

Draft – Advance Letter

Dr. Jill Carty  
Executive Officer  
Psychological Health Strategic Operations  
Force Health Protection & Readiness  
Office of the Assistant Secretary of Defense (Health Affairs)  
(703) 845-3317

Dear Provider,

In an effort to meet the growing behavioral health needs of today's military, TRICARE Management Activity (TMA) Force Health Protection & Readiness (FHP&R) is undertaking an important independent research effort to improve the retention of military mental health providers. The goals of the research are to understand: 1) mental health providers' reasons for joining the military and their expectations of service; 2) their reasons for staying in or leaving the military; and 3) incentives that might encourage a mental health provider to extend his or her service.

As part of this study, FHP&R has contracted with Mathematica Policy Research to conduct a survey of current and former military psychologists and psychiatrists. Over the next several weeks, you will receive an email from Mathematica containing a live link to a secure website where you can complete the survey online. The link to the survey is embedded with a unique username and password that grant you access to the survey. If you prefer not to complete the survey online, the email will also contain a link to a .pdf version of the survey, which you can print out, complete, and return to the address indicated on the survey.

For some of you, we may not have a current, working email address. In these cases, Mathematica will mail you a packet containing a hard copy of the survey and a pre-labeled, postage-paid envelope.

The survey is confidential, and will require about 15 minutes of your time. Your candid responses will help FHP&R understand the specific needs and concerns of military mental health providers, enabling us to identify areas where improvements are needed. Because you have been selected as part of a random sample of current and former military psychologists and psychiatrists, we urge you to participate in this important study so the results are as complete and representative as possible.

If you have any questions about the study, or your rights as a study participant, please call Dr. Kristen Purcell, Mathematica Project Director, toll-free at 1 (866) 917-2784.

Thank you for your support.

Sincerely,

Dr. Jill Carty



**Draft – E-MAIL Invitation**

Dear Provider,

Recently, you received a letter from TRICARE Management Activity (TMA) Force Health Protection & Readiness (FHP&R) describing an important study underway to improve the retention of military mental health providers. As part of this study, FHP&R has contracted with Mathematica Policy Research to conduct a survey with a random sample of current and former military psychologists and psychiatrists. The purpose of this survey is to identify the main causes of military mental health provider attrition and develop recommendations to improve retention of mental health providers in all military branches. Your answers are completely confidential, and your participation is voluntary.

The survey will take approximately 15 minutes of your time. To complete the survey online, please go to [www.providersurvey.com](http://www.providersurvey.com). This live link is embedded with a unique username and password that will grant you access to the survey

If you prefer to complete the survey by mail, please click [here](#) [live link to .pdf version] for a printable version of the survey, which you can complete and return to:

**MATHEMATICA POLICY RESEARCH**  
ATTN: RECEIPT CONTROL - Project 6551  
P.O. Box 2393  
Princeton, NJ 08543-2393

If you have any questions about the study, or about your rights as a study participant, please call Dr. Kristen Purcell, Mathematica Project Director, toll-free at 1-866-917-2784.

We truly appreciate your participation in this important endeavor.

Sincerely,



Kristen Purcell, Ph.D.  
Senior Survey Researcher  
Mathematica Policy Research



**Kristen Purcell,**  
*Senior Survey Researcher*

P.O. Box 2393  
Princeton, NJ 08543-2393  
Telephone (609) 799-3535  
Fax (609) 799-0005  
www.mathematica-mpr.com

[DATE]

**Draft – Survey Packet Cover Letter**

Dear Provider:

Recently, you received a letter from TRICARE Management Activity (TMA) Force Health Protection & Readiness (FHP&R) describing an important study underway to improve the retention of military mental health providers. As part of this study, FHP&R has contracted with Mathematica Policy Research to conduct a survey with a random sample of current and former military psychologists and psychiatrists. The purpose of this survey is to identify the main causes of military mental health provider attrition and develop recommendations to improve the retention of mental health providers in all military branches. Your answers are completely confidential, and your participation is voluntary.

The enclosed survey will take approximately 15 minutes of your time. We ask that you complete the survey and return it to Mathematica in the postage-paid envelope provided.

If you prefer to complete the survey online, you may go to [www.providersurvey.com](http://www.providersurvey.com) and enter the following username and password:

[USERNAME]

[PASSWORD]

If you have any questions about the study, or about your rights as a study participant, please call Dr. Kristen Purcell, Mathematica Project Director, toll-free at 1-866-917-2784.

We truly appreciate your participation in this important endeavor.

Sincerely,





**Draft – Reminder E-mail**

Dear Provider,

We recently sent you an invitation to participate in an important study underway to improve the retention of military behavior health providers. TRICARE Management Activity (TMA) Force Health Protection & Readiness (FHP&R) has contracted with Mathematica Policy Research to conduct a survey of current and former military psychologists and psychiatrists. The purpose of this survey is to identify the main causes of military mental health provider attrition and develop recommendations to improve the retention of mental health providers in all military branches. If you have already completed the survey, we thank you for participating!

