

# Improving Health Outcomes



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# Learning Objectives

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- ▶ The participant will be able to:
  - Communicate with patients about their gaps in care and outcomes.
  - Impact patient health outcomes
  - Discuss challenges/carriers to accessing care to meet patient needs.
  - Describe how HEDIS, HOS and CAHPS measures impact patient health outcomes.



# HEDIS, HOS and CAHPS



# What Is 5-Star?

Set of quality measures used by Medicare

Fifty-three measures that cover the following categories:

- Staying healthy screening tests
- Managing chronic conditions
- Member satisfaction with the health plan and providers
- Member complaints and Medicare problems
- Health plan handling of customer appeals

Based on encounters, chart reviews, surveys and administrative data from providers and health plans

These ratings help beneficiaries compare plans based on quality and performance



# Defining the Healthcare Effectiveness Data and Information Set (HEDIS)

## Definition

HEDIS is a data set that “grades” and compares health plans’ quality outcomes

## What it does

Measures performance on important areas of consumer care and service, rating health plans for quality and service

## What’s the connection to patient health outcomes?

Identifies the effectiveness of healthcare interventions across a wide range of performance measures



# Defining Consumer Assessment of Healthcare Providers and Systems (CAHPS)

## Definition

Survey that asks consumers and patients to report on and evaluate their healthcare experiences

## What it does

Assesses patient experience in a specific healthcare setting

## What's the connection to patient health outcomes?

Good communication between providers and patients is key to positive healthcare processes and outcomes.

- Improved patient adherence to treatment plan
- Improved clinical outcomes, patient safety practices



# Defining Health Outcomes Survey (HOS)

## Definition

Survey that asks consumers and patients to report on and evaluate their healthcare experiences

## What it does

Assesses patient experience in a specific healthcare setting

## What's the connection to patient health outcomes?

Good communication between providers and patients is key to positive healthcare processes and outcomes.

- Improved patient adherence to treatment plan
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# Meet Beth

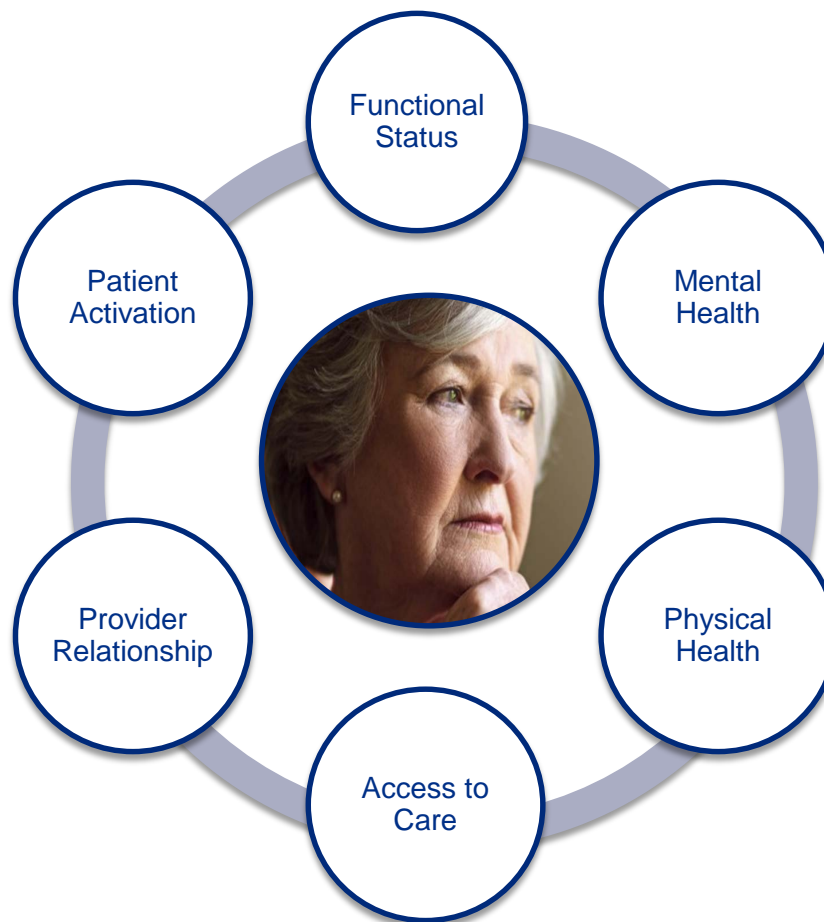






# Cross Walking Patients' Health

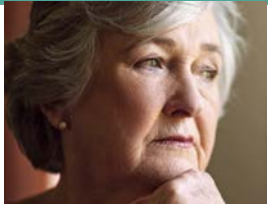
1. Screen
2. Assess
3. Intervene
4. Follow up





# Beth's Office Visit - Activity





# Monitoring Physical Activity



# Monitoring Physical Activity

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## Measure Description

Percent of senior health plan patients who discussed exercise with their doctor and were advised to start, increase or maintain their physical activity during the year

## Metric

The percentage of sampled Medicare patients 65 years of age or older (denominator) who had a doctor's visit in the past 12 months and who received advice to start, increase or maintain their level exercise or physical activity (numerator)



# HOS Survey Questions

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In the past 12 months, did you talk with a doctor or other health provider about your level of exercise or physical activity? For example, a doctor or other health provider may ask if you exercise regularly or take part in physical exercise.

