rates:** A measure of staff efficiency to determine whether AWCs are meeting identified performance standards. Health Educators at fully implemented AWCs (i.e., open for 1 year or longer) are expected to see 8.5 visits per day. This metric helps to ensure that AWC staff focus on the quantity as well as the overall quality of appointments.
- ❖ **Musculoskeletal (MSK) Injury Risk:** A measure to determine the extent to which AD Soldiers who visit the AWC for the first time meet the 2-mile run-time criterion for MSK injury risk. Reducing MSK injury rates among Soldiers remains a priority for Senior Leaders, and the 2-mile run-time criterion was established to systematically utilize AWC services to reduce Soldier injury risk and enhance readiness.
- ❖ **Client Satisfaction:** A summary of AWC clients' satisfaction survey data after participating in AWC services to ensure AWCs continue to deliver high-quality, standardized services. Client satisfaction rates are associated with the likelihood that clients will return to the AWC for additional services, and the likelihood that clients will refer other beneficiaries to the AWC.

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OVERALL QUARTERLY SUMMARY FOR FISCAL YEAR 2022 (FY22) QUARTER 4 (Q4)

Note: The AWCs continue to experience significant shifts in service delivery because of the Coronavirus Disease 2019 (COVID-19) pandemic. This QPMR summarizes the FY22Q4 data and demonstrates the AWCs' continued flexibility to adjust services, resume operations during the pandemic, and improve AWC utilization.

❖ Utilization

- There were **18,416** unique clients served by 35 AWCs.
- There were **35,351** visits to 35 AWCs.
- The overall ratio of **1.9** visits per unique client.
- The overall ratio of **2.1** services per visit.
- The overall utilization achieved for fully implemented AWCs was **82%**.
 - *Target (100% utilization) = 8.5 visits per Health Educator per day for fully implemented AWCs (operational for ≥ 1 year).*

❖ Utilization by AD Soldiers Meeting Army Physical Fitness Test (APFT) 2-mile Run-Time Criteria for Musculoskeletal (MSK) Injury Risk:

- Of the AD Soldiers who visited the AWC for the first time during this reporting period, **48%** met the criterion for MSK injury risk based on the 2-mile run time.

❖ Client Satisfaction Ratings:

- The overall client satisfaction was high (**98%**).

❖ Demographics:

- The majority of clients were male (**64%**), AD (**76%**), and most were between the ages of 26 and 35 (**38%**), or 18 and 25 (**30%**).

OVERALL YEARLY SUMMARY FOR FY22

The following summarizes the data from the AWC Health and Wellness Tracker (AWCHWT) for FY22Q1–FY22Q4:

❖ Utilization:

- There were **58,946** unique clients served by 35 AWCs.
- There were **142,780** visits to 35 AWCs.
- The overall ratio of **2.4** visits per unique client.
- The overall ratio of **2.0** services per visit.
- The overall utilization achieved for fully implemented AWCs was **82%**.
 - *Target (100% utilization) = 8.5 visits per Health Educator per day for fully implemented AWCs (operational for ≥ 1 year).*

❖ Client Satisfaction Ratings:

- The overall client satisfaction was **high (98%)**.

UTILIZATION

Table 1. Number of Unique Clients^a Served

Facility Name	Facility Size ^b	Command	FY 2022				
			Q1	Q2	Q3	Q4	Q1-Q4
RHC-Atlantic			6,146	6,007	6,878	6,937	21,022
APG	Small	AMC	254	242	216	170	631
Fort Benning	Medium	TRADOC	N/A ^c	N/A ^c	640	559	990
Fort Belvoir	Small	MDW	N/A ^c	613	622	666	1,516
Fort Bragg	Large	FORSCOM	733	465	586	553	2,082
Fort Campbell	Large	FORSCOM	624	545	632	630	1,961
Fort Drum	Medium	FORSCOM	468	381	518	330	1,423
Fort Gordon	Medium	TRADOC	406	675	626	593	1,885
Fort Jackson	Medium	TRADOC	668	539	433	558	1,603
Fort Knox	Medium	TRADOC	246	271	328	448	955
Fort Lee	Medium	TRADOC	452	327	578	645	1,679
Fort Meade	Medium	MDW	694	476	490	490	1,738
Fort Rucker	Small	TRADOC	388	368	338	327	1,157
Fort Stewart	Medium	FORSCOM	666	592	457	464	1,888
JBLE	Small	TRADOC	549	521	424	507	1,631
RHC-Central			8,648	6,795	6,599	6,792	23,334
Fort Bliss	Large	FORSCOM	808	701	643	473	2,082
Fort Carson	Large	FORSCOM	858	869	623	743	2,497
Fort Hood	Large	FORSCOM	991	959	877	1,002	2,939
Fort Huachuca	Small	TRADOC	519	487	549	328	1,396
Fort Irwin	Small	FORSCOM	231	376	434	373	1,033
Fort Leavenworth	Small	TRADOC	651	901	679	927	2,883
Fort Leonard Wood	Medium	TRADOC	783	483	533	506	1,859
Fort Polk	Medium	FORSCOM	402	360	335	341	1,117
Fort Riley	Medium	FORSCOM	1,288	596	563	691	2,651
Fort Sill	Medium	TRADOC	1,166	464	379	457	2,031
JBSA	Medium	AETC	978	600	991	956	2,970
RHC-Europe			1,365	1,269	1,751	1,809	5,091
Bavaria	Small	USAREUR	352	287	259	378	1,065
Landstuhl	Small	USAREUR	305	308	477	325	1,297
Stuttgart	Small	USAREUR	57	N/A ^c	258	282	496
Vicenza	Small	USAREUR	395	356	457	587	1,350
Wiesbaden	Small	USAREUR	257	318	303	238	898
RHC-Pacific			3,497	3,189	3,223	2,899	9,992
Camp Humphreys	Medium	USARPAC	1,131	770	930	701	2,777
Camp Zama	Small	USARPAC	189	175	167	176	551
Fort Wainwright	Small	USARPAC	194	294	384	361	858
JBLM	Large	FORSCOM	1,188	909	808	690	2,770
Schofield Barracks	Medium	USARPAC	795	1,042	934	972	3,069
Overall			19,642	17,242	18,422	18,416	58,946

Data source: Army Wellness Center Health and Wellness Tracker, January 2022 export (FY22Q1), April 2022 export (FY22Q2), July 2022 export (FY22Q3), and October 2022 export (FY22Q4; FY22Q1–FY22Q4).

