

## Tips for Improving Quality Health Outcomes During Office Visits

HPP is committed to helping our members maintain and improve physical and mental health outcomes. Please use this checklist as a guide for pre-visit prep or during visits with your patients.

### Did you complete the following assessments during your visit?

- Social Determinants of Health
- Care of Older Adults Measures
  - Pain Screening
  - Functional Assessment/Fall Prevention
  - Medication Review
- Depression Screening
- Urinary Incontinence

### Is patient due for any of the following vaccines?

- Pneumococcal
- Influenza
- Zoster
- COVID

### Does patient have any open care gaps?

- Advanced Care Planning
- Breast Cancer Screening
- Colorectal Cancer Screening
- A1c Control
- Blood Pressure Control
- Diabetes Eye Exam – does patient have an eye care professional?
- Medication Adherence – does patient need refill for chronic conditions or maintenance medication?

### Check-out checklist:

- Schedule follow-up visit or annual well visit.
- If your patients have any care coordination issues, please refer to the HPP Care Coordinators.
- Encourage patient to complete patient satisfaction surveys after the visit. Their feedback is important to help make positive changes for the practice and health plan!
- Remind patients that they may be eligible for rewards from HPP when they close care gaps.
- Add ICD-10 codes for chronic conditions, CPT2 codes and SDOH ICD-10 codes to visit if applicable.

#### HPP Can Help

If you want to learn more about how using this checklist can help you improve QCP measures, CAHPS and member satisfaction, or HOS (Health Outcomes Survey), contact your NAM (Network Account Manager).



Health Partners Plans