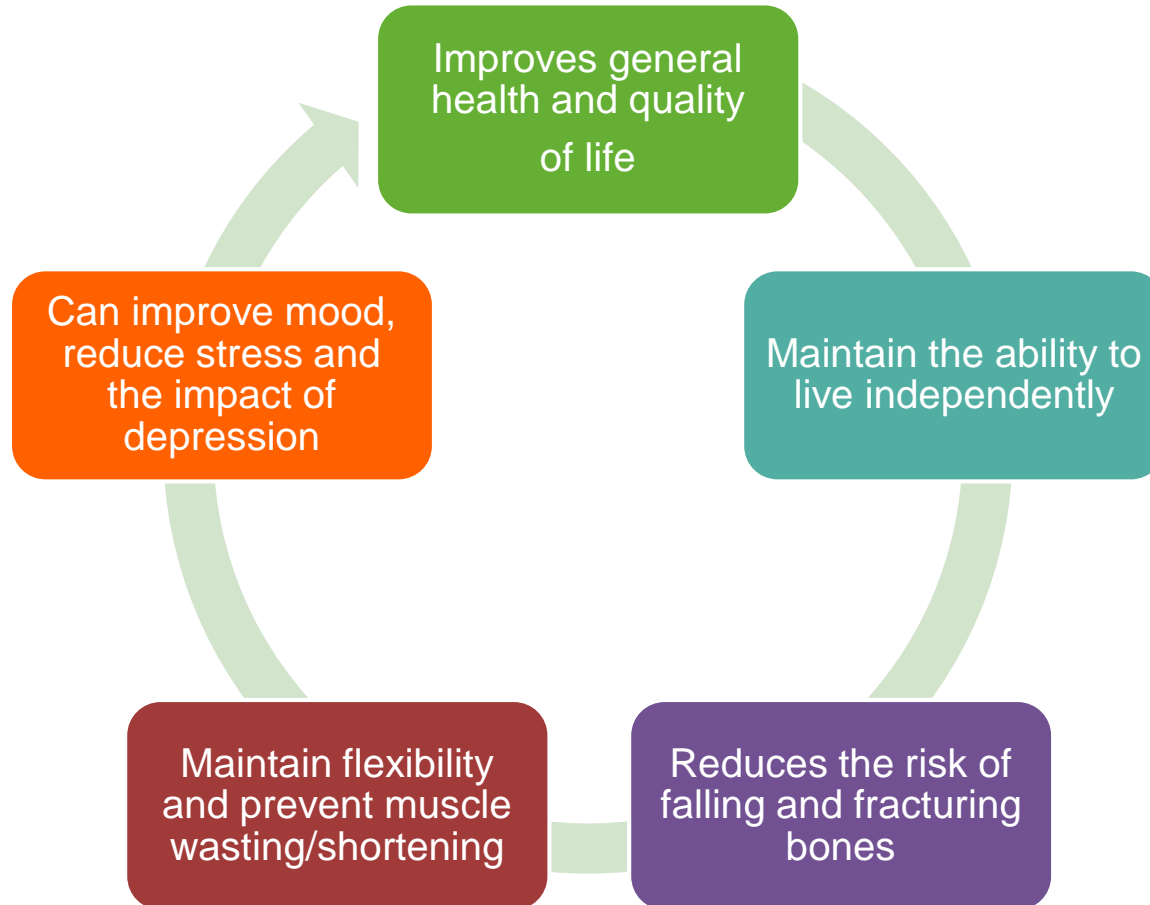
In the past 12 months, did a doctor or other health provider advise you to start, increase or maintain your level of exercise or physical activity? For example, in order to improve your health, your doctor or other health provider may advise you to start taking the stairs, increase walking from 10 to 20 minutes every day or to maintain your current exercise program.





# Importance of Physical Activity

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# Physical Activities for Seniors

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- Start easy - 10 to 20 minutes a day, and then slowly do more
- Walking
- Gardening
- Chair exercises
- Senior exercise classes
- Falls prevention classes
- Tai Chi





# Best Practices

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- ▶ Talk with your patients about:
  - Current level of physical health and regular exercise or physical activity
  - Maintaining or increasing physical activity (taking the stairs, increase walking)
  - Resources/educational materials related to physical activity



# Improving and Maintaining Physical Health



# Improving and Maintaining Physical Health

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## Measure Description

Percent of all senior health patients whose physical health was the same or better than expected after two years

## Metric

The percentage of sampled Medicare patients 65 years of age or older (denominator) whose physical health status was the same or better than expected (numerator)



# HOS Survey Questions

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In general, would you say your health is: Excellent? Very good? Good? Fair? Poor?

Does your health now limit you in activities you might do during a typical day, such as moving a table, pushing a vacuum cleaner, playing golf or climbing a flight of stairs? If so, how much?

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?

During the past four weeks, how much did pain interfere with your normal work (outside the home and housework)?



# Best Practices

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- ▶ Talk with your patients about:
  - How they feel about their overall health
  - If and how their health interferes with their daily activities
  - Levels of pain and if and how the pain affects the things they enjoy doing
  - Resources/educational materials related to physical activity



# Reducing the Risk of Falls



# Reducing the Risk of Falls

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## Measure Description

Percent of senior health plan patients with a problem falling, walking or balancing, who discussed it with their doctor and got treatment for it during the year

## Metric

The percentage of Medicare patients 65 years of age or older who had a fall or had problems with balance or walking in the past 12 months (denominator), who were seen by a practitioner in the past 12 months and who received fall risk intervention from their current practitioner (numerator)



# HOS Survey Questions

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A fall is when your body goes to the ground without being pushed. In the past 12 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?

In the past 12 months have you had a problem with balance or walking?

