

Understanding Your Role in the Health Outcomes Survey

What is the Health Outcomes Survey (HOS)?

The Centers for Medicare & Medicaid Services (CMS) HOS gathers patient-reported health outcomes from members enrolled in Medicare Advantage plans to support quality improvement activities and improve overall health of members.

Why is it important?

Increased awareness of all HOS measures can help guide your interactions with your patients and positively impact HOS results and can help impact overall patient satisfaction. Selected patients will begin receiving the survey in July with data collection happening through November.



HOS Measure included in Medicare Star Ratings

- Management of Urinary Incontinence in Older Adults
- Physical Activity in Older Adults
- Fall Risk Management
- Improving/Maintaining Physical Health
- Improving/Maintaining Mental Health



Your Role in the HOS

- ✓ Encourage patients to fill out the HOS if they receive it
- ✓ Talk with you patients about hard issues, such as mental health, fall risk, bladder control, and physical activity
- ✓ Pay attention to language, literary, and/or cultural barriers

For more information, visit <https://HOSonline.org>.

Questions to Ask Patients

Fall Risk

- Have you fallen in the past year?
- Do you worry about falling?
- Do you feel unsteady when standing or walking?

Bladder Control

- Do you ever leak urine (even small drops), wet yourself, or wet your undergarments?
- Do you have to rush to the bathroom because you have a sudden urge to urinate?

Physical Activity

- Over the past 7 days, how often did you take a walk outside your home or yard?
- Over the past 7 days, have you done any housework or chores?