



# Quality Improvement Webinar Series: Health Outcomes Survey-HOS

July 13, 2021

Health Partners Plans



Welcome to the  
plus side of Medicare.

# Agenda

- Overview of HOS
- HOS Timeline & Program Impact
- Overview of Survey Domains & Questions
- Review HPP's Performance
- Sample Member Checklist Questions
- Discuss strategies to improve HOS
- Q&A

# Background: What is HOS?

- **HOS** = **H**ealth **O**utcomes **S**urvey
- HOS asks Medicare members to detail their interactions with their physicians.
- The results help evaluate how members view their current health status and if providers addressed their health concerns.
- HOS looks at the ability of an organization to maintain or improve the current physical and mental health status of its members, reduce their risk of falling, improve their bladder control, and improve their overall physical activity.
- The sampled members' physical and mental health status (self-reported) are categorized as “better than expected,” “same as expected,” or “worse than expected,” compared to national norms.
- General health is categorized as “excellent” “very good” “good” “fair” or “poor”



# HOS Timeline & Programs Impacted

- Previously administered between April and July, by the Centers for Medicare & Medicaid Services (CMS), for 2021 the survey will run between August and November.
- The HOS is administered annually to a random sample of Medicare beneficiaries drawn from each participating MA plan (i.e., a baseline survey is administered to a new group each year).
- Two years later, these same respondents are surveyed again (i.e., follow up measurement), on maintaining or improving physical and mental health, if they are still the MA plans' members.



# HOS Timeline & Programs Impacted

## (continued)

- HOS grades organizations for maintaining or improving the physical and mental health of its members over a two-year period.
- For each sampled member who completes a Baseline and a Follow-Up survey, a two-year change score is calculated, which accounts for a set of risk adjustment factors.
- Programs impacted:
  - Medicare Stars
  - Marketing/Enrollment



# HOS Survey Domains & Related Questions

- **Improving or Maintaining Physical Health**

- Have you had any of the following problems with your work or other regular daily activities because of your physical health?
- During the past four weeks, has pain stopped you from doing things you want to do?

- **Improving or Maintaining Mental Health**

- Have you had any of the following problems with your work or other regular daily activities because of emotional health?
- Have you had a lack of energy or felt sad or depressed most days?

- **Monitoring Physical Activity**

- In the past 12 months, did a doctor or other healthcare provider advise you to start, increase or maintain your level of exercise or physical activity

- **Improving Bladder Control**

- Have you ever talked with a doctor, nurse, or other health care provider about leaking of urine?
- Have you ever talked with a doctor, nurse, or other health care provider about any of these approaches? (bladder training, exercises, medication, surgery)

- **Reducing the Risk of Falling**

- Did you fall in the past 12 months? In the past 12 months, did a doctor or other healthcare provider talk with you about falling or problems with balance or walking?

# Checklist: Sample Questions for Better Communication

- **Improving or Maintaining Physical Health**

- Your physical health affects your ability to get around and live independently. Does your health stop you from doing your daily activities?

- **Physical Activity/Urinary Incontinence**

- Remaining physically active is still important to your health. Do you try to move more inside the house or do some type of light exercise? Physical activity can also help with other health concerns like bladder leakage. Let's talk about bladder control. I don't want you to feel embarrassed, but it is an important health topic. Have you ever had any urinary leakage? If so, it can be treated.



# Checklist: Sample Questions for Better Communication (continued)

- **Improving or Maintaining Mental Health**

- We talk about your physical health a lot, but we should also talk about your mental health. Does your mental health affect your ability to complete your daily activities? While staying home during the pandemic keeps us safe, it can also bring feelings of loneliness and isolation that can cause sadness. As an HPP member, you have direct access to your Magellan behavioral health provider # (1-800-424-3704).
- Sometimes talking to friends and family members will improve our mood and our mental and emotional health, but sometimes we may need more support. If you ever need it, don't be afraid to ask for help.

- **Fall Prevention**

- Accidental falls can be dangerous, but there are ways to reduce the risk of a fall. Have you fallen since your last visit, or had any changes to your walking or balance?





# Strategies for Better Member Communication

- Improving or maintaining physical health
  - Engage with patients before they even check into the office by planning ahead. Implement a pre-visit checklist to better address past issues or concerns the patient has raised during previous visits. Dedicate time to review a patient's health history before his/her appointment time. Find out the patient's upcoming appointment schedule and have his/her lab work results available. By having results available during the appointment, patients can be part of the decision-making and are more likely to follow treatment recommendations.
- Improving or maintaining mental health
  - Consider using depression screening tools like the Patient Health Questionnaire (PHQ-9) to identify early signs of depression. Ask questions to assess if a patient's mental health affects daily activities.

