

Improving or Maintaining Mental Health

The Health Outcomes Survey (HOS) Survey is a set of member-reported measures that assess a Medicare Advantage Organization's ability to maintain or improve the health and health-related quality of life of its Medicare members. The survey spans a two-year period with baseline and follow-up questions sent to a select group of Medicare members. Helpful details along with some best practices are shared below.

About This Survey

Two-Part Member Survey

1. **Baseline Survey:** Percentage of sampled Medicare members 65 and older who have had a doctor's visit in the past 12 months and who had a discussion with provider about their mental health and wellbeing.
2. **Follow-up Survey:** Percentage of sampled Medicare patients 65 and older whose mental health status was the same or better than expected.

The **baseline survey** is sent between July and November. The same group receives the **follow-up survey** two years later during the same months.

Related Survey Questions

- During the past four 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)?
- During the past four 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)? Didn't do work or other activities as carefully as usual:
- How much of the time during the past four weeks have you felt calm and peaceful?
- How much of the time during the past four weeks did you have a lot of energy?
- How much of the time during the past four weeks have you felt downhearted and blue?
- During the past four weeks, how much of the time has your physical health or emotional problems interfered with your social activities (like visiting with friends, relatives, etc.)?

Best Practices

- Administer PHQ-2 and PHQ-9 mental health assessments.
- Discuss mental/emotional health. Explain to patients that it is a part of their well-being and is just as important as their physical health.
- Try to have these discussions during all visits, including telehealth.
- Provide written materials regarding mental well-being and identify local resources.
- Listen to patients' stories and suggest activities or recommend medication, when necessary.