



# IMPROVING MEMBERS' QUALITY OF LIFE

A Joint Effort Between EmblemHealth and  
our Provider Partners

April 2017

# MEDICARE HEALTH OUTCOMES SURVEY (HOS)

## What is HOS ?

- Survey conducted annually by CMS from April to July
- Measures Medicare health plan members' view of their physical and mental health
- Uses a random sample of Medicare members
- Resurveys members after two years to measure changes in their physical and mental health



# MEDICARE HEALTH OUTCOMES SURVEY (HOS)

## Why is HOS important?

- Measures the ability of health care professionals to maintain or improve the physical and mental health of their patients over time
- Affects EmblemHealth's annual Medicare Star rating
- Directly ties to the Center for Medicare and Medicaid Services' reimbursement and services provided to members



# THE CARE TEAM PLAYS A CRITICAL ROLE

**Interaction with patients has a direct impact on Star measures.**

Awareness of these measures can guide discussions with patients during office visits to help better manage their health.

**The five Medicare Star measures collected through HOS are:**

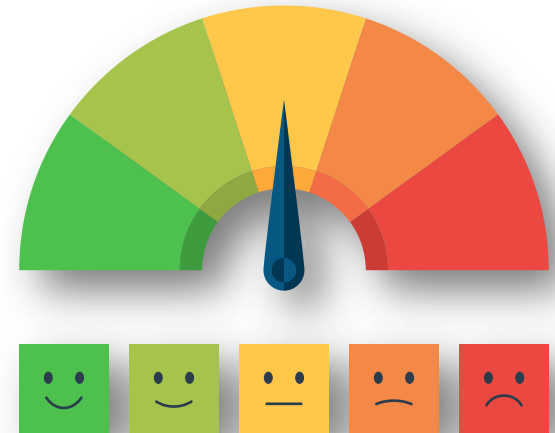
1. Improving or Maintaining Physical Health (PCS)
2. Improving or Maintaining Mental Health (MCS)
3. Physical Activity in Older Adults (PAO)
4. Managing Urinary Incontinence (MUI)
5. Fall Risk Management (FRM)



# STAR MEASURE: IMPROVING OR MAINTAINING PHYSICAL HEALTH (PCS)

Measures whether a patient's physical health is the same or better after two years

- Ask patients questions about:
  - Overall physical well-being.
  - If their health limits them in performing any daily, physical activities.
    - Does pain interfere with life or work?
- The discussion can help uncover any difficulty the patient may be experiencing.



# STAR MEASURE: IMPROVING OR MAINTAINING MENTAL HEALTH (MCS)

Measures whether a patient's mental health was the same or better after two years

- Ask questions about overall emotional well-being and whether the patient feels that emotional problems interfere with daily life, work or social activities
- Discuss behavioral health with patients
- Look for signs of depression
- Please refer your patients to Beacon Health Options to learn about behavioral health service coverage and find a health care professional at **1-888-447-2526**.

For Montefiore patients only, refer to University Behavioral Associates (UBA) at **1-800-401-4822**.



# STAR MEASURE: PHYSICAL ACTIVITY IN OLDER ADULTS (PAO)

Measures whether the doctor discussed patient's level of physical activity and gave physical activity recommendations

Measures:

- Discussing physical activity
- Advising physical activity



# PHYSICAL ACTIVITY IN OLDER ADULTS (PAO)

## Discussing Physical Activity

Ask patient about their level of exercise and physical activity, including:

- Aerobic activities (e.g., jogging, walking, rolling wheelchair, or swimming)
- Strength training (e.g., bodyweight exercises, weight lifting, carrying laundry or groceries, chair exercises or working in the yard)





# PHYSICAL ACTIVITY IN OLDER ADULTS (PAO)

## Advising Physical Activity

- Recommend patient starts, increases or maintains exercise and physical activity level
- Emphasize that exercise:
  - Improves muscle strength and balance
  - Reduces the risk of falls and fall-related injuries
  - Reduces the effect of age on morbidity and mortality
  - Improves physical functioning
  - Reduces risk of depression symptoms and anxiety



# STAR MEASURE: MANAGING URINARY INCONTINENCE (MUI)

Measures whether a patient has urinary incontinence, and if their doctor has discussed and made recommendations for treatment

- Urinary incontinence can be a sensitive topic. However, it's important for improving their quality of life and identifying signs of a larger health concern.



Measures:

- Discussing urinary incontinence
- Discussing and providing appropriate treatment as a result of shared decision making between the patient and doctor
- Impact of urinary incontinence on a patient's quality of life

# MANAGEMENT OF URINARY INCONTINENCE (MUI)

## Discussing UI with your patients

- Initiate the discussion because patients are often too embarrassed to bring it up themselves and find it to be a very sensitive topic
- Ask whether patient currently has any urinary incontinence, or has had leakage or “accidents” in the past six months
- Ask how often the problem occurs (occasionally, often, daily)



# MANAGEMENT OF URINARY INCONTINENCE (MUI)

## Impact on Daily Life

- Ask if UI has affected patient's daily life
  - For example, social withdrawal, depression, sleep deprivation, falls with fractures, sexual dysfunction, urinary tract infections
- Ask if patient has had trouble sleeping through the night because of incontinence

# MANAGEMENT OF URINARY INCONTINENCE (MUI)

## Treatment

- Ask whether patient is currently on any treatment
- Educate patients on treatment options based on severity (bladder training, techniques for pelvic muscle rehabilitation, medication, surgery, etc.)
  - Emphasize that treatment may reduce/eliminate UI
  - When necessary refer for appropriate treatment
- Jointly decide most appropriate course of treatment for the individual patient
- Make educational materials available for patients to use as discussion starters

# STAR MEASURE: FALL RISK MANAGEMENT (FRM)

Measures whether doctor discussed fall risk with patient and whether the doctor is managing the patient's fall risk

- One out of three older adults aged 65+ falls each year, but less than half talk to their health care professionals about it (Source: CDC)

Measures:

- Discussing fall risk
- Managing fall risk



# FALL RISK MANAGEMENT (FRM)

## Talk to Your Patients About Fall Risks

Ask if the patient has:

- Had a fall in the past year.
- Felt dizzy, had problems with balance or had problems with walking in the past year.
- Blurry vision and if they've recently had an eye exam. If patient wears glasses, ask if they've been recently updated for vision and proper fit.