Legend: N/A = not applicable.

Notes:

^a Each individual who participates in at least one AWC service is considered a unique client. The AWC services include metabolic testing, fitness testing, body composition analysis, biometrics, biofeedback, health coaching, and health education class attendance. Overall numbers of unique clients will be less than the sum of unique clients across quarters and/or less than the sum of unique clients across AWCs to the extent that the same client visited an AWC in more than one quarter and/or to the extent that the same client visited more than one AWC.

^b Facility Size (Size of Beneficiary Population): Small (29K or less), Medium (30K to 77K), Large (78K or greater).

^c AWC facilities that did not have any Health Educators serving clients during the period due to staffing gaps, staff being absent for 30 or more working days during the period, staff not yet being trained to serve clients during the period, or other extenuating circumstances.

Table 2. Number of Visits^a

Facility Name	Facility Size ^b	Command	FY 2022				
			Q1	Q2	Q3	Q4	Q1-Q4
RHC-Atlantic			10,349	10,605	12,168	11,890	45,109
APG	Small	AMC	412	404	335	264	1,415
Fort Benning	Medium	TRADOC	N/A ^c	N/A ^c	1,067	822	1,890
Fort Belvoir	Small	MDW	N/A ^c	937	1,064	1,074	3,076
Fort Bragg	Large	FORSCOM	1,103	815	968	895	3,796
Fort Campbell	Large	FORSCOM	1,253	1,231	1,295	1,283	5,063
Fort Drum	Medium	FORSCOM	859	646	865	706	3,078
Fort Gordon	Medium	TRADOC	736	1,125	995	958	3,815
Fort Jackson	Medium	TRADOC	1,016	912	890	1,082	3,902
Fort Knox	Medium	TRADOC	554	583	689	794	2,630
Fort Lee	Medium	TRADOC	619	574	930	941	3,065
Fort Meade	Medium	MDW	1,117	914	1,067	925	4,023
Fort Rucker	Small	TRADOC	622	621	465	485	2,193
Fort Stewart	Medium	FORSCOM	1,148	1,095	950	901	4,094
JBLE	Small	TRADOC	910	748	588	760	3,069
RHC-Central			17,258	14,463	14,329	14,333	60,509
Fort Bliss	Large	FORSCOM	2,135	2,131	1,330	982	6,592
Fort Carson	Large	FORSCOM	1,470	1,427	1,053	1,232	5,189
Fort Hood	Large	FORSCOM	2,117	2,135	1,964	2,400	8,624
Fort Huachuca	Small	TRADOC	925	932	954	725	3,596
Fort Irwin	Small	FORSCOM	381	569	675	560	2,185
Fort Leavenworth	Small	TRADOC	1,211	1,282	1,221	1,776	5,496
Fort Leonard Wood	Medium	TRADOC	1,080	784	799	803	3,469
Fort Polk	Medium	FORSCOM	778	611	506	604	2,500
Fort Riley	Medium	FORSCOM	1,945	1,178	1,464	1,640	6,227
Fort Sill	Medium	TRADOC	1,645	879	675	710	3,909
JBSA	Medium	AETC	3,571	2,535	3,688	2,901	12,722
RHC-Europe			2,462	2,430	3,391	3,385	11,846
Bavaria	Small	USAREUR	628	554	563	697	2,450
Landstuhl	Small	USAREUR	502	500	723	473	2,344
Stuttgart	Small	USAREUR	137	N/A ^c	572	629	1,356
Vicenza	Small	USAREUR	726	748	971	1,133	3,584
Wiesbaden	Small	USAREUR	469	628	562	453	2,112
RHC-Pacific			6,440	6,381	6,746	5,743	25,316
Camp Humphreys	Medium	USARPAC	2,375	1,685	2,143	1,418	7,622
Camp Zama	Small	USARPAC	321	315	252	308	1,195
Fort Wainwright	Small	USARPAC	301	655	877	928	2,764
JBLM	Large	FORSCOM	1,873	1,805	1,704	1,352	6,734
Schofield Barracks	Medium	USARPAC	1,570	1,921	1,770	1,737	7,001
Overall			36,509	33,879	36,634	35,351	142,780

Data source: Army Wellness Center Health and Wellness Tracker, January 2022 export (FY22Q1), April 2022 export (FY22Q2),

July 2022 export (FY22Q3), and October 2022 export (FY22Q4; FY22Q1–FY22Q4).

Legend: N/A = not applicable.

Notes:

^a The overall number of visits may be more than the sum of visits across quarters to the extent that the AWCs entered data into the AWCHWT after data for each quarterly QPMR were exported.

^b Facility Size (Size of Beneficiary Population): Small (29K or less), Medium (30K to 77K), Large (78K or greater).

^c AWC facilities that did not have any Health Educators serving clients during the period due to staffing gaps, staff being absent for 30 or more working days during the period, staff not yet being trained to serve clients during the period, or other extenuating circumstances.

