



TIPS TO IMPROVE Patient's Health Outcome and Your Health Outcomes Ratings



The Health Outcomes Survey (HOS®) is a patient report health outcome survey on the patients' perception of their health status. Patient satisfaction with health care is important and can impact compliance and quality outcomes. CareSource is here to partner with you to offer resources to help you improve your patients' satisfaction with their care.

Improving or Maintaining Physical and Mental Health

Related HOS Survey Question	Tips
During the past four weeks, have you accomplished less than you would like or been limited in your work or other regular daily activities as a result of your physical health?	<ul style="list-style-type: none">• Provide education on exercise and resources.• Inform of benefits of CareSource Program, Silver&Fit.• Discuss and plan for possible appointment delays.• Assess patients' pain and functional status.• Review interventions to improve physical health, such as disease management, pain management and referrals to physical therapy or case management, as needed.• Provide self-management support, including goal setting, action planning, problem solving, and follow up to help patients take an active role in improving their health.
During the past four weeks, how much of the time has your physical health or emotional problems interfered with your social activities?	<ul style="list-style-type: none">• Refer patients to case management.• Assess whether emotional problems (depression, anxiety, addiction) negatively affect your member's daily or social activities.• Talk to patients about getting assistance if needed for behavioral health concerns.• Refer patients to behavioral health services or manage depression treatment as needed.• Provide information to members on web-based programs, such as myStrength.com, that provides a range of evidence-based mental health self-care.

Reducing Fall Risk

Related HOS Survey Question	Tips
Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walk?	<ul style="list-style-type: none">• Encourage members to complete a vision and hearing test.• Complete a fall-risk assessment.• Complete a medication review/reconciliation to ensure member is aware of medications that can contribute to risk of falling.• Encourage home safety – removal of throw rugs and clutter that may hinder mobility, hand rails, grab bars.• Assess if DME items may be needed, walker, cane, grabber, etc.

Monitoring Physical Activity

Related HOS Survey Question	Tips
In the past 12 months, did you talk with a doctor or other health provider about your level of exercise or physical activity?	<ul style="list-style-type: none">• Assess patient's current physical activity level.• Discuss health benefits and discuss with patients the need to stay active, consider starting, maintain or increase physical activity as appropriate for their health status.• Develop physical activity plans with patients and effective exercises that match their abilities.• Encourage participation in fitness and exercise programs as appropriate.• Encourage a gym membership, if it is a benefit of the member/s plan, or encourage use of local community resources.• Refer patients with limited mobility for physical therapy if needed.• Refer patient to CareSource's Silver & Fit benefits.

Improving Bladder Control

Related HOS Survey Question	Tips
Many people experience leakage of urine, also called urinary incontinence. In the past six months, have you experienced leaking of urine?	<ul style="list-style-type: none">• Evaluate for symptoms of urinary incontinence.• Provide education on treatment options – medications, surgical interventions, devices.• Refer patients to OB/GYN or Urology for evaluation.