



Health Outcomes Survey Tips to Improve the Office Visit Experience

The Health Outcomes Survey (HOS) is an annual patient-reported survey conducted by the Centers for Medicare & Medicaid Services. The survey will be sent to a random sample of HAP Medicare Advantage members to assess their physical and mental well-being at the beginning and end of a two-year cycle. Below are sample survey questions and tips to improve the office visit experience and survey outcomes.

IMPROVING & MAINTAINING MENTAL HEALTH	
Sample Questions	• In the last 4 weeks, have you accomplished less than you would like because of emotional problems? • In the last 4 weeks, were you not able to do work or other activities as carefully as usual because of any emotional problems? • In the past 4 weeks, have you felt calm and peaceful? • In the past 4 weeks, did you have a lot of energy? • In the past 4 weeks, have you felt downhearted and blue? • In the past 4 weeks, how much of the time has your physical or emotional problems interfered with your social activities?
Tips	• Assess current issues and, if a patient is experiencing depression or anxiety, discuss ways to get help, including referral to a specialist • Document any communication between provider and patient • Provide educational materials that members can take home • Develop processes for screenings and diagnosis and for monitoring outcomes
IMPROVING & MAINTAINING PHYSICAL HEALTH	
Sample Questions	• How much time has physical health interfered with your social activities? • Does your health limit you from completing moderate activities, such as moving a table, vacuuming, bowling, etc.? • Does your health limit you from climbing several flights of stairs? • In the past 4 weeks, has your physical health caused you to accomplish less than you would like? • In the past 4 weeks, has your physical health limited you in the kind of work or other activities that you could complete? • During the past 4 weeks, how much did pain interfere with your normal work?
Tips	• Always assess patient's activity level and identify interventions to improve physical health status • Document any communication you have with the patient. Discuss the patient's ability to be independent; activities of daily living; needs for assistance; social activities • Make efforts to ensure the patient understands the services the provider has performed
MONITORING PHYSICAL ACTIVITY	
Sample Questions	• Did you talk with a doctor/other healthcare professional about your level of exercise/physical activity? • Did a doctor/other health care professional advise you to start, increase or maintain your level of exercise or physical activity?
Tips	• Complete and document the functional assessment • Encourage patient to start, increase or maintain physical activity and document communication • Advise patient to: – Begin physical activity with short intervals of moderate activity (5 to 10 minutes); stay at a safe and appropriate level of physical activity – Do flexibility training (e.g., stretching and yoga); strength training (e.g., carrying laundry or groceries, chair exercises, yard work); and cardio activities (e.g., walking or swimming)
REDUCE THE RISK OF FALLING	
Sample Questions	• Did you talk with your doctor/other provider about falling or problems with balance or walking? • Did you fall in the past 12 months?
Tips	• Ask the patient if they've fallen or been off balance recently • Discuss ways to reduce their risk of falling (e.g., exercises to increase leg strength and balance; an annual exam; durable medical equipment) • Consider referring patients with limited mobility to an occupational therapist for a home evaluation • Review patient's medications and consider changing/stopping medications that may increase fall risk
IMPROVE BLADDER CONTROL	
Sample Questions	• Have you experienced any leaking of urine? • Ways to control/manage the leaking of urine, including bladder training exercises, medication and surgery. Have you ever talked with a doctor, nurse or other care provider about these approaches?
Tips	• Regularly assess urinary incontinence issues with patients • Discuss treatment options (behavioral therapy, exercises, medications, medical devices and surgery) • Provide informational brochures/materials for patients to help educate and initiate the discussion