

Reducing the Risk of Falling

The Health Outcomes Survey (HOS) 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:** Members 65 and older who have had a fall or had problems with balance or walking in the past 12 months, who were seen by a practitioner in the past 12 months and who received a recommendation for how to prevent falls or treat problems with balance or walking from their current practitioner.
2. **Follow-up Survey:** Members 65 and older whose Fall Risk 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

- A fall is when your body goes to the ground without being pushed. In the past 12 months, did your doctor or other health provider talk with you about falling or problems with balance or walking?
- Did you fall in the past 12 months?
- In the past 12 months, have you had a problem with balance or walking?
- Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking? Some things they might do include:
 - Suggest you use a cane or walker.
 - Suggest you do an exercise or physical therapy program.
 - Suggest vision or hearing testing.

Best Practices

- Encourage patients to consider these tips to help reduce their fall risk:
 - Railings are helpful for safety and balance.
 - Large rugs stay in place, while throw rugs may slide around.
 - Bathroom grab bars can prevent injury.
- Remind patients that some medications can interfere with sleep and balance.