

# Overview and Best Practices

From August to November each year, CMS and the National Committee for Quality Assurance (NCQA) send the Health Outcomes Survey (HOS) to a random sample of Medicare Advantage beneficiaries. In order to evaluate outcomes, the same sample of respondents receives the HOS again at the end of a two-year period.

## What the HOS Measures

The HOS gathers patient-reported physical and mental health status outcomes over a certain period. It also impacts Star Ratings, since it covers the following domains:

- ✓ Improving or maintaining physical health
- ✓ Improving or maintaining mental health
- ✓ Monitoring physical activity
- ✓ Improving bladder control
- ✓ Reducing the risk of falling

## Why the HOS Matters to You

The main objective of the HOS is to gather clinically meaningful health status data. Working together, we can use the HOS results to improve the healthcare experience of our shared patients. At Devoted Health, the HOS helps us identify quality initiatives we can launch to improve health outcomes of our members.

As a physician, you can apply learnings from the HOS to create positive healthcare experiences, which are often associated with positive clinical outcomes. Consider using the best practices on the next page.



# Best Practices

Use these tips to improve HOS measures and give your patients a better healthcare experience.



## Improving or Maintaining Physical Health

Measures overall health, physical functioning, and pain levels

- Use standardized tools to routinely assess pain and functional status
- Determine if your patient should see a pain specialist, rheumatologist, or other specialist

## Improving Bladder Control

Measures if patient talked to provider about bladder control issues

- Explain that urine leakage is common as we age, but treatments are available
- Discuss treatment options, like exercises, therapies, and medications
- Use brochures to encourage discussion of this sensitive topic

## Improving or Maintaining Mental Health

Measures mental health status and its daily impact

- Empathize with the patient
- Discuss options for therapy with a mental health provider, if appropriate
- Suggest web-based tools that provide evidence-based counseling

## Reducing the Risk of Falling

Measures if patient talked to provider about falls or walking and balance issues

- Review medications for increased fall risk
- Routinely assess fall risk by observing gait and balance
- Promote at-home safety, like removing throw rugs

## Monitoring Physical Activity

Measures if patient talked to provider about physical activity

- Suggest physical activities based on patient ability and comfort level
- Work with patient to develop a physical activity routine
- Show interest in helping patients stay active



**Questions?** Email us at [starsandriskmgmt@devoted.com](mailto:starsandriskmgmt@devoted.com)

Devoted Health is an HMO with a Medicare contract. Enrollment in Devoted Health depends on contract renewal.