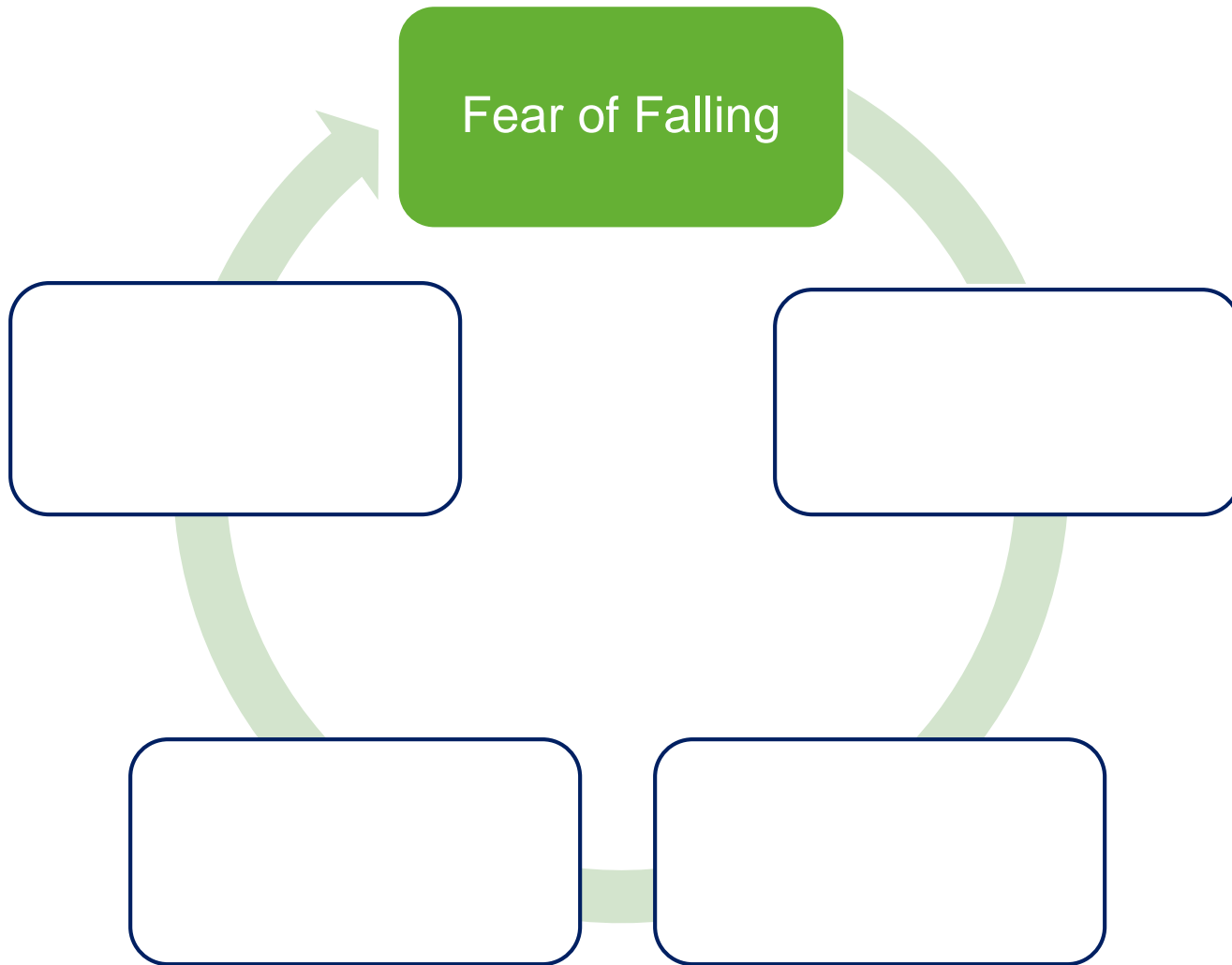
Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking?





# Importance of Reducing Fall Risk

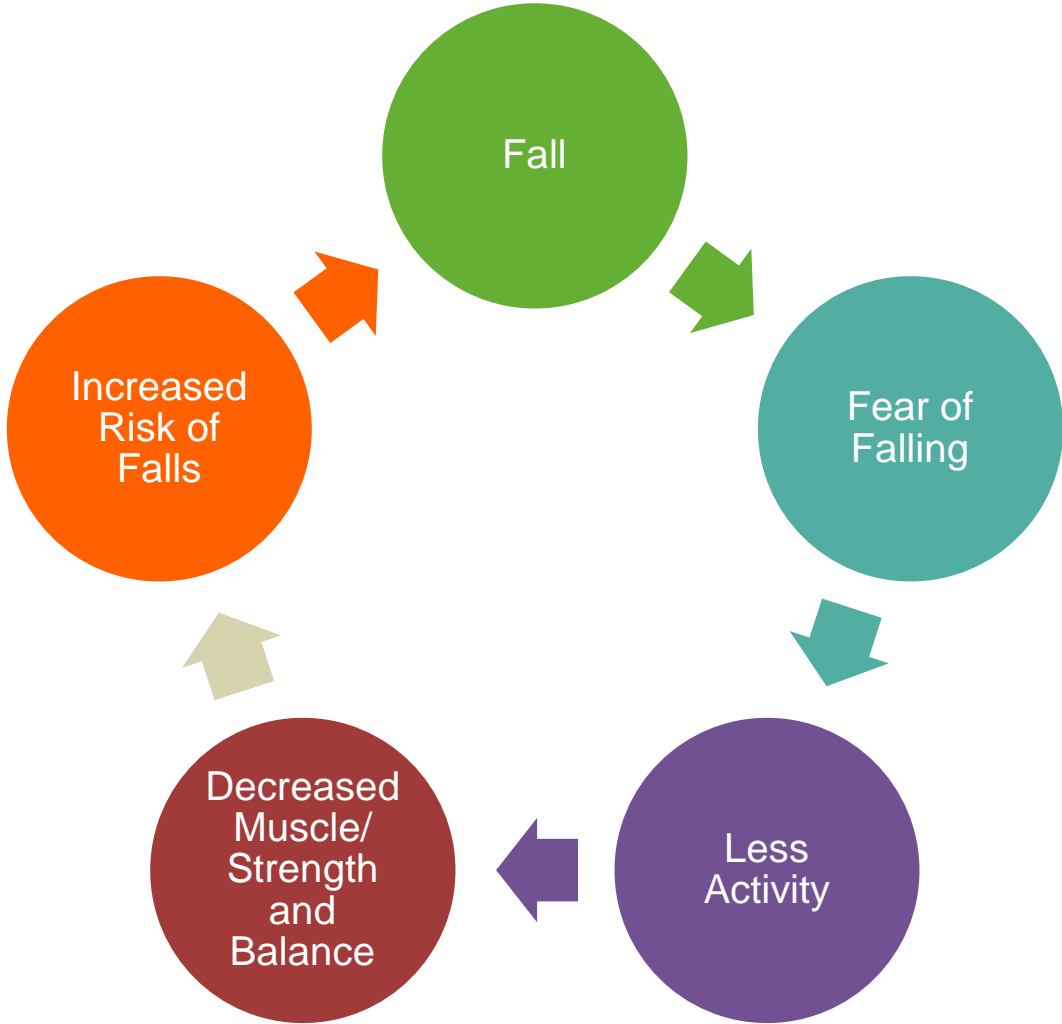
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# Cycle of Falls

