

Health Outcomes Survey Tips to Help Your Patients

Many of your patients will soon receive their 2024 Health Outcomes Survey (HOS), a survey conducted by the Centers for Medicare and Medicaid Services (CMS).

Why does it matter? 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.

Most importantly, the HOS is a valuable tool that can help you identify areas where your patients may need extra support. The following tips are helpful reminders to complement your care and help improve patient health outcomes.

Here are some of the HOS questions with tips to continue delivering quality care:

Monitoring Physical Activity: Did your doctor discuss exercise with you and advise you to start, increase, or maintain your physical activity during the year?



Tip: Help your patients identify barriers (e.g., transportation) and solutions (e.g., an at-home exercise routine) to promote greater access to physical activities. In addition to offering exercise educational materials, discuss your recommendations for increasing your patients' exercise levels.

Reducing the Risk of Falls: If you had a problem falling, walking, or balancing, did your doctor recommend how to prevent falls during the year?



Tip: Keep educational fall-prevention materials in your office to share with patients, regardless of whether they report a fall to you. 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.

Improving Bladder Control: Did your doctor discuss treatments for bladder control or urine leakage?



Tip: Some patients may be embarrassed to share incontinence issues with others, including their health care providers. Normalize the experience by sharing how many patients experience this issue and discuss effective treatments that can help.

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