Review patient medications. Some medications have side effects like dizziness or drowsiness which can increase fall risk.



# FALL RISK MANAGEMENT (FRM)

## Managing Fall Risk

### Discuss risk factors for falls

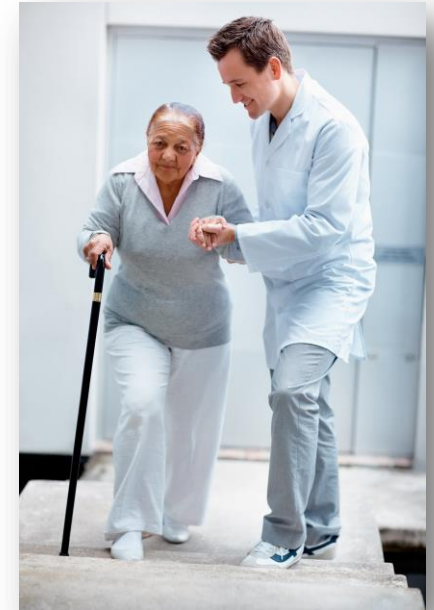
- Age, lack of physical activity, misuse of alcohol, prescription drugs (e.g., psychotropic or narcotic), hearing or visual impairments, and unsafe home environments (throw rugs)

### Discuss consequences of falls

- Injuries (e.g., hip fractures), functional decline, limited mobility, loss of ability to live independently, and decreased quality of life

### Educate patients on prevention

- Exercise (e.g., tai chi for improved strength and balance), regular medication reviews (by physicians or pharmacists), eye checkups, vitamin D intake





# HOS WELLNESS CHECKLIST FOR MEMBER SCREENING

A member awareness brochure and screening checklist has been mailed to Medicare members.

Please follow up with your patients who bring in this HOS checklist. Talk with them about ways they can prevent and manage these common health concerns.

Do you exercise on a regular basis or stay active?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Do you feel that you're unable to do daily activities because of your health?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Do you feel that emotional problems such as sadness or anxiety affect your daily life, work or social activities?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
<b>FALL PREVENTION</b>			
Have you fallen recently or in the past?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Did you have an injury after your fall?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Do you have trouble with balance or walking?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
<b>BLADDER CONTROL</b>			
Have you had loss of bladder control?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
If yes, how often?	Daily <input type="checkbox"/>	Sometimes <input type="checkbox"/>	Rarely <input type="checkbox"/>
When does your loss of bladder control happen? (check all that apply)	Suddenly <input type="checkbox"/>	While sneezing <input type="checkbox"/>	Laughing <input type="checkbox"/>
	Coughing <input type="checkbox"/>	Exercising <input type="checkbox"/>	Sleeping <input type="checkbox"/>
Are you treating this condition? This can include	Yes <input type="checkbox"/>	No <input type="checkbox"/>	

# DISEASE MANAGEMENT RESOURCES

Our Positive Actions Toward Health (PATH) programs are free, voluntary and available to all members who qualify based on diagnosis. PATH programs can assist with overall care management and complement the care that you give.

**Please refer our members, your patients, to the following PATH programs:**

- Better Breathing PATH programs for asthma and chronic obstructive pulmonary disease (COPD): **1-866-447-8080**
- Diabetes Care PATH program: **1-866-447-8080**
- Heart Care PATH programs for heart failure and coronary artery disease (CAD): **1-866-447-8080**
- Kidney Care PATH programs for chronic and end-stage renal disease (ESRD): **1-866-561-7518**
- Tobacco-Free PATH smoking cessation program: **1-866-697-8487**

# PROVIDER ONLINE RESOURCES

Manage your patients' care and get clinical and care coordination information at **emblemhealth.com/Providers**.

The screenshot shows the EmblemHealth website's provider resources page. At the top, there are navigation links for language (繁體中文, EN ESPAÑOL), registration (REGISTER NOW), and sign-in (SIGN IN). Below this is a search bar and a navigation menu with options: MEMBER, EMPLOYER, BROKER, and PROVIDER. A secondary menu includes PROVIDERS, Provider Manual, Seminars and Webinars, Claims Corner, Provider Resources (highlighted), Medical Policies, and Join Our Networks. The main content area features a large banner for 'PROVIDER RESOURCES' with the text: 'Getting alerts, news, forums, webinars, clinical information and other resources is now easier than ever.' Below the banner, there are two featured sections: 'Provider Toolkit' with a 'Learn More' button and 'Clinical Corner' with a 'See all' button. A left sidebar contains a 'Providers' section with links to the manual, seminars, claims corner, resources, and policies, as well as a 'Make Sure Members Can Find You' section with a 'Learn More' button.

[emblemhealth.com/en/Providers/Provider-Resources.aspx](https://emblemhealth.com/en/Providers/Provider-Resources.aspx)



**THANK YOU FOR PROVIDING CONTINUED  
QUALITY CARE FOR OUR MEMBERS.**

For more information, you may contact  
Valentina Petrenko, Program Manager for Medicare Stars,  
**[vpetrenko@emblemhealth.com](mailto:vpetrenko@emblemhealth.com) or 1-646-447-0380**