

August 2023

Providers Encouraged to Engage Patients For Better Results of 2022 Medicare Health Outcomes Survey

Many of your patients will receive the 2022 Medicare Health Outcomes Survey (HOS) in the mail this summer. This survey is critical to understanding the health outcomes of your patients and directly impacts Star ratings.

Engaging your patients in discussions about health conditions can positively impact responses to the HOS. Below are some tips for meaningful conversations with patients.

Monitoring Physical Activity

- Be proactive and schedule tests, screenings, or physicals for patients ahead of time.
- Conduct an annual wellness visit; review and address results as needed.
- Take advantage of the annual wellness visit to evaluate your patient's gait, strength, and balance.
- Refer patients to our health insurance plans for health coaching and fitness programs, such as Silver Sneakers®.
- Have your medical assistants assess patient's physical activity level at least annually and as medical conditions change.

Reducing Fall Risk

- Conduct fall-risk screenings using validated screening tools and document results in the medical record and claims using the appropriate CPT II codes.
- Develop a fall-risk reduction plan for patients who screen positive.
- Perform regular medication reviews to identify medications that may increase the risk of falls.
- Provide fall-prevention interventions, such as regular eye exams, exercise, strength, and balance activities.
- Provide educational materials about fall prevention.
- Visit [CDC.gov/Steady/Materials.html](https://www.cdc.gov/Steady/Materials.html) for additional information and materials.

Improving Bladder Control

- Ask patients about urinary incontinence as some may be hesitant to raise this issue.
- Evaluate the severity and impact of urinary incontinence on quality of life and involve the patient in decisions about treatment options.