Table 3. Ratio of Services per Visit

Facility Name	Facility Size ^a	Command	FY 2022				
			Q1	Q2	Q3	Q4	Q1-Q4
RHC-Atlantic			1.9	2.1	2.2	2.3	2.1
APG	Small	AMC	2.5	2.5	2.5	2.7	2.5
Fort Benning	Medium	TRADOC	N/A ^b	N/A ^b	2.0	2.1	2.0
Fort Belvoir	Small	MDW	N/A ^b	2.4	2.4	2.4	2.4
Fort Bragg	Large	FORSCOM	1.7	1.9	2.0	1.9	1.8
Fort Campbell	Large	FORSCOM	1.7	1.8	1.8	1.8	1.8
Fort Drum	Medium	FORSCOM	2.1	2.0	1.9	2.1	2.0
Fort Gordon	Medium	TRADOC	2.0	2.2	2.3	2.2	2.2
Fort Jackson	Medium	TRADOC	1.6	1.8	2.2	2.4	2.0
Fort Knox	Medium	TRADOC	2.8	2.9	2.6	2.9	2.8
Fort Lee	Medium	TRADOC	1.8	2.1	2.2	2.1	2.1
Fort Meade	Medium	MDW	1.7	2.2	2.2	2.4	2.1
Fort Rucker	Small	TRADOC	1.6	1.9	2.3	2.2	2.0
Fort Stewart	Medium	FORSCOM	1.7	1.8	1.9	2.0	1.8
JBLE	Small	TRADOC	2.8	3.0	3.1	3.1	3.0
RHC-Central			1.7	1.9	1.8	2.0	1.8
Fort Bliss	Large	FORSCOM	1.6	1.5	1.6	1.8	1.6
Fort Carson	Large	FORSCOM	2.1	2.3	2.2	2.1	2.2
Fort Hood	Large	FORSCOM	1.8	1.8	1.9	2.0	1.9
Fort Huachuca	Small	TRADOC	2.3	2.4	2.2	2.3	2.3
Fort Irwin	Small	FORSCOM	2.7	2.4	2.5	2.8	2.6
Fort Leavenworth	Small	TRADOC	2.3	2.8	2.3	2.4	2.4
Fort Leonard Wood	Medium	TRADOC	1.5	1.9	2.0	2.0	1.8
Fort Polk	Medium	FORSCOM	2.5	3.1	3.2	2.8	2.8
Fort Riley	Medium	FORSCOM	1.4	1.7	1.9	1.8	1.7
Fort Sill	Medium	TRADOC	1.5	1.9	1.9	2.0	1.8
JBSA	Medium	AETC	1.1	1.1	1.2	1.5	1.2
RHC-Europe			2.3	2.4	2.2	2.3	2.3
Bavaria	Small	USAREUR	2.4	2.4	2.5	2.7	2.5
Landstuhl	Small	USAREUR	2.6	2.9	2.6	2.8	2.6
Stuttgart	Small	USAREUR	1.6	N/A ^b	1.9	2.2	2.0
Vicenza	Small	USAREUR	2.0	2.2	2.0	1.9	2.0
Wiesbaden	Small	USAREUR	2.4	2.4	2.4	2.6	2.5
RHC-Pacific			1.8	2.0	2.1	2.0	2.0
Camp Humphreys	Medium	USARPAC	1.9	2.0	2.0	2.2	2.0
Camp Zama	Small	USARPAC	1.8	1.7	2.0	1.9	1.8
Fort Wainwright	Small	USARPAC	2.3	2.2	2.3	2.3	2.3
JBLM	Large	FORSCOM	1.7	2.1	2.2	2.2	2.0
Schofield Barracks	Medium	USARPAC	1.8	1.8	1.9	1.7	1.8
Overall			1.8	2.0	2.0	2.1	2.0

Data source: Army Wellness Center Health and Wellness Tracker, January 2022 export (FY22Q1), April 2022 export (FY22Q2), July 2022 export (FY22Q3), and October 2022 export (FY22Q4; FY22Q1–FY22Q4).

Legend: N/A = not applicable.

Notes:

^a Facility Size (Size of Beneficiary Population): Small (29K or less), Medium (30K to 77K), Large (78K or greater).

^b AWC facilities that did not have any Health Educators serving clients during the period due to staffing gaps, staff being absent for 30 or more working days during the period, staff not yet being trained to serve clients during the period, or other extenuating circumstances.

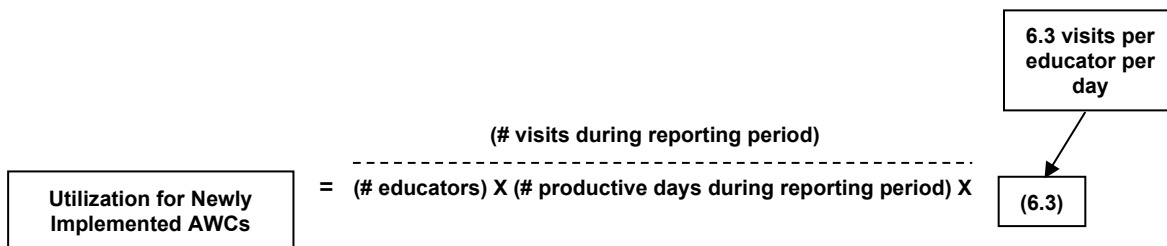
❖ **Method:**

The number of visits that AWC Health Educators see per day is one way to measure AWC staff efficiency. The AWC Health Educators at newly implemented AWCs (open for < 1 year) are expected to see 6.3 visits per day, and AWC Health Educators at fully implemented AWCs (open for ≥ 1 year) are expected to see 8.5 visits per day. The measure of staff efficiency for fully implemented AWCs in FY22Q4 (8.5 visits per day) is a change from quarters prior to FY21Q4, where Health Educators were expected to see 10.5 visits per day. As a result, utilization for fully implemented AWCs in FY22Q4 cannot be compared to quarters prior to FY21Q4. This change aligns with Health Educators' new performance measures and will be used to measure staff efficiency for AWC Health Educators at fully implemented AWCs for the foreseeable future. The extent to which AWC Health Educators meet these targets (i.e., achieve 100% utilization) is calculated as a percentage of the benchmark number of clients that AWC Health Educators are expected to see per day and the number of productive days during the reporting period.

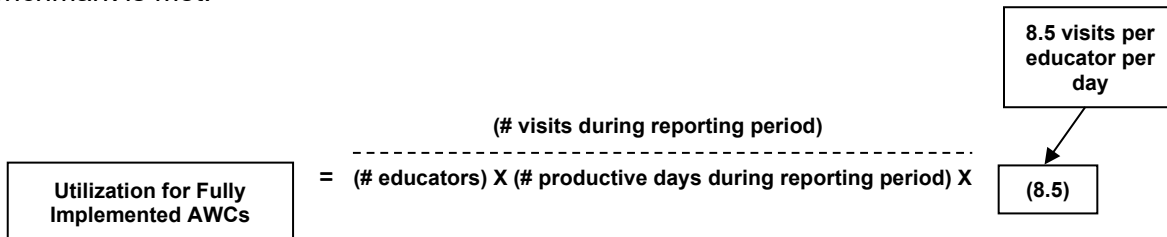
All client data associated with Health Educators who were absent for 30 or more working days or not yet trained to serve clients during the period are not included.