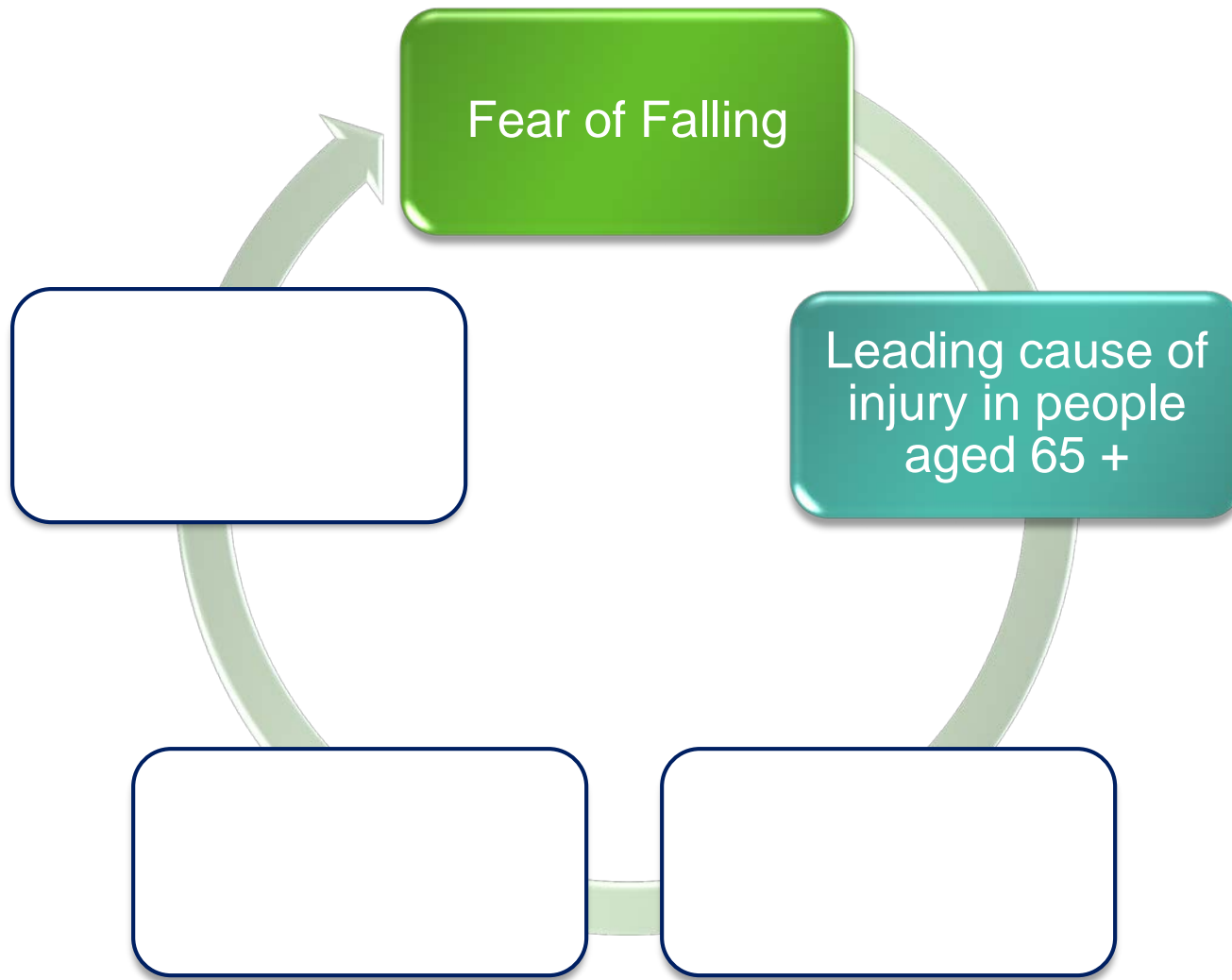
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# Importance of Reducing Fall Risk

