



Medicare HOS Survey Provider Tips Sheet

OVERVIEW

The Medicare Health Outcome Survey (HOS) is a patient-reported outcomes measure used in 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 collects five Healthcare Effectiveness Data and Information Set (HEDIS) effectiveness of care measures:

- » Improving or Maintaining Physical Health <Returning Measure
- » Improving or Maintaining Mental Health <Returning Measure
- » Management of Urinary Incontinence in Older Adults
- » Physical Activity in Older Adults
- » 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 (follow-up) to monitor improvement. Elevate.Medicare Advantage Star ratings for these five measures are based on results from the follow-up survey.

HOW YOU CAN HELP

Patients who recalled discussions about HOS topics rated the Health Plan higher than average survey takers. Read and familiarize yourself with the survey questions and incorporate the tips provided, if you aren't already using them.

HOS MEASURE: IMPROVING OR MAINTAINING PHYSICAL HEALTH

| HOS Survey Wording | Provider Care Tips |
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| In general, how would you rate your health? » Does your health now limit you in these activities? » Moderate activities like vacuuming or bowling. » Climbing several flights of stairs » During the past four weeks have you had any of the following problems with your work or other regular daily activities as a result of your physical health? » Accomplished less than you would like. » Were limited in the kind of work or other activities you were able to perform. » During the past four weeks how much did pain interfere with your normal work? | » Ask patients if they have pain and if it is affecting their ability to complete daily activities. » Ask what goals the patient has, then identify ways to improve the patient’s pain. » Determine if your patient could benefit from a consultation with a pain specialist, rheumatologist, or other specialist. » Consider implementing an exercise program, physical therapy and cardiac or pulmonary rehab when appropriate. |

HOS MEASURE: IMPROVING OR MAINTAINING MENTAL HEALTH

| HOS Survey Questions | Provider Care Tips |
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| During the past four weeks have you had any of the following problems with your work or other regular daily activities as a result of any emotional problems? » Accomplished less than you would like » Didn’t do work or other activities as carefully as usual How much of the time during the past four weeks: » Have you felt calm and peaceful? » Did you have a lot of energy? » Have you felt downhearted or blue? During the past four weeks how much of the time have your physical or emotional problems interfered with your social activities? | » Empathize with the patient. » Incorporate annual depression screening into visits such as PHQ-2 or PHQ-9. » Discuss options for therapy with a mental health provider, when appropriate. » Develop a plan with your patient to take steps to improve mental health. Consider exercise, sleep habits, volunteering, attending religious services, identifying stress triggers, reducing alcohol or caffeine intake, meditation, connecting with supportive family and friends. » Schedule a check-in to discuss progress with this plan. » Consider a hearing test when appropriate, as loss of hearing can feel isolating. » Provide patients the 988 Suicide & Crisis Lifeline information. |

MONITORING PHYSICAL ACTIVITY

| HOS Survey Questions | Provider Care Tips |
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| In the past 12 months, did: » You talk with a doctor or other health care provider about your level of exercise or physical activity? » A doctor or other health care provider advise you to start, increase or maintain your level of exercise or physical activity? | » Talk to patients about their physical activity and the health benefits of staying active. » Develop a plan with your patient to take steps to start, maintain or increase physical activity, then schedule a check-in to discuss progress on this plan. » Elevate Medicare Advantage members have a FREE fitness membership to all Denver Parks and Recreation Memberships. » Refer patients with limited mobility to physical therapy to learn safe and effective exercises. |

IMPROVING BLADDER CONTROL

| HOS Survey Questions | Provider Care Tips |
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| In the past six months, have you experienced leaking of urine? » 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? | » Ask if they have any trouble holding their urine. Are there any other accompanying symptoms? » Urinary problems can be common as we grow older, but there are treatments that can help. Discuss potential treatment options to control/manage leakage, such as behavioral therapy, exercises, medications, medical devices or surgery. » Use informational brochures and materials as discussion starters for this sensitive topic. |

REDUCING THE RISK OF FALLS

| HOS Survey Questions | Provider Care Tips |
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| » In the past 12 months, did you talk with your doctor or other health practitioner about falling or problems with balance or walking? » Did you fall in the past 12 months? » In the past 12 months, have you had a problem with balance or walking? » Has your doctor or health practitioner done anything to help you prevent falls or treat problems with balance or walking? » Provide informational brochures and materials to assist member with gait/balance issues. | » Promote exercise, physical therapy and strengthening and balance activities. » Review medications for anythat patients are on that may increase fall risk. » Discuss home safety tips such as removing trip hazards, installing handrails, and using nightlights. » Suggest the use of a cane or walker, if needed. » Recommend a vision or hearing test. » Perform bone density screening or high-risk patients. |

HELPFUL RESOURCES

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| <p>DHMP Bladder Control resource: Treating Urinary Incontinence Denver Health Medical Plan</p> <p>DHMP Fall Prevention resource: Preventing Falls Denver Health Medical Plan</p> |
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