❖ **Formulas:**

The utilization for newly implemented AWCs is an index of the extent to which this expected benchmark is met:



The utilization for fully implemented AWCs is an index of the extent to which this expected benchmark is met:



Note: The number of productive days per quarter used to calculate utilization is 55. This number accounts for Federal holidays and an estimated maximum amount of annual and sick leave accrued per year, distributed evenly among four quarters. Both contractor and General Service (GS) employee leave is included in this formula and given equal weight. Specifically, the estimated maximum number of annual and sick leave days accrued per year is an average of contractor and GS employee leave accrual rates. As a result, utilization can be affected by variability in the ratio of contractors to GS employees within AWCs and/or by variability in the actual number of leave days taken. In addition, utilization will generally be lower at AWCs that provide relatively more services per visit compared to AWCs that provide relatively fewer services per visit.

Table 4. Utilization Achieved for Newly Implemented AWCs (open for < 1 year) Target (100% utilization) = 6.3 visits per Health Educator per day

Facility Name	Facility Size ^a	Command	FY 2022				
			Q1 (%)	Q2 (%)	Q3 (%)	Q4 (%)	Q1-Q4 (%)
RHC-Atlantic							
Fort Belvoir	Small	MDW	N/A ^b	135 ^c	154 ^c	103 ^c	127 ^c

Data source: Army Wellness Center Health and Wellness Tracker, January 2022 export (FY22Q1), April 2022 export (FY22Q2), July 2022 export (FY22Q3), and October 2022 export (FY22Q4; FY22Q1–FY22Q4).

Legend: N/A = not applicable.

Notes:

^a Facility Size (Size of Beneficiary Population): Small (29K or less), Medium (30K to 77K), Large (78K or greater).

^b This AWC facility did not have any Health Educators serving clients during the period due to staffing gaps, staff being absent for 30 or more working days during the period, staff not yet being trained to serve clients during the period, or other extenuating circumstances.

^c The AWC facilities with utilization over 100% have exceeded the target for the number of visits seen per Health Educator per day.

**Table 5. Utilization Achieved for Fully Implemented AWCs (open for ≥ 1 year)
Target (100% utilization) = 8.5 visits per Health Educator per day**

Facility Name	Facility Size ^a	Command	FY 2022				
			Q1 (%)	Q2 (%)	Q3 (%)	Q4 (%)	Q1-Q4 (%)
RHC-Atlantic			76	65	70	70	70
APG	Small	AMC	88	86	72	56	76
Fort Benning	Medium	TRADOC	N/A ^c	N/A ^c	114 ^b	88	101 ^b
Fort Bragg	Large	FORSCOM	59	44	69	48	54
Fort Campbell	Large	FORSCOM	67	66	58	69	65
Fort Drum	Medium	FORSCOM	46	46	62	50	51
Fort Gordon	Medium	TRADOC	79	80	71	68	74
Fort Jackson	Medium	TRADOC	109 ^b	98	63	116 ^b	93
Fort Knox	Medium	TRADOC	59	62	74	85	70
Fort Lee	Medium	TRADOC	66	61	99	101 ^b	82
Fort Meade	Medium	MDW	119 ^b	65	76	99	86
Fort Rucker	Small	TRADOC	133 ^b	66	50	52	67
Fort Stewart	Medium	FORSCOM	82	59	51	48	58
JBLE	Small	TRADOC	97	80	126 ^b	81	94
RHC-Central			92	84	86	83	87
Fort Bliss	Large	FORSCOM	91	114 ^b	76	56	85
Fort Carson	Large	FORSCOM	79	76	75	132 ^b	85
Fort Hood	Large	FORSCOM	65	65	73	73	69
Fort Huachuca	Small	TRADOC	99	100	102 ^b	155 ^b	110 ^b
Fort Irwin	Small	FORSCOM	41	61	72	60	58
Fort Leavenworth	Small	TRADOC	86	91	87	95	90
Fort Leonard Wood	Medium	TRADOC	116 ^b	84	85	86	93
Fort Polk	Medium	FORSCOM	166 ^b	65	54	65	76
Fort Riley	Medium	FORSCOM	104 ^b	84	78	88	89
Fort Sill	Medium	TRADOC	88	63	48	51	64
JBSA	Medium	AETC	127 ^b	108 ^b	158 ^b	103 ^b	124 ^b
RHC-Europe			66	87	81	103 ^b	84
Bavaria	Small	USAREUR	134 ^b	119 ^b	120 ^b	149 ^b	131 ^b
Landstuhl	Small	USAREUR	54	53	77	101 ^b	72
Stuttgart	Small	USAREUR	15	N/A ^c	41	67	41
Vicenza	Small	USAREUR	78	80	104 ^b	121 ^b	96
Wiesbaden	Small	USAREUR	100	134 ^b	120 ^b	97	113 ^b
RHC-Pacific			106 ^b	91	90	94	95
Camp Humphreys	Medium	USARPAC	127 ^b	120 ^b	115 ^b	101 ^b	116 ^b
Camp Zama	Small	USARPAC	69	67	54	66	64
Fort Wainwright	Small	USARPAC	64	70	63	99	74
JBLM	Large	FORSCOM	100	97	91	72	90
Schofield Barracks	Medium	USARPAC	112 ^b	82	95	124 ^b	100
Overall			87	78	81	82	82

Data source: Army Wellness Center Health and Wellness Tracker, January 2022 export (FY22Q1), April 2022 export (FY22Q2), July 2022 export (FY22Q3), and October 2022 export (FY22Q4; FY22Q1–FY22Q4).

Legend: N/A = not applicable.

Notes:

^a Facility Size (Size of Beneficiary Population): Small (29K or less), Medium (30K to 77K), Large (78K or greater).

^b The AWC facilities with utilization over 100% exceeded the target for the number of visits seen per Health Educator per day. Utilization over 100% during and after FY21Q4 may be driven by the revised formula, where the number of visits per Health Educator per day changed from 10.5 visits to 8.5 visits.

^c AWC facilities that did not have any Health Educators serving clients during the period due to staffing gaps, staff being absent for 30 or more working days during the period, staff not yet being trained to serve clients during the period, or other extenuating circumstances.

UTILIZATION AND 2-MILE RUN TIME

❖ Purpose:

To monitor the extent to which AD Soldiers who visit the AWC for the first time meet the 2-mile run time criteria for MSK injury risk.

❖ Method:

The 2-mile run time is an established measure of aerobic fitness.¹ Research shows that poor aerobic fitness, as indexed by a slow 2-mile run time, is a strong predictor of MSK injury.² Two-mile run times exceeding 15:00 minutes for males and 18:00 minutes for females place Soldiers at risk for MSK injuries.