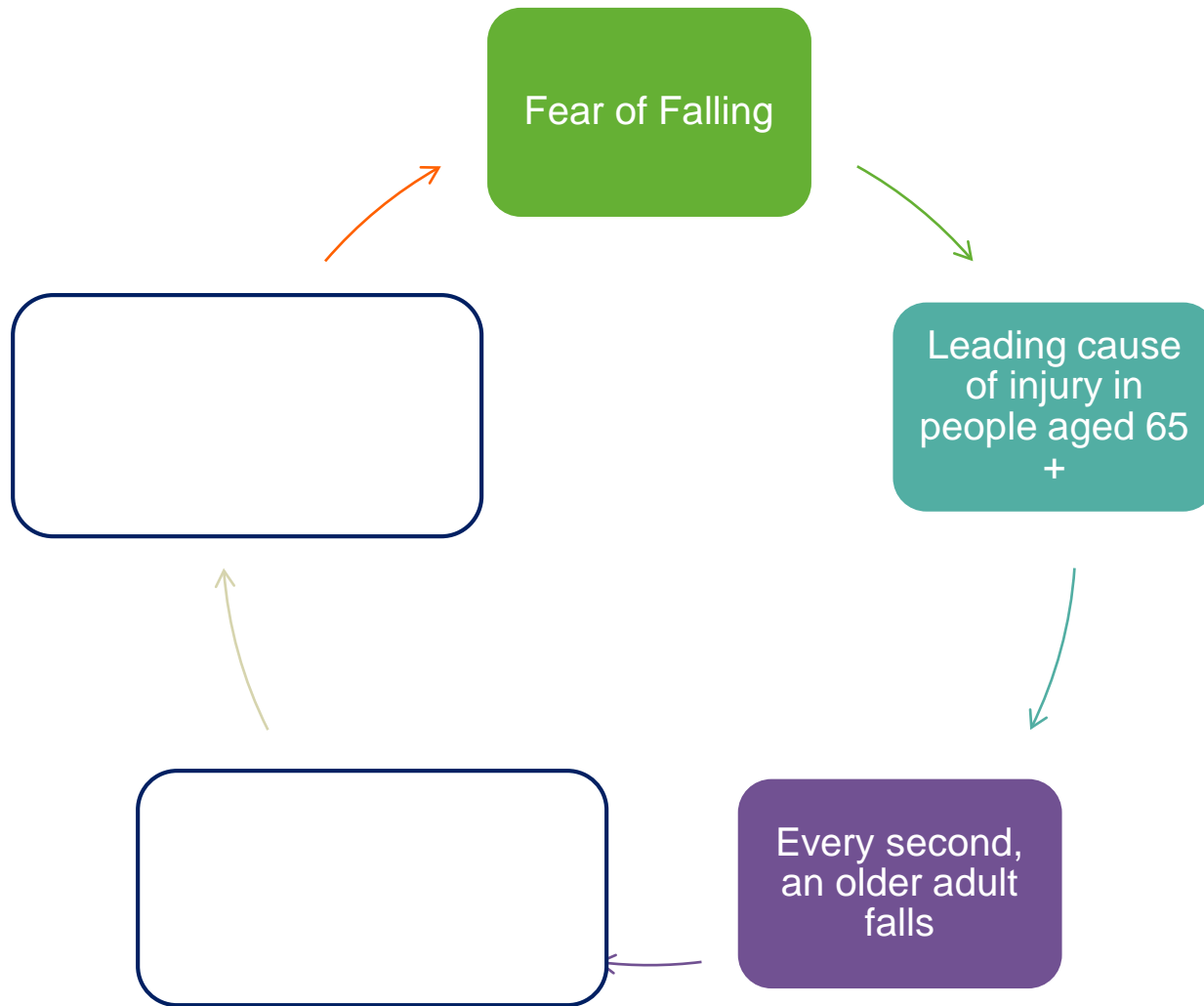
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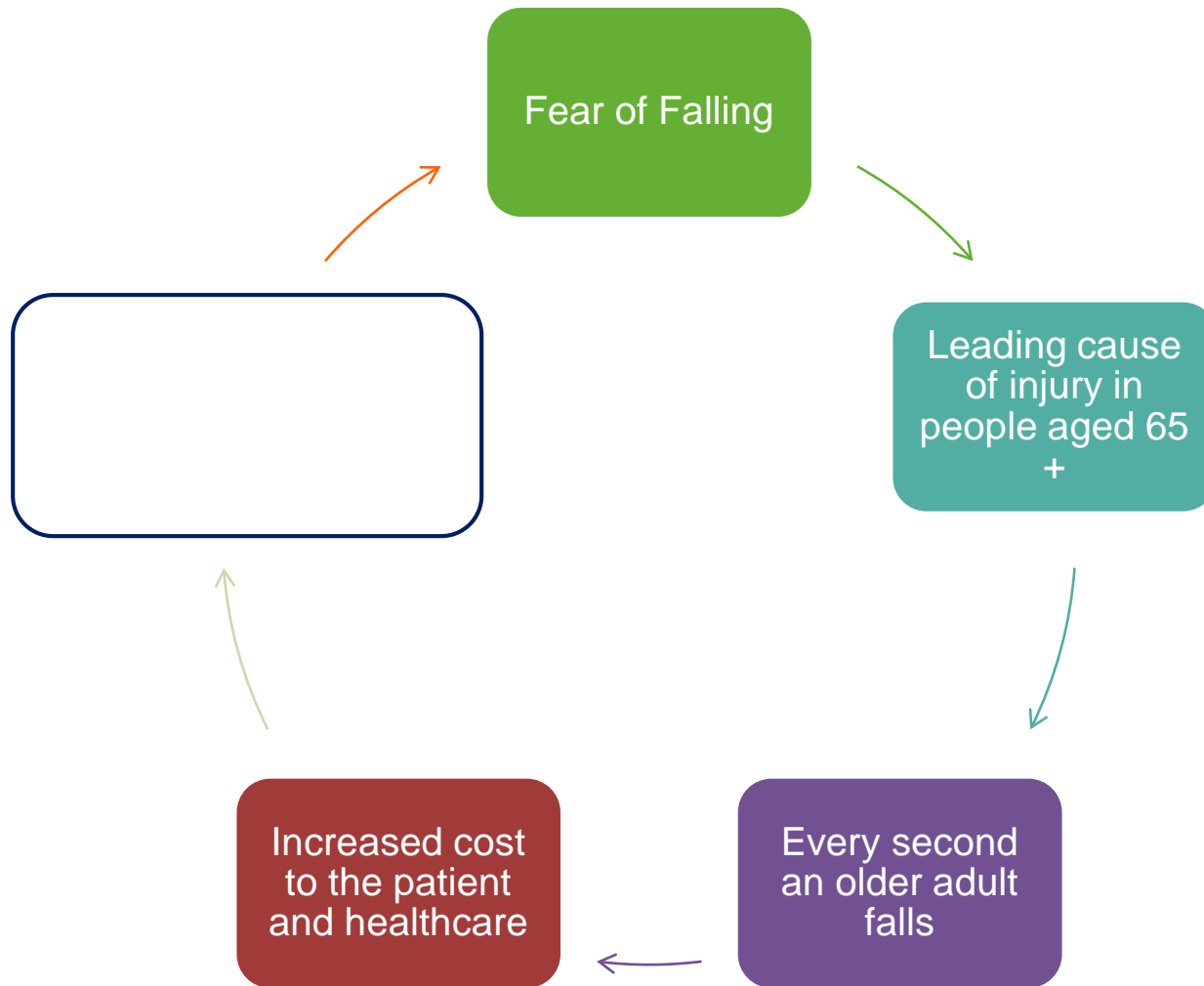
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# Importance of Reducing Fall Risk

