

## Health Outcomes Survey Tips to Help Your Patients

Many of your patients will soon receive their **2025 Health Outcomes Survey (HOS)**. This is a survey conducted by the Centers for Medicare & Medicaid Services (CMS).

**Why It Matters:** The HOS allows CMS to track patients' experience with various aspects of their care, including the quality of care received from their providers. Scores are publicly reported and used by CMS in part to determine overall Star Ratings.

**Take Action:** Encourage your patients to participate in the HOS and use the following tips to help improve their care.



### Improving or Maintaining Physical Activity

- Always discuss the importance of starting/maintaining adequate physical activity with your patients.
- Help your patients identify barriers, such as limited transportation and discuss possible solutions, such as following an at-home exercise routine to promote greater access to physical activities.
- Provide educational resources and reinforce health plan offerings (e.g., Silver Sneakers).



### Reducing the Risk of Falls

- Keep educational fall-prevention materials in your office to share with all patients. Some patients may need extra time to process information about getting older. Having the ability to review material on their own time can be helpful.
- Review medication lists and provide guidance on precautionary measures for medications that may increase the risk for imbalance and falls.
- Reinforce eliminating factors in the home that increase risks for falls (e.g., slip rugs).



### Improving Bladder Control

- Normalize incontinence by sharing how common this is and discuss effective treatments that can help.
- Emphasize the importance of open communication.



### Improving or Maintaining Mental Health

- Speak with your patients about feeling depressed or anxious.
- Discuss whether physical or emotional problems interfere with their social activities or affected energy levels.

Thank you for your dedication in providing quality health care for improved health outcomes for our members.