The data are presented in the following metric:

- Data Source: APFT 2-mile run-time data collected in the AWCHWT.
- Include: APFT 2-mile run-time data from AD Soldiers who participated in an AWC service for the *first time*³ during the reporting period.
- Exclude: APFT 2-mile run-time data from any returning clients.

Table 6. MSK Injury Risk Criteria

	Meet Criteria for Risk of MSK Injury?	
	Yes	No
Male	APFT 2-mile run time > 15:00 minutes	APFT 2-mile run time ≤ 15:00 minutes
Female	APFT 2-mile run time > 18:00 minutes	APFT 2-mile run time ≤ 18:00 minutes

❖ Formula:

$$\text{Percentage of AD Soldier AWC clients who met the APFT 2-mile run-time criteria for MSK injury risk at first visit} = \left(\frac{\text{\# of AD Soldiers who visited the AWC for the first time during the reporting period and met APFT 2-mile run-time criteria for MSK injury}}{\text{\# of AD Soldiers who visited the AWC for the first time during the reporting period}} \right) * 100$$

¹Mello RP, MM Murphy, and JA Voge. 1984. *Relationship between the Army 2-mile Run Test and Maximal Oxygen Uptake*. U.S. Army Medical Research and Development Command, Fort Detrick, Maryland.

²Jones BH, KG Hauret, SK Dye, VD Hauschild, SP Rossi, MD Richardson, and KE Friedl. 2017. "Impact of physical fitness and body composition on injury risk among active young adults: A study of Army trainees." *J Sci Med Sport* 20(Suppl 4):S17–S22.

³Data from AD Soldiers who visited the AWC for the first time during the reporting period were used to capture an unbiased estimate of service utilization by the target priority population. Tracking the population of AD Soldiers visiting the AWC for the first time provides a unique opportunity to evaluate the impact of AWC service utilization on MSK injury risk over time.

Table 7. Number of AD Soldiers who Visited the AWC for the First Time during the Reporting Period and Percentage of Total who Met APFT 2-mile Run-Time Criteria for MSK Injury Risk

Facility Name	Facility Size ^a	Command	FY 2022											
			Q1			Q2			Q3			Q4		
			Total #	Met Criteria		Total #	Met Criteria		Total #	Met Criteria		Total #	Met Criteria	
				#	%		#	%		#	%		#	%
RHC-Atlantic			585	323	55	612	313	51	603	315	52	83	40	48
APG	Small	AMC	14	7	50	21	14	67	20	13	65	2	1	50
Fort Benning	Medium	TRADOC	N/A ^b	N/A ^b	N/A ^b	N/A ^b	N/A ^b	N/A ^b	32	13	41	3	1	33
Fort Belvoir	Small	MDW	N/A ^b	N/A ^b	N/A ^b	20	6	30	19	6	32	6	4	67
Fort Bragg	Large	FORSCOM	74	37	50	70	31	44	86	32	37	11	5	45
Fort Campbell	Large	FORSCOM	36	8	22	28	12	43	13	5	38	4	0	0
Fort Drum	Medium	FORSCOM	68	29	43	37	21	57	47	20	43	3	0	0
Fort Gordon	Medium	TRADOC	45	21	47	88	35	40	81	45	56	14	8	57
Fort Jackson	Medium	TRADOC	29	13	45	33	18	55	17	10	59	3	2	67
Fort Knox	Medium	TRADOC	43	30	70	53	31	58	39	23	59	11	5	45
Fort Lee	Medium	TRADOC	38	12	32	32	17	53	66	42	64	5	3	60
Fort Meade	Medium	MDW	18	11	61	20	6	30	24	13	54	6	2	33
Fort Rucker	Small	TRADOC	29	12	41	23	7	30	21	6	29	N/A ^b	N/A ^b	N/A ^b
Fort Stewart	Medium	FORSCOM	120	97	81	116	71	61	100	64	64	9	7	78
JBLE	Small	TRADOC	71	46	65	71	44	62	38	23	61	6	2	33
RHC-Central			637	349	55	719	392	55	660	357	54	100	50	50
Fort Bliss	Large	FORSCOM	95	53	56	60	39	65	74	48	65	9	7	78
Fort Carson	Large	FORSCOM	38	18	47	41	22	54	29	13	45	9	4	44
Fort Hood	Large	FORSCOM	107	71	66	80	57	71	79	47	59	13	5	38
Fort Huachuca	Small	TRADOC	42	29	69	76	51	67	45	24	53	3	3	100
Fort Irwin	Small	FORSCOM	15	11	73	15	8	53	11	4	36	3	0	0
Fort Leavenworth	Small	TRADOC	91	37	41	138	64	46	74	30	41	11	6	55
Fort Leonard Wood	Medium	TRADOC	40	18	45	76	38	50	48	23	48	5	3	60
Fort Polk	Medium	FORSCOM	67	35	52	88	38	43	59	29	49	13	7	54
Fort Riley	Medium	FORSCOM	19	12	63	18	9	50	37	24	65	4	3	75
Fort Sill	Medium	TRADOC	34	22	65	64	32	50	15	9	60	3	1	33
JBSA	Medium	AETC	89	43	48	63	34	54	189	106	56	27	11	41
RHC-Europe			167	85	51	111	56	50	178	87	49	27	11	41
Bavaria	Small	USAREUR	51	26	51	25	15	60	55	30	55	12	4	33
Landstuhl	Small	USAREUR	45	29	64	30	15	50	25	14	56	6	4	67
Stuttgart	Small	USAREUR	6	1	17	N/A ^b	N/A ^b	N/A ^b	25	18	72	1	0	0
Vicenza	Small	USAREUR	34	13	38	37	13	35	53	15	28	5	2	40
Wiesbaden	Small	USAREUR	31	16	52	19	13	68	20	10	50	3	1	33
RHC-Pacific			206	90	44	264	133	50	248	127	51	23	12	52
Camp Humphreys	Medium	USARPAC	11	5	45	6	4	67	5	2	40	4	3	75
Camp Zama	Small	USARPAC	22	6	27	18	10	56	6	3	50	N/A ^b	N/A ^b	N/A ^b
Fort Wainwright	Small	USARPAC	4	1	25	0	0	0	28	13	46	2	0	0
JBLM	Large	FORSCOM	90	43	48	104	53	51	74	33	45	3	2	67
Schofield Barracks	Medium	USARPAC	79	35	44	136	66	49	135	76	56	14	7	50
Overall			1,595	847	53	1,706	894	52	1,689	886	52	233	113	48

Data source: Army Wellness Center Health and Wellness Tracker, January 2022 export (FY22Q1), April 2022 export (FY22Q2), July 2022 export (FY22Q3), and October 2022 export (FY22Q4).