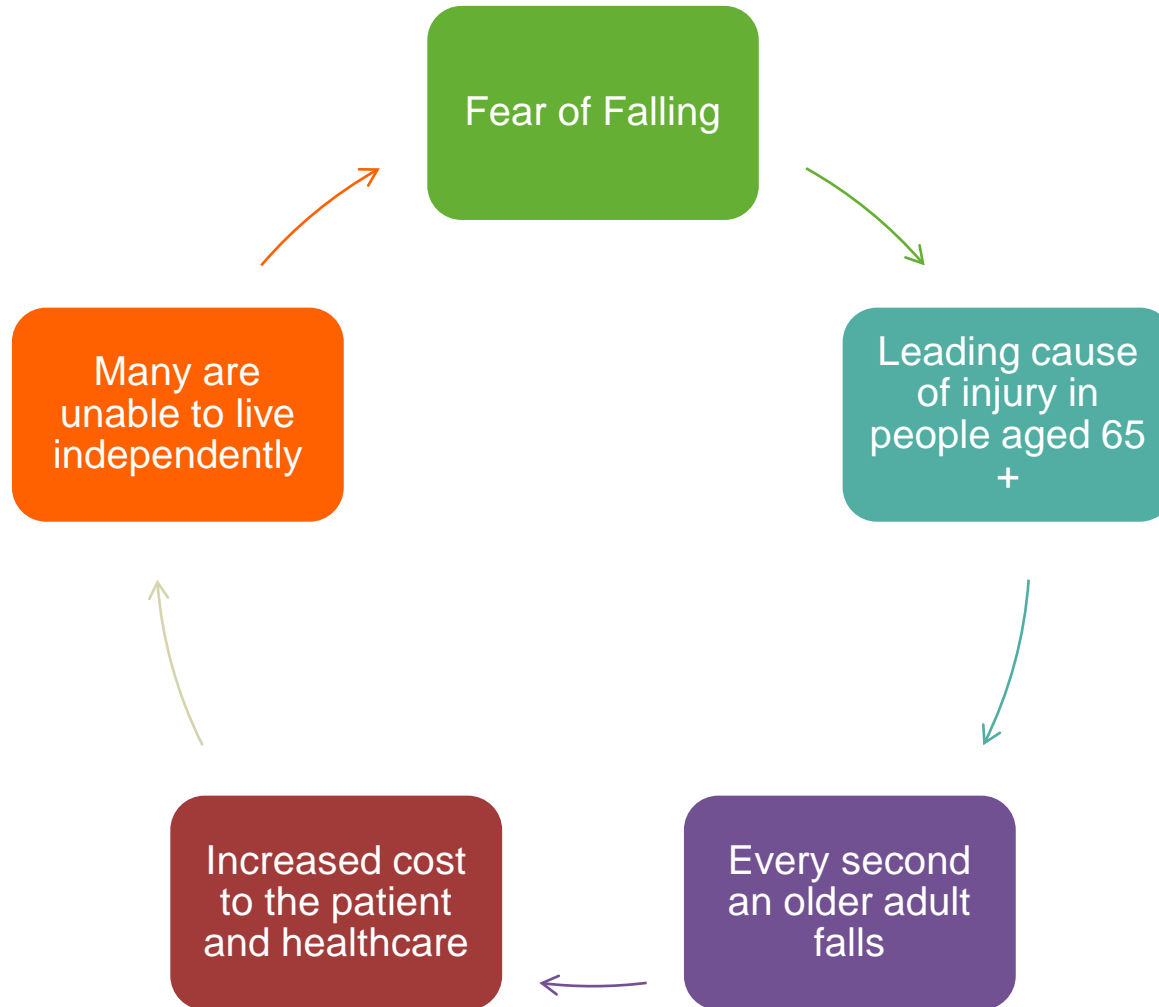
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# Importance of Reducing Fall Risk

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# Risk Factors

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## Biological

- Muscle weakness or balance
- Medication side effects and/or interactions
- Chronic health conditions
- Vision changes and loss
- Loss of sensation in feet

## Behavioral

- Inactivity
- Risky behaviors
- Alcohol/ substance use

## Environmental

- Clutter, tripping hazards, cords, small animals
- Poor lighting
- Lack of stair railings
- Lack of grab bars inside and outside the tub or shower
- Poorly designed public spaces

***Barefoot or socks indoors increases the risk of falls 13x!!***



# Best Practices

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- ▶ Talk with your patients about:
  - If they have had a problem with balance or walking. Reference gait as they walked in
  - Prescribing, educating and demonstrating the use of DME to improve mobility and balance
  - Recent falls or near falls – refer to PT and provide information on falls prevention classes
  - Medications – review all medication. Discuss hearing and vision concerns or changes
  - Home Safety – thorough inspection of home





# Improving Bladder Control



# Improving Bladder Control

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## Measure Description

Percent of senior health plan patients with a urine leakage problem in the past six months who discussed treatment options with a provider

## Metric

The percentage of Medicare patients 65 years of age or older who reported having any urine leakage in the past six months (denominator) and who discussed treatment options for their urinary incontinence with a provider (numerator)



# HOS Survey Questions

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Many people experience leakage of urine, also called urinary incontinence. In the past six months, have you experienced leaking of urine?

During the past six months, how much did leaking urine make you change your daily activities or interfere with your sleep?