If you have not yet completed the survey, we encourage you to participate in this important study. Your participation will help ensure that the resulting data are as complete and representative as possible. Your answers are completely confidential, and your participation is voluntary.

The survey will take approximately 15 minutes of your time. To complete the survey online, please go to [www.providersurvey.com](http://www.providersurvey.com). This live link is embedded with a unique username and password that will grant you access to the survey

If you prefer to complete the survey by mail, please click [here](#) [live link to .pdf version] for a printable version of the survey, which you can complete and return to:

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If you have any questions about the study, or about your rights as a study participant, please call Dr. Kristen Purcell, Mathematica Project Director, toll-free at 1-866-917-2784.

We truly appreciate your participation in this important endeavor.

Sincerely,



Kristen Purcell, Ph.D.  
Senior Survey Researcher  
Mathematica Policy Research, Inc.





**Draft – Reminder Letter** (on Mathematica letterhead)

Dear Provider,

We recently sent you an invitation to participate in an important study underway to improve the retention of military behavior health providers. TRICARE Management Activity (TMA) Force Health Protection & Readiness (FHP&R) has contracted with Mathematica Policy Research to conduct a survey of current and former military psychologists and psychiatrists. The purpose of this survey is to identify the main causes of military mental health provider attrition and develop recommendations to improve the retention of mental health providers in all military branches. If you have already completed the survey, we thank you for participating!

If you have not yet completed the survey, we encourage you to participate in this important study. The survey will take approximately 15 minutes of your time, and your participation will ensure that the resulting data are as complete and representative as possible. Your answers are completely confidential, and your participation is voluntary.

To complete the survey online, please go to [www.providersurvey.com](http://www.providersurvey.com) and enter the following username and password:

[USERNAME]  
[PASSWORD]

If you prefer to complete the survey by mail and need another copy of the survey instrument, or if you have any questions about the study or about your rights as a study participant, please contact Dr. Kristen Purcell, Mathematica Project Director, toll-free at 1-866-917-2784.

We truly appreciate your participation in this important endeavor.

Sincerely,

A handwritten signature in black ink that reads "K Purcell". The signature is written in a cursive style with a large, stylized initial "K".

Kristen Purcell, Ph.D.  
Senior Survey Researcher  
Mathematica Policy Research, Inc.



**6551: Retention of Behavior Health Providers  
Telephone Reminder Script**

**A. SAMPLE MEMBER CONTACT:**

Hello. My name is \_\_\_\_\_ and I am calling from Mathematica Policy Research. May I speak with **[INSERT NAME]**?

**IF NEW PERSON COMES TO PHONE:** (Hello. My name is \_\_\_\_\_ and I am calling from Mathematica Policy Research.)

Recently, we sent you an invitation to participate in a survey of current and former military psychologists and psychiatrists we are conducting for TRICARE Management Activity Force Health Protection & Readiness. You may recall receiving an email invitation with a link to the online survey or a packet in the mail containing the survey and a return envelope. The purpose of this important survey is to identify the main causes of military mental health provider attrition and develop recommendations to improve the retention of psychologists and psychiatrists in all military branches.

**(IF VOLUNTEER THEY DID NOT RECEIVE EITHER OF THE ABOVE:** We're sorry you never received your invitation to participate...)

A1. We can complete the survey over the telephone if you prefer. It will take approximately 15 minutes of your time, and your responses are completely confidential. Would you like to complete the survey now?

- 1        **YES – GO TO SURVEY**
- 2        **NO – GO TO A2**

A2. Is there another time we can call you back to complete the survey?

- 1        **YES – SCHEDULE DAY, DATE AND TIME FOR CALLBACK**
- 2        **NO – GO TO A3**

A3. We would like to send you the survey so you can complete it at your convenience. Would you prefer to receive an email with a link to the survey so you can complete it online, or would you prefer that we mail you a hard copy of the survey with a return envelope?

- 1 PREFER EMAIL – **GO TO A4**
- 2 PREFER MAIL PACKET – **GO TO A6**
- 3 Not necessary, still have the survey – **GO TO END**

A4. So we can send you the survey by email, can you please confirm for me your email address?

**[ENTER EMAIL ADDRESS AND GO TO A5]**

- 0 Refused – **GO TO A6**
- 1 Prefer mail version – **GO TO A6**

A5. Let me read that back to you. Your email address is **[READ EMAIL ADDRESS]**. Is that correct?

- 1 YES – **GO TO END**
- 2 NO – **CORRECT EMAIL ADDRESS THEN GO TO END**

A6. We would like to mail you a packet containing the survey and a postage-paid return envelope. Can you confirm for me your mailing address?

**[RECORD MAILING ADDRESS AND GO TO A7]**

- 0 Refused – **GO TO END**

A7. Let me read that back to you. Your address is **[READ ADDRESS]**. Is that correct?

- 1 YES
- 2 NO – **RECORD CORRECT ADDRESS AND GO TO END**

**END:** We really appreciate your time today. If you have any questions or concerns about the survey, please feel free to contact our Project Director, Dr. Kristen Purcell, toll-free at 1-866-917-2784.