Legend: N/A = not applicable

Notes:

^a Facility Size (Size of Beneficiary Population): Small (29K or less), Medium (30K to 77K), Large (78K or greater).

^b AWC facilities that are either missing data or did not have any Health Educators serving clients during the period due to staffing gaps, staff being absent for 30 or more working days during the period, staff not yet being trained to serve clients during the period, or other extenuating circumstances.

CLIENT SATISFACTION RATINGS

❖ Method:

After participating in AWC services, clients are emailed a link for completing an online satisfaction survey administered through the AWCHWT. The survey contains 11 questions that assess clients' perception of their AWC experience, including staff competence, staff professionalism, service quality, and facility appearance. Each question is assigned a meaningful numeric value from 0 (lowest level of satisfaction) to 4 (highest level of satisfaction). An average satisfaction score is calculated across all 11 questions, and this average is then divided by 4 and multiplied by 100 to obtain a percentage-based client satisfaction rating.

❖ Formula:

Client Satisfaction Rating = ((average satisfaction score / 4) * 100)

Table 8. Client Satisfaction^a Ratings

Facility Name	Facility Size ^b	Command	FY 2022				
			Q1 (%)	Q2 (%)	Q3 (%)	Q4 (%)	Q1-Q4 (%)
RHC-Atlantic			98	98	98	98	98
APG	Small	AMC	98	98	98	98	98
Fort Benning	Medium	TRADOC	N/A ^c	N/A ^c	98	97	98
Fort Belvoir	Small	MDW	N/A ^c	97	98	98	98
Fort Bragg	Large	FORSCOM	93	97	96	98	96
Fort Campbell	Large	FORSCOM	97	98	96	99	97
Fort Drum	Medium	FORSCOM	99	98	99	99	99
Fort Gordon	Medium	TRADOC	98	98	97	97	98
Fort Jackson	Medium	TRADOC	99	96	98	98	98
Fort Knox	Medium	TRADOC	98	99	98	98	98
Fort Lee	Medium	TRADOC	99	98	98	98	98
Fort Meade	Medium	MDW	98	98	97	97	97
Fort Rucker	Small	TRADOC	99	98	99	99	99
Fort Stewart	Medium	FORSCOM	99	99	99	98	99
JBLE	Small	TRADOC	98	99	99	99	99
RHC-Central			98	98	98	98	98
Fort Bliss	Large	FORSCOM	97	97	94	96	97
Fort Carson	Large	FORSCOM	98	98	98	96	98
Fort Hood	Large	FORSCOM	99	98	99	98	99
Fort Huachuca	Small	TRADOC	98	99	98	99	98
Fort Irwin	Small	FORSCOM	98	98	100	99	99
Fort Leavenworth	Small	TRADOC	96	96	98	97	97
Fort Leonard Wood	Medium	TRADOC	99	99	99	98	99
Fort Polk	Medium	FORSCOM	96	99	98	98	98
Fort Riley	Medium	FORSCOM	98	98	98	98	98
Fort Sill	Medium	TRADOC	98	98	99	100	98
JBSA	Medium	AETC	98	96	98	98	98
RHC-Europe			98	99	98	98	98
Bavaria	Small	USAREUR	99	98	98	97	98
Landstuhl	Small	USAREUR	99	99	98	99	99
Stuttgart	Small	USAREUR	98	N/A ^c	98	96	97
Vicenza	Small	USAREUR	97	99	99	99	99
Wiesbaden	Small	USAREUR	97	98	99	98	98
RHC-Pacific			97	98	98	98	98
Camp Humphreys	Medium	USARPAC	99	98	99	98	99
Camp Zama	Small	USARPAC	99	99	100	99	99
Fort Wainwright	Small	USARPAC	96	98	95	98	97
JBLM	Large	FORSCOM	97	98	98	98	98
Schofield Barracks	Medium	USARPAC	96	96	97	97	96
Overall			98	98	98	98	98

Data source: Army Wellness Center Health and Wellness Tracker, January 2022 export (FY22Q1), April 2022 export (FY22Q2), July 2022 export (FY22Q3), and October 2022 export (FY22Q4; FY22Q1–FY22Q4).

Legend: N/A = not applicable

Notes:

^a Clients complete satisfaction surveys on a voluntary basis. Newly implemented AWCs may not yet have data to include in analyses.

^b Facility Size (Size of Beneficiary Population): Small (29K or less), Medium (30K to 77K), Large (78K or greater).

^c AWC facilities that did not have any Health Educators serving clients during the period due to staffing gaps, staff being absent for 30 or more working days during the period, staff not yet being trained to serve clients during the period, or other extenuating circumstances.

Shading Key			
Excellent	Satisfactory	Unsatisfactory	White
> 95%	< 95% and > 90%	< 90%	No data