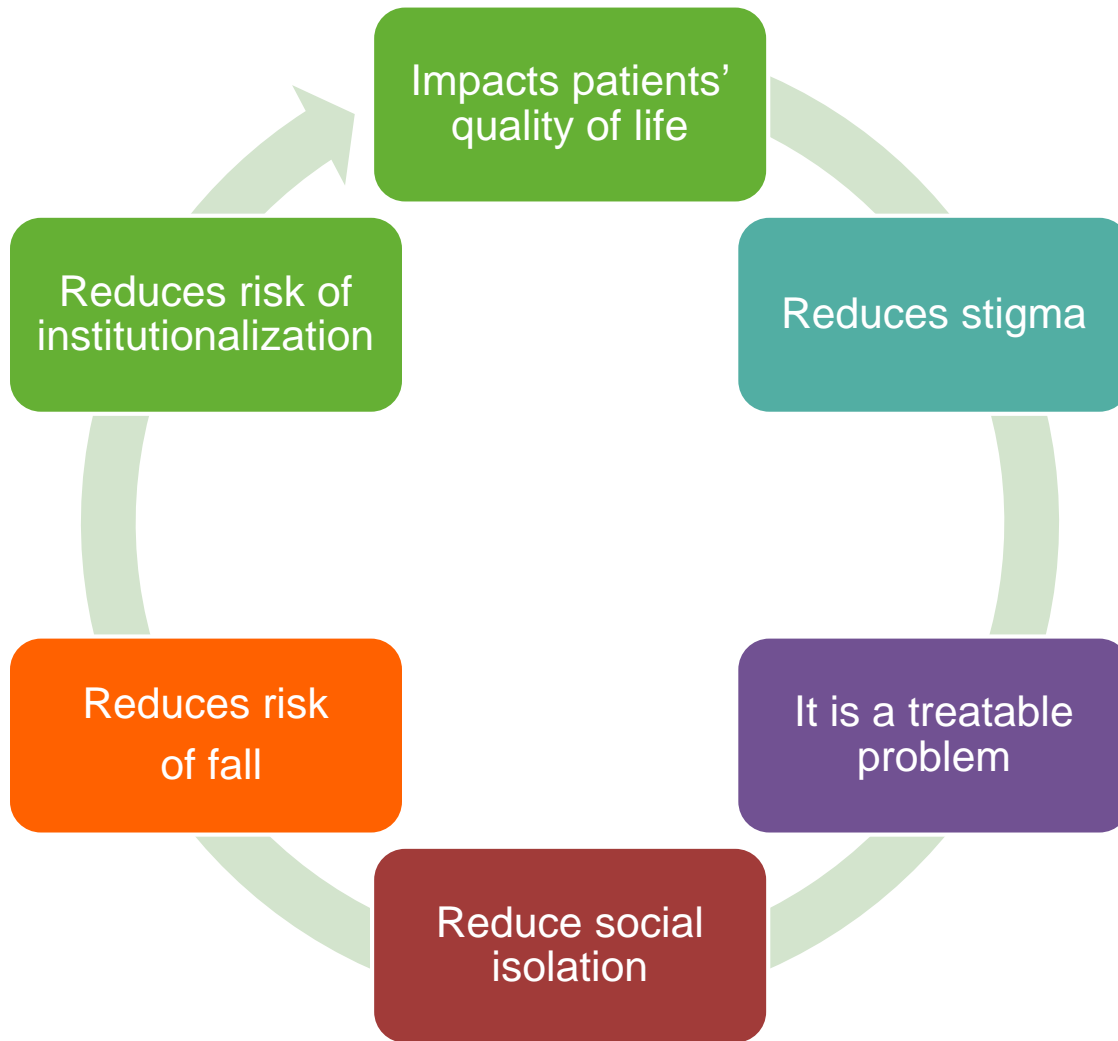
Have you ever talked with a doctor, nurse or other health care provider about leaking of urine?

There are many ways to control or manage the leaking of urine, including bladder training, exercises, medication and surgery. Have you ever talked with a doctor, nurse or other health care provider about any of these approaches?



# Importance of Discussing Urinary Incontinence

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# Types of Incontinence

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# Best Practices

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- ▶ Talk with your patients about:
  - Urine leakage – Normalize UI
  - Patients' perception of the problem
  - Interfering with daily activities or sleep
  - Ways to control or manage leakage. Bladder training exercises, medication and surgery
  - Educate and encourage



# Improving or Maintaining Mental Health



# Improving or Maintaining Mental Health

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## Measure Description

Percent of all senior health plan patients whose mental health was the same or better than expected after two years.

## Metric

The percentage of sampled Medicare patients 65 years of age or older (denominator) whose mental health status was the same or better than expected (numerator).





# HOS Survey Questions

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During the past four weeks, have you had any of the following problems with your work or other regular daily activities as a result of any emotional problems (such as feeling depressed or anxious)?

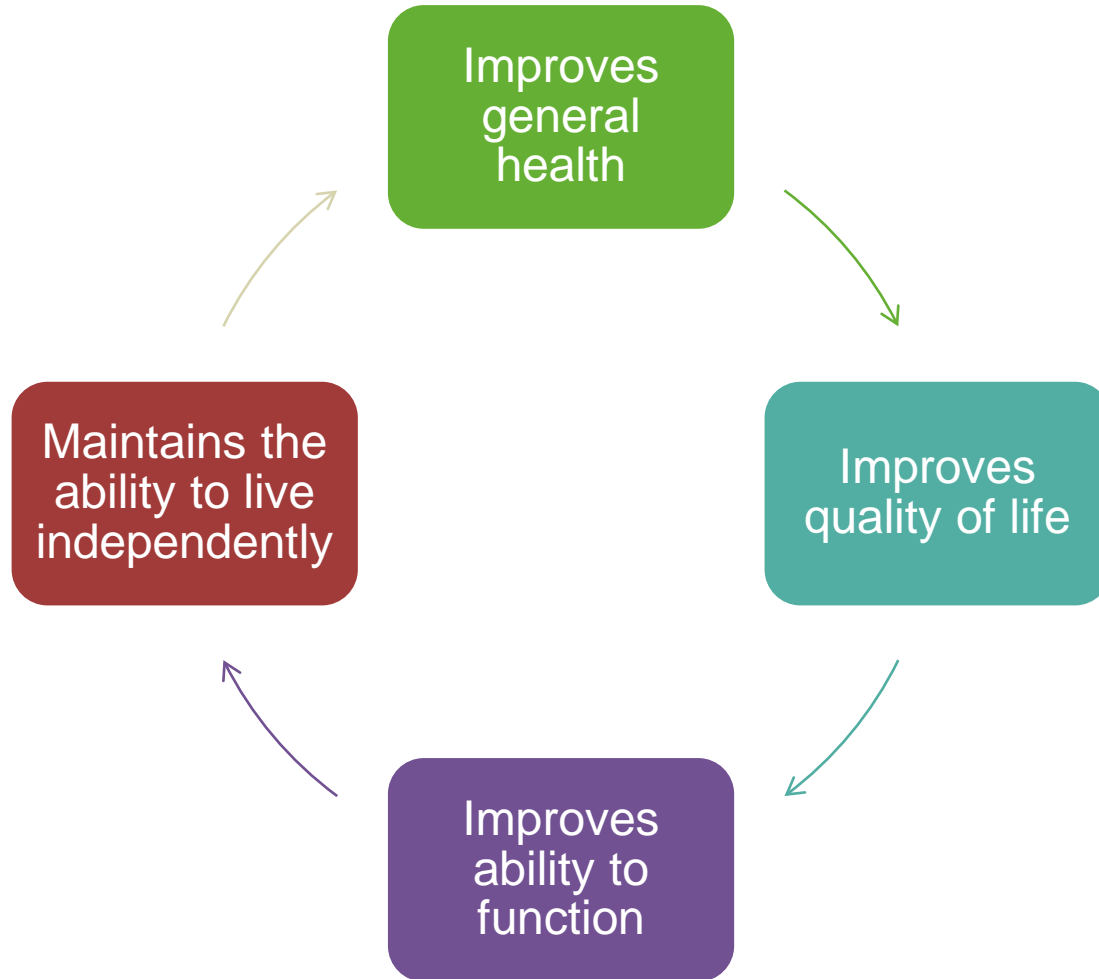
- a. Accomplished less than you would like as a result of any emotional problems
- b. Didn't do work or other activities as carefully as usual as a result of any emotional problems

