

## HOS Survey Tips for Success

The Medicare Health Outcomes Survey (HOS) is a patient-reported measure of their physical and mental health over time. It is a critical part of the Centers for Medicare & Medicaid Services' (CMS) Star Ratings. CMS administers the HOS surveys to a random sample of health plan members every year between August and November. The same members receive the same survey two years later.

### How Providers Impact HOS Outcomes?

Patient experiences with their providers and the physician's office are key to successful HOS results. Providers and staff can make a positive impact on the health and wellbeing of patients when they are aware of the HOS measures. Engaging with patients at every visit is also beneficial. Below we share some tips on how to address HOS measures with your patients.

#### Use of Florida Blue Medicare's Patient Pre-Visit Checklist

- Ask your Florida Blue Medicare patients to complete the brief **HOS Patient Pre-Visit Checklist** ([English here>>](#) or [Spanish here>>](#)). Discuss the answers with them during their visit.

#### Monitoring Physical Activity

- Discuss exercise and physical activity levels with your patients and stress the benefits to their overall health.
- Encourage appropriate activities for your patients' current health status, like walking at a local park or shopping mall so they have a specific, actionable idea.
  - Write these activities down for patients on a prescription pad.
- Refer patients with limited mobility or walking/balance issues to physical therapy to learn safe, effective exercises.

#### Improving Bladder Control

- Share bladder-control educational materials with your patient to start a conversation and assess a potential bladder-control issue.
- Stress the value of Kegel exercises or other less-conventional remedies.
- Discuss treatment options for any patients with severe bladder-control problems.

#### Reducing the Risk of Falling

- Regularly assess your patient for fall risk. Evaluate gait, strength and balance.
- Review your patient's medications for potential side effects that include dizziness or drowsiness.
- Remind your patients that installing handrails, using a cane and removing scatter rugs can prevent falls.

### Contact Us to Learn More

For more information about HOS, contact your Florida Blue Medicare Population Health Manager or visit <https://www.hosonline.org/en/hos-and-the-star-ratings/>.