QUARTERLY SUMMARY BY COMMAND

Table 9. Utilization and Client Satisfaction by Command

Command	FY 2022											
	Q1	Q2	Q3	Q4								
1. Number of Unique Clients Served												
AETC	978	600	991	956								
AMC	254	242	216	170								
FORSCOM	8,257	6,751	6,474	6,285								
MDW	694	1,081	1,111	1,155								
TRADOC	5,823	5,032	5,501	5,851								
USAREUR	1,365	1,269	1,751	1,809								
USARPAC	2,309	2,281	2,415	2,210								
2. Number of Visits												
AETC	3,571	2,535	3,688	2,901								
AMC	412	404	335	264								
FORSCOM	15,062	13,643	12,774	12,555								
MDW	1,117	1,851	2,131	1,999								
TRADOC	9,318	8,440	9,273	9,856								
USAREUR	2,462	2,430	3,391	3,385								
USARPAC	4,567	4,576	5,042	4,391								
3. Ratio of Services per Visit												
AETC	1.1	1.1	1.2	1.5								
AMC	2.5	2.5	2.5	2.7								
FORSCOM	1.8	1.9	2.0	2.1								
MDW	1.7	2.3	2.3	2.4								
TRADOC	2.0	2.3	2.2	2.3								
USAREUR	2.3	2.4	2.2	2.3								
USARPAC	1.9	1.9	2.0	2.0								
4. Utilization for Newly Implemented AWCs (open for < 1 year) Target (100% utilization) = 6.3 visits per Health Educator per day												
	(%)	(%)	(%)	(%)								
AMC	N/A	135 ^a	154 ^a	103 ^a								
5. Utilization for Fully Implemented AWCs (open for ≥ 1 year) Target (100% utilization) = 8.5 visits per Health Educator per day												
	(%)	(%)	(%)	(%)								
AETC	127 ^a	108 ^a	158 ^a	103 ^a								
AMC	88	86	72	56								
FORSCOM	77	71	70	68								
MDW	119 ^a	65	76	99								
TRADOC	91	78	79	84								
USAREUR	66	87	81	103 ^a								
USARPAC	109 ^a	89	90	104 ^a								
6. Number of AD Soldiers who Visited the AWC for the First Time during the Reporting Period and Percentage of Total who Met APFT 2-mile Run-Time Criteria for MSK Injury Risk												
	Total #	Met Criteria		Total #	Met Criteria		Total #	Met Criteria		Total #	Met Criteria	
		#	%		#	%		#	%		#	%
AETC	89	43	48	63	34	54	189	106	56	27	11	41
AMC	14	7	50	21	14	67	20	13	65	2	1	50
FORSCOM	729	414	57	657	361	55	609	319	52	81	40	49
MDW	18	11	61	40	12	30	43	19	44	12	6	50
TRADOC	462	240	52	654	337	52	476	248	52	64	34	53
USAREUR	167	85	51	111	56	50	178	87	49	27	11	41
USARPAC	116	47	41	160	80	50	174	94	54	20	10	50
7. Client Satisfaction Ratings												
	(%)	(%)	(%)	(%)								
AETC	98	96	98	98								
AMC	98	98	98	98								
FORSCOM	98	98	98	98								
MDW	98	98	98	98								
TRADOC	98	98	98	98								
USAREUR	98	99	98	98								
USARPAC	98	98	98	98								

Data source: Army Wellness Center Health and Wellness Tracker, January 2022 export (FY22Q1), April 2022 export (FY22Q2), July 2022 export (FY22Q3), and October 2022 export (FY22Q4).

Note: ^a The AWC facilities with utilization over 100% have exceeded the target for the number of visits seen per Health Educator per day. Utilization over 100% for fully implemented AWCs during and after FY21Q4 may be driven by the revised formula, where the number of visits per Health Educator per day changed from 10.5 visits to 8.5 visits beginning in FY21Q4.

DEMOGRAPHICS

Table 10. Male/Female^a

Facility Name	Facility Size ^b	Command	FY 2022, Q4	
			Female (%)	Male (%)
RHC-Atlantic			38	62
APG	Small	AMC	42	58
Fort Benning	Medium	TRADOC	31	69
Fort Belvoir	Small	MDW	46	54
Fort Bragg	Large	FORSCOM	41	59
Fort Campbell	Large	FORSCOM	39	60
Fort Drum	Medium	FORSCOM	37	63
Fort Gordon	Medium	TRADOC	31	69
Fort Jackson	Medium	TRADOC	46	54
Fort Knox	Medium	TRADOC	39	60
Fort Lee	Medium	TRADOC	31	69
Fort Meade	Medium	MDW	40	60
Fort Rucker	Small	TRADOC	39	61
Fort Stewart	Medium	FORSCOM	32	68
JBLE	Small	TRADOC	34	66
RHC-Central			33	67
Fort Bliss	Large	FORSCOM	39	60
Fort Carson	Large	FORSCOM	34	66
Fort Hood	Large	FORSCOM	35	65
Fort Huachuca	Small	TRADOC	37	63
Fort Irwin	Small	FORSCOM	32	68
Fort Leavenworth	Small	TRADOC	26	74
Fort Leonard Wood	Medium	TRADOC	34	66
Fort Polk	Medium	FORSCOM	32	68
Fort Riley	Medium	FORSCOM	27	73
Fort Sill	Medium	TRADOC	26	74
JBSA	Medium	AETC	42	58
RHC-Europe			37	63
Bavaria	Small	USAREUR	29	71
Landstuhl	Small	USAREUR	44	56
Stuttgart	Small	USAREUR	55	45
Vicenza	Small	USAREUR	30	70
Wiesbaden	Small	USAREUR	35	64
RHC-Pacific			36	64
Camp Humphreys	Medium	USARPAC	30	70
Camp Zama	Small	USARPAC	41	59
Fort Wainwright	Small	USARPAC	36	64
JBLM	Large	FORSCOM	44	56
Schofield Barracks	Medium	USARPAC	32	67
Overall			36	64

Data source: Army Wellness Center Health and Wellness Tracker October 2022 export (FY22Q4).

Legend: N/A = not applicable.

Notes:

^a All percentages are based on the number of unique clients served. The largest percentages within each AWC and overall are shaded in blue. Newly implemented AWCs may not yet have data to include in analyses.

^b Facility Size (Size of Beneficiary Population): Small (29K or less), Medium (30K to 77K), Large (78K or greater).

