

HEALTH OUTCOMES SURVEY

How you can impact



EMPOWER yourself and your staff

- › Educate yourself and staff about the key Health Outcomes Survey (HOS) measures.
- › Use Cigna tools such as Conversation Starters and questionnaires.
- › Encourage office staff to help patients complete the HOS.
- › Ask your Network Operations representative about additional tools and resources.



ENGAGE with patients at every visit

- › Use every office visit to ask patient about physical activity, depression, incontinence and fall prevention.
- › Discuss preventions, recommendations and treatments.
- › Create recall about conversation by following up with patient after visit.



ENCOURAGE patients to take a lead role

- › Tell patients to be open and honest about their health.
- › Provide a questionnaire for patients to fill out if they are embarrassed to talk openly.
- › Remind patients about the importance of filling out HOS if selected.
- › Suggest patients ask office staff for help filling out the HOS.

QUICK Q&A

Q: What is the HOS?

A: The HOS is sent to a random sampling of patients with Medicare Advantage plans. It is related to patient-provider relationships and asks questions related to physical and mental health, incontinence, physical activity, fall risk and prevention, and other topics.

Q: Why does the HOS matter?

A: HOS data helps Centers for Medicare and Medicaid Services (CMS) monitor health plan performance based on patient health outcomes. It also affects Star Quality Ratings that help Medicare beneficiaries choose a health plan.

Q: When is the HOS sent?

A: A baseline HOS is sent in April by a company called SPH Analytics. Respondents who are still in the Medicare Advantage Organization (MAO) two years later get a follow-up HOS in May.

Q: Who do the HOS results affect?

A: They affect MAOs with 500+ enrollees as of January 1 of the prior year. Ultimately, HOS results affect providers and patients in the MAO network.

Q: How can providers affect HOS outcomes?

A: You can positively impact HOS results by starting important conversations during office visits. Ask questions, create recall and encourage actions that align with key HOS measures. You can also encourage office staff to help patients fill out the HOS.



PROVIDER POWER

You've got it. Here's how to use it.



HOS measure	HOS QUESTIONS patients are asked (abridged)	ACTIONS you can take
Improving and maintaining mental health	<ul style="list-style-type: none"> › In the past 12 months, did you talk with your provider about your mental health? For example, did your provider ask if you're feeling depressed, having trouble sleeping, taking any medications, or seeing another provider to help you maintain your well-being? › Over the past two weeks, how often have you felt little interest or pleasure in doing things? Felt down, depressed or hopeless? 	<ul style="list-style-type: none"> › Discuss physical and mental health. › Ask the patient about physical and mental health compared with two years ago. › Ask patient if they've felt down or depressed. › Discuss ways to improve status of both mental and physical health.
Monitoring physical activity	<ul style="list-style-type: none"> › In the past 12 months, did you talk with your provider about your level of exercise or physical activity? For example, did your provider ask if you exercise regularly? › Has your provider advised you to start, increase or maintain your level of exercise or physical activity? For example, did your provider advise you to start taking the stairs, increase walking every day, or to maintain your current exercise program? 	<ul style="list-style-type: none"> › Talk about the importance of exercise and physical activity. › Discuss how to start, increase or maintain activity.
Improving bladder control	<ul style="list-style-type: none"> › Have you talked with your provider about urine leakage? › There are many ways to control leaking of urine, including bladder training exercises, medication and surgery. Have you ever talked with a provider about any of these approaches? 	<ul style="list-style-type: none"> › Ask if bladder control is a problem. › Discuss treatments for bladder control issues that may arise as patient ages.
Reducing fall risk	<ul style="list-style-type: none"> › In the past 12 months, did you talk with your provider about falling or problems with balance or walking? › Has your provider done anything to help prevent falls or treat problems with balance or walking? Some things they might advise are to use a cane or walker. 	<ul style="list-style-type: none"> › Discuss balance problems, falls, difficulty walking and other fall risks. › Suggest cane or walker. › Check blood pressure with patient standing, sitting and reclining. › Suggest exercise or physical therapy. › Suggest vision/hearing test. › Perform bone density screening, especially for high-risk members.