



Advancing patient care with HOS

The Health Outcomes Survey (HOS) helps to show how well providers and health plans work together to support and improve member health. The way you connect with your patients plays an important role in quality performance and better outcomes. Here are a few tips to help you make the most of those interactions.

What's HOS?

The Health Outcomes Survey (HOS) is required by the Centers for Medicare and Medicaid Services (CMS) and is administered by Press Ganey. It measures members' self-reported health status over time and evaluates how well health plans support physical and mental health, functional status and chronic condition management. The survey also helps determine whether the care and support members receive lead to improved patient outcomes year over year.

Who does it include?

A random sample of Medicare members enrolled in Medicare Advantage (MA) plans will receive the survey. Participation is voluntary and anonymous.

When does it take place?

The HOS survey is conducted annually, typically between July and November.

Why does it matter?

These results help health plans understand changes in members' health outcomes and identify opportunities to improve care and services. They also guide the development of programs, resources and care strategies that support better physical, mental and functional health for members. Through provider partnership and engagement, HOS results ultimately help improve overall member health, care quality and experience.

HOS areas of focus

- Improving Bladder Control
- Reducing the Risk of Falling
- Monitoring Physical Activity
 - Improving or Maintaining Physical/Mental Health

How can a conversation improve health outcomes for patients?

As their doctor, your patients trust you with their care. **Take every opportunity to have conversations that build comfort and strengthen your relationship with them.** Open communication encourages patients to take a more active role in their care and creates a safe space to discuss sensitive topics such as urinary incontinence, fall risk and mental health.



Improving Bladder Control

The “Improving Bladder Control” measure assesses whether patients who had urinary incontinence in the last six months have discussed treatment options with their provider. The measure assesses patients who:

- Reported having urine leakage in the past six months and who discussed their urinary leakage problem with a healthcare provider
- Reported having urine leakage in the past six months and who discussed treatment options for their urinary incontinence with a healthcare provider

Connect with your patients by asking

- Have you experienced urine leakage or “accidents” in the past six months?
- How often and when does the leakage problem occur?
- Does urinary incontinence affect your daily life (such as leading to social withdrawals, depression or sleep deprivation)?
- Are you currently receiving any treatment?

Tips & best practices

- ✓ Explain that treatment can improve bladder control and reduce urinary incontinence
- ✓ If the patient isn’t receiving treatment, explain their options, which include many ways to control or manage symptoms, such as bladder training exercises, medicine or surgery
- ✓ When necessary, recommend appropriate treatment

Reducing the Risk of Falling

“Reducing the Risk of Falling” measures whether the patient has a problem with falling, walking or balancing and has discussed it with their provider and received treatment for it. The Fall Risk Management measure assesses patients who:

- Were seen by a doctor in the past 12 months and who discussed falls or problems with balance or walking with their current doctor
- Had a fall or had problems with balance or walking in the past 12 months, who were seen by a doctor in the past 12 months and who received a recommendation for how to prevent falls or treat problems with balance or walking from their current doctor

Connect with your patients by asking

- Have you had a fall in the past year?
- What were the circumstances of the fall?
- How do you think a fall could have been prevented?
- Have you felt dizzy or had problems with balance or walking in the past year?
- Do you have any vision problems? Have you had a recent eye exam?

Tips & best practices

If the patient is at risk of falling, recommend a preventive course of action, such as:

- ✓ Proper use of a cane or walker
- ✓ Exercise or a physical therapy program to improve leg strength and balance
- ✓ Modification of home to make it safer (e.g., safety bars)
- ✓ Review of medications
- ✓ Annual vision or hearing test

Recommend the following:

- ✓ [OnePass® fitness benefits and features](#)
- ✓ Physical activity programs at local senior centers/other community settings
- ✓ An [in-home safety assessment](#)

Monitoring Physical Activity

“Monitoring Physical Activity” assesses whether a patient has discussed physical activity with their provider and whether the provider gave advice about the patient’s level of physical activity. The Physical Activity in Older Adults measure assesses patients who:

- Had a doctor’s visit in the past 12 months and who spoke with a doctor or other health provider about their level of exercise or physical activity
- Had a doctor’s visit in the past 12 months and who received advice to start, increase, or maintain their level of exercise or physical activity

Connect with your patients by asking

- What's your daily activity level?
- What activities do you enjoy?
- Do you feel better when you are more active?

Tips & best practices

- ✓ Recommend starting, increasing, or maintaining patient's level of physical activity.
- ✓ Explain the importance of physical activity for:
 - Muscle strength and balance
 - Reduced risk of falls
 - Mental well-being
 - Healthy aging
- ✓ Recommend patient utilize:
 - OnePass® fitness benefits and features
 - Physical activity programs at local senior. Centers/ other community settings

Improving or Maintaining Physical Health

The “Improving or Maintaining Physical Health” measure assesses patients whose physical health is the same or better after two years.

Connect with your patients by asking

- How far can you walk?
- Do you have any trouble climbing up or down stairs?
- Are you able to shop for and cook your own food?
- Does pain limit your activities?

Tips & best practices

- ✓ Assess patients' physical activity level
- ✓ Use Annual Wellness Visits to talk with patients about their health and document changes that have occurred in the past year
- ✓ Recommend relevant physical activity and provide educational materials, suggested exercises and information on fitness programs such as OnePass® and other community resources
- ✓ Refer patients with limited mobility to physical therapy if appropriate
- ✓ Assess and address pain issues that patients may be experiencing

Improving or Maintaining Mental Health

The “Improving or Maintaining Mental Health” measure assesses patients whose mental health is the same or better after two years.

Connect with your patients by asking

- Describe your energy level.
- Do you get to socialize?

Tips & best practices

- ✓ Assess patients’ mental health using a Patient Health Questionnaire-3(PHQ-2) and if appropriate, a PHQ-9
- ✓ Conduct a reconciliation of medication at every visit to ensure the patient is taking medications correctly
- ✓ For patients experiencing depression or anxiety, talk with them about how they can get help
- ✓ If you need to refer your patient to a behavioral health specialist or need to request coordination of care, please call our Behavioral Health department at 800.673.8043
- ✓ Discuss and address issues of substance abuse and illegal drug use