Shading Key
Largest percentage

Table 11. Status^a

Facility Name	Facility Size ^b	Command	FY 2022, Q4						
			Active Duty (%)	Family Member (%)	Civilian (%)	Reservist (%)	Retiree (%)	Other (%)	Guard (%)
RHC-Atlantic			73	12	4	4	3	0	3
APG	Small	AMC	49	9	26	1	9	0	6
Fort Benning	Medium	TRADOC	73	18	2	1	5	0	1
Fort Belvoir	Small	MDW	60	13	13	6	3	0	5
Fort Bragg	Large	FORSCOM	78	14	1	3	3	0	1
Fort Campbell	Large	FORSCOM	72	24	0	1	2	0	1
Fort Drum	Medium	FORSCOM	78	15	5	1	1	0	1
Fort Gordon	Medium	TRADOC	82	5	1	4	2	1	5
Fort Jackson	Medium	TRADOC	62	8	4	18	4	0	2
Fort Knox	Medium	TRADOC	72	7	6	8	4	1	1
Fort Lee	Medium	TRADOC	83	5	2	2	3	0	4
Fort Meade	Medium	MDW	73	11	3	3	6	1	2
Fort Rucker	Small	TRADOC	62	20	3	2	4	0	9
Fort Stewart	Medium	FORSCOM	89	6	1	2	1	0	2
JBLE	Small	TRADOC	76	8	3	1	4	0	7
RHC-Central			77	10	2	5	3	0	3
Fort Bliss	Large	FORSCOM	65	12	4	7	6	1	4
Fort Carson	Large	FORSCOM	74	16	2	1	3	0	3
Fort Hood	Large	FORSCOM	81	10	2	3	2	0	1
Fort Huachuca	Small	TRADOC	67	11	6	2	8	1	5
Fort Irwin	Small	FORSCOM	86	11	1	0	1	1	1
Fort Leavenworth	Small	TRADOC	60	9	2	22	1	1	5
Fort Leonard Wood	Medium	TRADOC	86	9	2	2	1	0	0
Fort Polk	Medium	FORSCOM	86	9	3	0	1	0	0
Fort Riley	Medium	FORSCOM	89	8	1	0	1	0	0
Fort Sill	Medium	TRADOC	89	7	1	0	1	0	1
JBSA	Medium	AETC	75	8	2	6	4	0	5
RHC-Europe			71	17	7	3	2	1	1
Bavaria	Small	USAREUR	84	11	3	0	1	0	0
Landstuhl	Small	USAREUR	70	14	7	3	2	0	4
Stuttgart	Small	USAREUR	45	32	12	5	5	2	1
Vicenza	Small	USAREUR	78	14	4	3	1	0	1
Wiesbaden	Small	USAREUR	63	18	11	3	1	2	0
RHC-Pacific			83	10	4	1	2	0	1
Camp Humphreys	Medium	USARPAC	86	8	4	0	1	0	0
Camp Zama	Small	USARPAC	67	14	16	1	1	0	0
Fort Wainwright	Small	USARPAC	82	12	2	1	2	0	1
JBLM	Large	FORSCOM	72	18	3	2	3	0	1
Schofield Barracks	Medium	USARPAC	91	6	2	1	1	0	0
Overall			76	11	4	4	3	0	2

Data source: Army Wellness Center Health and Wellness Tracker October 2022 export (FY22Q4).

Legend: N/A = not applicable

Notes:

^a All percentages are based on the number of unique clients served. The largest percentages within each AWC and overall are shaded in blue. Newly implemented AWCs may not yet have data to include in analyses.

^b Facility Size (Size of Beneficiary Population): Small (29K or less), Medium (30K to 77K), Large (78K or greater).

Shading Key
Largest percentage

Table 12. Age Group^a

Facility Name	Facility Size ^b	Command	FY 2022, Q4						
			Up to 17 (%)	18-25 (%)	26-35 (%)	36-45 (%)	46-55 (%)	56-65 (%)	66 and older (%)
RHC-Atlantic			0	25	40	22	9	3	1
APG	Small	AMC	0	7	26	36	17	10	4
Fort Benning	Medium	TRADOC	1	18	45	24	7	4	2
Fort Belvoir	Small	MDW	0	12	30	31	20	6	0
Fort Bragg	Large	FORSCOM	0	28	41	21	7	3	0
Fort Campbell	Large	FORSCOM	0	32	39	19	7	3	0
Fort Drum	Medium	FORSCOM	0	43	36	15	4	1	0
Fort Gordon	Medium	TRADOC	0	26	50	18	4	2	1
Fort Jackson	Medium	TRADOC	0	17	44	24	10	5	1
Fort Knox	Medium	TRADOC	0	15	29	34	16	5	1
Fort Lee	Medium	TRADOC	0	33	40	19	6	2	0
Fort Meade	Medium	MDW	0	21	41	22	9	5	1
Fort Rucker	Small	TRADOC	1	30	41	17	8	2	1
Fort Stewart	Medium	FORSCOM	0	42	42	13	2	0	0
JBLE	Small	TRADOC	0	29	40	20	7	3	1
RHC-Central			0	28	40	22	7	2	1
Fort Bliss	Large	FORSCOM	0	22	44	21	7	4	3
Fort Carson	Large	FORSCOM	0	31	44	14	6	3	1
Fort Hood	Large	FORSCOM	0	38	38	17	4	2	0
Fort Huachuca	Small	TRADOC	0	17	47	20	8	6	2
Fort Irwin	Small	FORSCOM	0	43	38	16	2	0	0
Fort Leavenworth	Small	TRADOC	0	3	26	49	19	3	0
Fort Leonard Wood	Medium	TRADOC	1	16	55	22	5	1	0
Fort Polk	Medium	FORSCOM	0	45	40	10	3	2	0
Fort Riley	Medium	FORSCOM	0	50	37	10	2	0	0
Fort Sill	Medium	TRADOC	0	28	51	17	3	1	0
JBSA	Medium	AETC	0	20	35	28	12	3	1
RHC-Europe			0	33	33	20	10	3	0
Bavaria	Small	USAREUR	0	45	40	11	3	1	0
Landstuhl	Small	USAREUR	0	29	28	24	14	3	2
Stuttgart	Small	USAREUR	0	11	27	33	21	7	0
Vicenza	Small	USAREUR	0	42	36	14	5	3	0
Wiesbaden	Small	USAREUR	0	25	32	27	12	4	0
RHC-Pacific			0	41	36	16	4	2	1
Camp Humphreys	Medium	USARPAC	0	45	33	17	3	2	0
Camp Zama	Small	USARPAC	0	28	39	23	7	2	0
Fort Wainwright	Small	USARPAC	0	48	37	10	3	1	1
JBLM	Large	FORSCOM	1	30	37	19	8	3	2
Schofield Barracks	Medium	USARPAC	0	47	36	14	3	1	0
Overall			0	30	38	21	8	3	1

Data source: Army Wellness Center Health and Wellness Tracker October 2022 export (FY22Q4).

Legend: N/A = not applicable

Notes:

^a All percentages are based on the number of unique clients served. The largest percentages within each AWC and overall are shaded in blue. Newly implemented AWCs may not yet have data to include in analyses.

^b Facility Size (Size of Beneficiary Population): Small (29K or less), Medium (30K to 77K), Large (78K or greater).

Shading Key
Largest percentage