

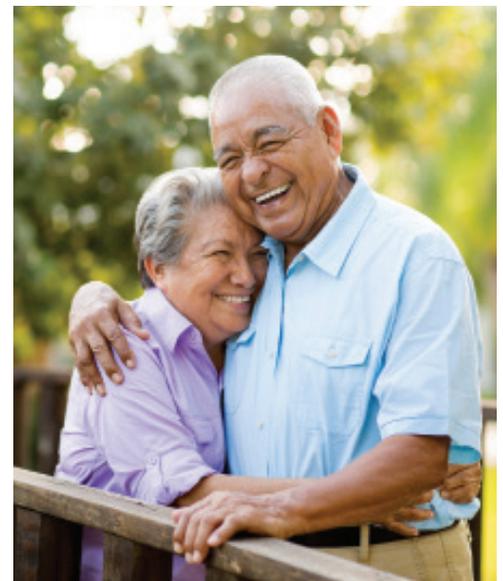


Health Outcomes Survey (HOS) For Medicare Members

Thank you for everything you do to ensure a positive healthcare experience for our members – your patients. One way to measure the quality of the patient healthcare experience is the Health Outcomes Survey (HOS), which collects member-reported health outcomes. The survey is used to measure how the care provided by Medicare Advantage Organizations (MAO) affects the health outcomes of their enrollees.

The survey, administered for WellCare by SPH Analytics, is in members' hands from April through June. It asks members 65 and older to report on the care and treatment they received from their healthcare providers.

The survey includes questions that address mental and physical health, physical and social functioning, pain, energy, and quality of life. Members are surveyed one year to collect a baseline, and then surveyed again two years later to measure the change in health over time.



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**Quality care is a team effort.
Thank you for playing a starring role!**

 **WellCare**
Beyond Healthcare. A Better You.

You CAN help improve HOS measures. Use a patient's annual wellness visit to discuss the following:

Balance problems, falls, difficulty walking and other risk factors for falls.

- Suggest the use of a cane or a walker.
- Check blood pressure with patient standing, sitting and reclining.
- Suggest an exercise or physical therapy program.
- Suggest a vision or hearing test.
- Perform bone density screening, especially for high-risk members.

The need for physical activity and ways to increase physical activity.

- Talk to the patient about the importance of exercise and physical activity.
- Discuss with the patient how to start, increase or maintain activity.

Bladder control and potential treatments for bladder-control issues that may arise as the patient ages.

- Ask the patient if bladder control is a problem.
- If so, ask if it interferes with sleep or daily activities.
- Talk to the patient about treatment options.

Physical and mental health.

- Ask the patient about physical and mental health compared to two years ago.
- Discuss ways to improve status of both mental and physical health.
- Suggest patient begins exercise programs or physical therapy, if warranted.

These topics can be discussed by the office or nursing staff while patients are waiting to be seen, and can be addressed by the provider during the visit.

**It takes a team to deliver quality care.
Thank you for being a star player.**



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