

## **Elevate HOS scores and Medicare Star Ratings:**

### ***Engage patients with these questions***

Surveyed patients may be asked the questions about Health Outcome Survey (HOS) measures listed below. Be sure to discuss these key topics impacting patient health:

#### **Monitoring physical activity**

**Q In the past 12 months...** Have you talked with your doctor or health provider about exercise or physical activity? For example, were you asked if you exercise regularly or take part in physical exercise?

★ Discuss the benefits of physical activity and assess your patient's physical activity level.

#### **Improving bladder control**

**Q In the past six months...** Have you accidentally leaked urine? If yes, how much of a problem was this for you?

★ Review the patient's medications list for any that can contribute to bladder control issues.

#### **Reducing risk of falling**

**Q In the past 12 months...** Did you talk with your doctor or health provider about issues with falling, walking, or balance?

★ Assess fall risk and discuss fall prevention activities with each patient.

#### **Physical health**

**Q In the past four weeks...** Did you experience limitations in typical daily activities such as moving a table, vacuuming, bowling, playing golf, or climbing stairs?

★ Recommend ways to begin and/or continue to engage in physical activities (e.g., no cost [SilverSneakers®](#) programs that include in-home workout kits, online exercise modules, and gym membership discounts).

#### **Improving or maintaining mental health**

**Q In the past four weeks...** How much of the time have you: (1) Felt calm and peaceful? (2) Had a lot of energy? (3) Felt downhearted and blue?

★ Refer patients to educational resources like the [National Institute of Mental Health \(NIH\)](#) and/or [CredibleMind](#), Blue Shield's mental health resource hub. (CredibleMind resources are available to members and non-members.)

HOS is used by the Centers for Medicare & Medicaid Services (CMS) to assess patients' perception of you, your staff, and Blue Shield of California. Scores from this survey figure prominently in determining Blue Shield's Medicare Star rating.

For inquiries about the HOS survey or Medicare Star measures, please email [MedicareStarRating@blueshieldca.com](mailto:MedicareStarRating@blueshieldca.com).