

Improving or Maintaining Physical Health

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:** 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 the provider about their level of exercise or physical activity**. And who received advice to start, increase, or maintain their level of exercise or physical activity.
2. **Follow-up Survey:** Percentage of sampled Medicare patients 65 and older **whose physical activity 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

- In general, would you say your health is excellent, very good, good, fair or poor?
- The following items are about activities you might do during a typical day. Does your health now limit you in these activities? If so, how much?
- The following items are about activities you might do during a typical day. Does your health now limit you in these activities? If so, how much?
- 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 your physical health?
- 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 your physical health?
- During the past four weeks, how much did pain interfere with your normal work (including both work outside the home and housework)?
- In the past 12 months, did you talk with a doctor or other health provider about your level of exercise or physical activity? For example, a doctor or other health provider may ask if you exercise regularly or take part in physical exercise.
- In the past 12 months, did a doctor or other health care provider advise you to start, increase or maintain your level of exercise or physical activity? For example, in order to improve your health, your doctor or other health provider may advise you to start taking the stairs, increase walking from 10 to 20 minutes every day, or maintain your current exercise program.

Best Practices

- Assess the overall physical health of your patients annually.
- Ensure patients understand the personalized health advice you provide based on their risk factors.
- Develop a plan for preventive screenings and services that will help patients manage their chronic conditions.
- Determine an exercise or physical therapy program that is appropriate for patients' needs and abilities.
- Perform a pain assessment to determine if a pain management or treatment plan is needed.
- Explain to patients that an exercise regimen could increase quality of life and longevity.
- Determine if it is appropriate for your patients to start, maintain, or increase the level of physical activity, based on their overall health.
- Include any recommended activity with frequency and duration in the patient after-visit summary.
- Use physical activity prescription pads to “prescribe” the exercise regimen.