



Healthfirst Guidebook for Quality Measures (Health Outcomes Survey)



2020

Health Outcomes Survey Measures Provider Resource

Background

The Health Outcomes Survey (HOS) is a patient-satisfaction survey that is used to assess a plan’s Medicare Star ratings. Some HOS measures are included in the Healthfirst Quality Incentive Program (HQIP).

The HOS is administered annually between April and July

HOS measures include the following:

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

This worksheet is designed to help you improve ratings for these measures.

The questions that patients are asked in the survey are listed in the Appendix.

Improving Bladder Control

This measure assesses whether

- the patient reported having urine leakage in the past six months.
- the patient discussed options for their urinary incontinence with a provider.

Tips for providers:

Assess/Discuss	Advise
<p>Broach the subject of urinary incontinence. Patients are often too embarrassed to bring it up themselves.</p> <p>For instance...</p> <p>Ask if the patient currently has, or has had, urine leakage or “accidents” in the past six months.</p> <p>Ask the patient how often the problem occurs.</p> <p>Ask the patient if they’re currently receiving any treatment.</p>	<p>Explain that treatment can improve bladder control and reduce urinary incontinence.</p> <p>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.</p> <p>When necessary, recommend appropriate treatment.</p>

Monitoring Physical Activity

This measure assesses whether a patient has discussed physical activity with their primary care provider (PCP) and whether the PCP gave advice about the patient's level of physical activity.

Tips for providers:

Assess/Discuss	Advise
<p>Ask the patient about their level of exercise and physical activity, including</p> <ul style="list-style-type: none"> ■ jogging, walking, or swimming. ■ bodyweight exercises or chair exercises. ■ household tasks that require physical exertion. 	<p>Recommend starting, increasing, or maintaining patient's level of physical activity.</p> <p>Explain the importance of physical activity for</p> <ul style="list-style-type: none"> ■ muscle strength and balance. ■ reduced risk of falls. ■ mental wellbeing. ■ healthy aging. <p>Signpost to fitness programs:</p> <ul style="list-style-type: none"> ■ SilverSneakers® ■ Physical activity programs at local senior centers/ other community settings

Did you know about Healthfirst benefits?

SilverSneakers is a fitness program benefit for Healthfirst Medicare Advantage plan members, giving them access to more than 16,000 fitness centers and helping them remain active and socially connected. Support is free and members don't need a referral.

Hearing loss affects physical health, putting people at risk for falls and disability. Starting in 2020, Healthfirst members will have access to quality hearing coverage, including no-cost routine hearing exams and hearing aids as low as \$0 through **NationsHearing**.

Tip: Schedule and use the **Annual Wellness Visit** as an opportunity to address all HOS measures.

Reducing the Risk of Falling

This measures whether the patient has a problem with falling, walking, or balancing, and has discussed it with their PCP and received treatment for it.

Assess/Discuss	Advise
<p>Assess your patient’s risk of falling.</p> <p>Please consider factors related to the patient’s</p> <ul style="list-style-type: none"> ■ history of falls. ■ muscular system issues. ■ nervous system issues. ■ balance. ■ gait. ■ vision. 	<p>If a patient is at risk of falling, recommend a preventive course of action, such as</p> <ul style="list-style-type: none"> ■ 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. ■ review of medications. ■ annual vision or hearing tests. <p>Consider signposting to:</p> <ul style="list-style-type: none"> ■ NationsHearing (starting 2020) ■ SilverSneakers ■ Physical activity programs at local senior centers/ other community settings

Improving or Maintaining Mental Health

This measures whether a patient’s mental wellbeing has declined over a two year period. *Note: data for this measure is collected from patients at two points, two years apart.*

Assess/Discuss	Advise
<ul style="list-style-type: none"> ■ Assess patients using a PHQ-2 and, if appropriate, a PHQ-9. ■ Conduct a reconciliation of medication at every visit to ensure the patient is taking medications correctly. 	<ul style="list-style-type: none"> ■ For patients experiencing depression or anxiety, talk with them about how they can get help. Consider referring them to a specialist. ■ Discuss and address issues of substance abuse and illegal drug use.

Improving or Maintaining Physical Health

This measures whether a patient’s physical health has declined over a two year period.
Note: data for this measure is collected from patients at two points, two years apart.

