



## Medicare HOS Survey Provider Tips Sheet

### OVERVIEW

The Medicare Health Outcome Survey (HOS) is a patient-reported outcomes measure used by Managed Care Organizations (MCO's). All MCO's with Medicare members must participate and results are utilized in the plan's Star Ratings. The HOS is attributed to three measures: Management of Urinary Incontinence in Older Adults, Physical Activity in Older Adults, and Fall Risk Management.

### ABOUT THE SURVEY

The HOS, is an annual (blind) survey administered to a random sample of Medicare beneficiaries. These same beneficiaries are surveyed two years later to monitor improvement and effectiveness of care.

### HOW YOU CAN HELP

Read and familiarize yourself with the survey questions and incorporate the tips provided, if you aren't already using them.

### MONITORING PHYSICAL ACTIVITY

HOS Survey Wording	Provider Care Tips
<p>In the past 12 months, did:</p> <ul style="list-style-type: none"> <li>» You talk with a doctor or other health care provider about your level of exercise or physical activity?</li> <li>» A doctor or other health care provider advise you to start, increase or maintain your level of exercise or physical activity?</li> </ul>	<ul style="list-style-type: none"> <li>» Talk to patients about their physical activity and the health benefits of staying active.</li> <li>» Develop a plan with your patient to take steps to start or increase physical activity, then schedule a check-in to discuss progress.               <ul style="list-style-type: none"> <li>• Elevate Medicare Advantage members have a free fitness membership to all Denver Parks and Recreation Memberships.</li> </ul> </li> <li>» Refer patients with limited mobility to physical therapy to learn safe and effective exercises.</li> </ul>

## IMPROVING BLADDER CONTROL

HOS Survey Wording	Provider Care Tips
<p>In the past six months, have you experienced leaking of urine?</p> <ul style="list-style-type: none"> <li>» There are many ways to control or manage the leaking of urine, including bladder training exercises, medication and surgery. Have you ever talked with a doctor, nurse, in the past six months, have you experienced leaking of urine?</li> <li>» There are many ways to control or manage the leaking of urine, including bladder training exercises, medication and surgery. Have you ever talked with a doctor, nurse, or other health care provider about any of these approaches?</li> </ul>	<ul style="list-style-type: none"> <li>» Ask patients if they have any trouble holding their urine.</li> <li>» Discuss potential treatment options.</li> <li>» Use informational brochures and materials as discussion starters for this sensitive topic.</li> </ul>

## REDUCING THE RISK OF FALLS

HOS Survey Wording	Provider Care Tips
<ul style="list-style-type: none"> <li>» In the past 12 months, did you talk with your doctor or other health practitioner about falling or problems with balance or walking?</li> <li>» Did you fall in the past 12 months?</li> <li>» In the past 12 months, have you had a problem with balance/walking?</li> <li>» Has your doctor or health practitioner done anything to help you prevent falls or treat problems with balance or walking?</li> <li>» Provide informational brochures and materials to assist member with gait/balance issues.</li> </ul>	<ul style="list-style-type: none"> <li>» Promote exercise, physical therapy, strengthening and balance activities.</li> <li>» Review all medications that may increase fall risk.</li> <li>» Discuss home safety tips such as removing trip hazards, installing handrails, and using nightlights.</li> <li>» Suggest the use of a cane or walker, if needed.</li> <li>» Recommend a vision or hearing test.</li> </ul>

## HELPFUL RESOURCES

**DHMP Bladder Control resource:**  
[Treating Urinary Incontinence | Denver Health Medical Plan](#)

**DHMP Fall Prevention resource:**  
[Preventing Falls | Denver Health Medical Plan](#)