# Strategies for Better Member Communication

- Monitoring physical activity
  - Implement a standardized functional assessment tool—an industry-wide survey tool or list of questions—to monitor patients’ physical activity. Ask pointed questions such as, “In the past seven days, did you need any help from others to perform everyday activities, like bathing or dressing?”
- Improving bladder control
  - Initiate the discussion of bladder control with patients and ask if it has affected their daily life or sleep. Recommend exercises and discuss treatment options. Inform patients there are many ways to control or manage the leaking of urine, including bladder training exercises, incontinence products, medication and surgery. Or recommend they see a specialist.

# Possible HOS Strategies

- You can help improve your patient's health and HOS measures by using the patient's annual wellness visit to discuss these measures.
- Please consider incorporating HOS-like questions in your initial and ongoing health assessments to help promote and enhance patient-provider interactions that can result in improved communication and quality of life.
- HPP encourages providers to use a checklist (an HPP resource) to improve communication with patients and enhance patient-provider interactions



# Current Resources

## Communication (tip sheets)



## Title/Description

**Impacting CAHPS and HOS Quality Measures:  
A Checklist for Providers  
Quality Measures: A  
Checklist for Providers**

**Medicare Health Outcomes Survey(HOS)–  
Improving Bladder Control**

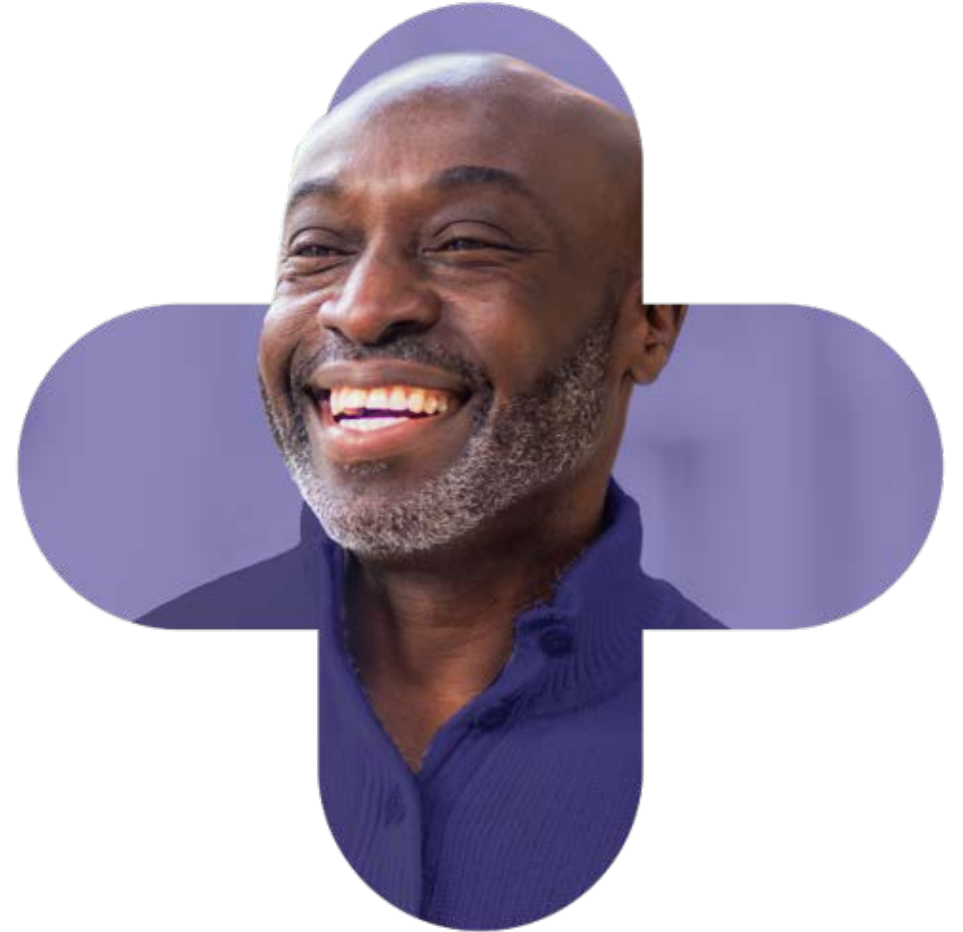
**Medicare Health Outcomes Survey (HOS)–  
Improving or Maintaining Physical Health**

Available  
via your  
NAM

What other resources/tools would you like to see created?

# Discussion Topics

- What are some suggestions for incorporating these HOS measures into your process?
- Should HPP develop member communication to leave in provider offices as a member take away on key HOS topics?
- What additional resources would you like to see from HPP to help with these possible strategies?



# Thank you!

- **Thank you** for your continued commitment to your patients. Your daily dedication is key to keeping patients healthier, happier and more engaged with improving their health outcomes.







Questions?

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