Assess/Discuss	Advise
<ul style="list-style-type: none"> Assess patients’ physical activity level before seeing the PCP (many practices have medical assistants complete this). Use the annual wellness visit to talk with patients about their health, and document changes that have occurred in the past year. 	<ul style="list-style-type: none"> Recommend relevant physical activity, and provide educational materials, suggested exercises and information on fitness programs such as SilverSneakers and other community resources. Refer patients with limited mobility to physical therapy, if appropriate.

Visit the following websites for more resources on best practices for preventive care for older adults:

National Institute on Aging, <https://www.nia.nih.gov/>

National Council on Aging, <https://www.ncoa.org/>

Appendix – HOS Questions

HOS: Improving Bladder Control	Yes	No
Many people experience urine leakage, also called urinary incontinence. In the past six months, have you experienced urine leakage?		
Have you ever talked with a doctor, nurse, or other healthcare provider about urine leakage?		
There are many ways to control or manage urine leakage, including bladder training exercises, medication, and surgery. Have you ever talked with a doctor, nurse, or other healthcare provider about any of these approaches?		
HOS: Monitoring Physical Activity	Yes	No
In the past 12 months, did you talk with a doctor or other healthcare provider about your level of exercise or physical activity? For example, a doctor or other healthcare provider may ask if you exercise regularly or take part in physical exercise.		
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? For example, in order to improve your health, your doctor or other healthcare provider may advise you to start taking the stairs, to increase walking time from 10 to 20 minutes every day, or to maintain your current exercise program.		

Appendix – HOS Questions (cont.)

HOS: Reducing the Risk of Falling	Yes	No
A fall is when your body goes to the ground without being pushed. In the past 12 months, did you talk with your doctor or other healthcare provider about falling or problems with balance or walking?		
Has your doctor or other healthcare provider done anything to help prevent falls or treat problems with balance or walking? Some things they might recommend are <ul style="list-style-type: none"> ■ using a cane or walker. ■ checking your blood pressure lying down or standing. ■ suggesting an exercise or physical therapy program. ■ suggesting a vision or hearing test. 		
Did you fall in the past 12 months?		
In the past 12 months, have you had a problem with balance or walking?		

HOS: Improving or Maintaining Mental Health	
During the past 4 weeks, have you had any of the following problems with your work or other regular daily activities as a result of any emotional problems (such as feeling depressed or anxious): <ul style="list-style-type: none"> ■ Accomplished less than you would like as a result of any emotional problems ■ Didn't do work or other activities as carefully as usual 	No, none of the time
	Yes, a little of the time
	Yes, some of the time
	Yes, most of the time
	Yes, all of the time
How much of the time during the past 4 weeks: <ul style="list-style-type: none"> ■ Have you felt calm and peaceful? ■ Did you have a lot of energy? ■ Have you felt downhearted and blue? 	All of the time
	Most of the time
	A good bit of the time
	Some of the time
	A little of the time
During the past 4 weeks, how much of the time has your physical health or emotional problems interfered with your social activities (like visiting with friends, relatives, etc.)?	None of the time
	All of the time
	Most of the time
	A good bit of the time
	Some of the time
	A little of the time
	None of the time

HOS: Improving or Maintaining Physical Health	
In general, would you say your health is:	Excellent
	Very good
	Good
	Fair
	Poor
<p>Does your health now limit you in these activities? If so, how much?</p> <ul style="list-style-type: none"> ■ Moderate activities, such as moving a table, pushing a vacuum cleaner, bowling, or playing golf ■ Climbing several flights of stairs 	Yes, limited a lot
	Yes, limited a little
	No, not limited at all
<p>During the past 4 weeks, have you had any of the following problems with your work or other regular daily activities as a result of your physical health?</p> <ul style="list-style-type: none"> ■ Accomplished less than you would like as a result of your physical health? ■ Were limited in the kind of work or other activities as a result of your physical health? 	No, none of the time
	Yes, a little of the time
	Yes, some of the time
	Yes, most of the time
	Yes, all of the time
<p>During the past 4 weeks, how much did pain interfere with your normal work (including both work outside the home and housework)?</p>	Not at all
	A little bit
	Moderately
	Quite a bit
	Extremely