During the past four weeks, how much of the time has your physical health or emotional problems interfered with your social activities (like visiting with friends, relatives, etc.)?



# Importance of Mental Health

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# What Can Staff Do....

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# What Depression Looks Like

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Sadness (more than two weeks)

Feeling hopeless/helpless

Losing interest in hobbies or pastimes

Loss of self worth

Memory/concentration problems

Slow movement or speech

Irritable/restless

Fatigue

Lack of motivation or energy

Sleep disturbances

Weight loss/gain

Neglecting personal care

Excessive anxiety and worries

Fixation on death or suicidal thoughts



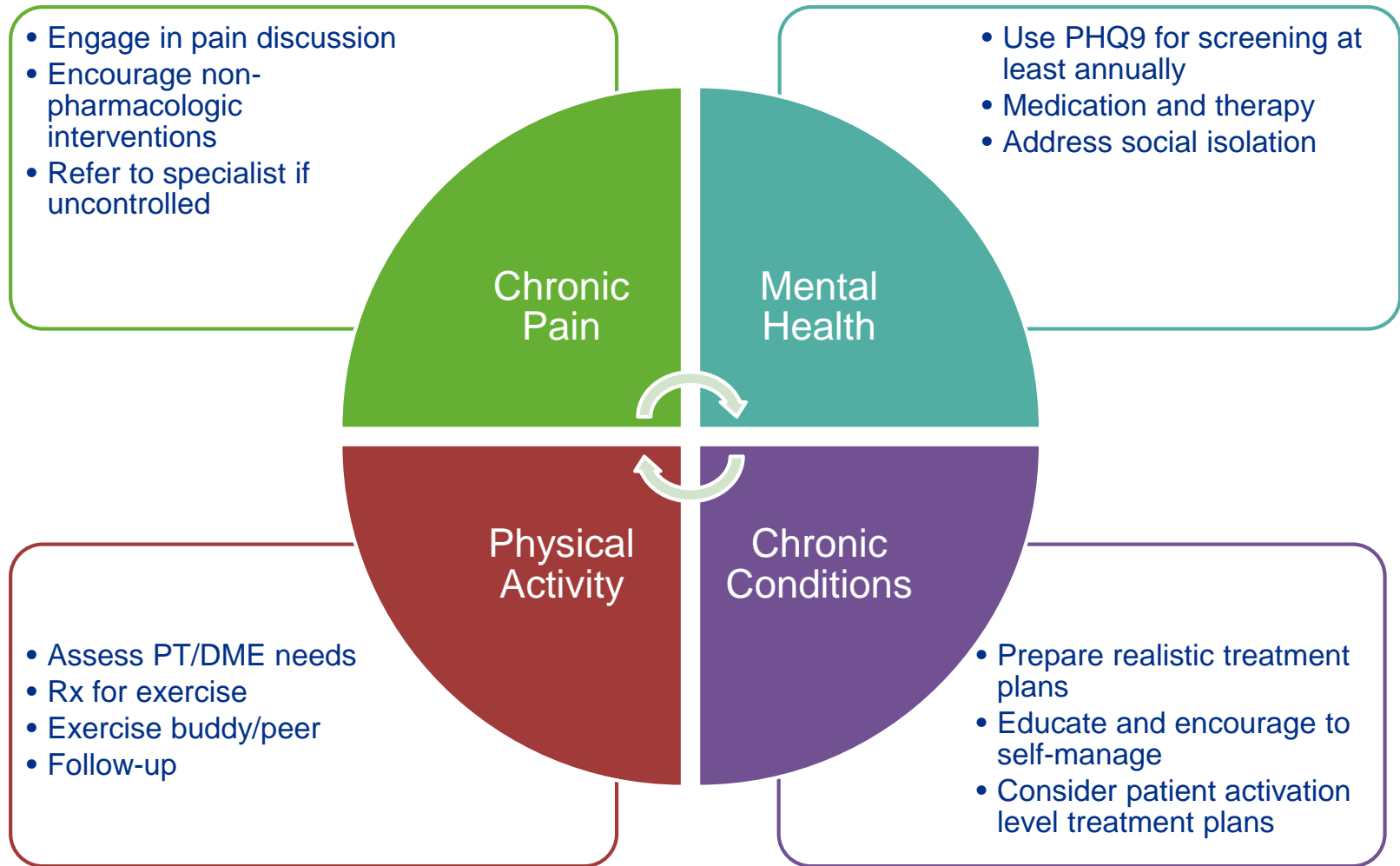


# Best Practices – Easing Depression

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- ▶ Talk with your patients about:
  - Emotions affecting their work or daily activities
  - Emotions affecting their social interactions or enjoyment
  - Review medications (e.g. antidepressants) and assess mental health (PHQ2/PHQ9)
  - Manage lifestyle – staying connected to friends, family, doctors and therapists
  - Alternative therapies (acupuncture, meditation, massage therapy, yoga)

# PCP Best Practices - Improving or Maintaining Physical/Mental Health

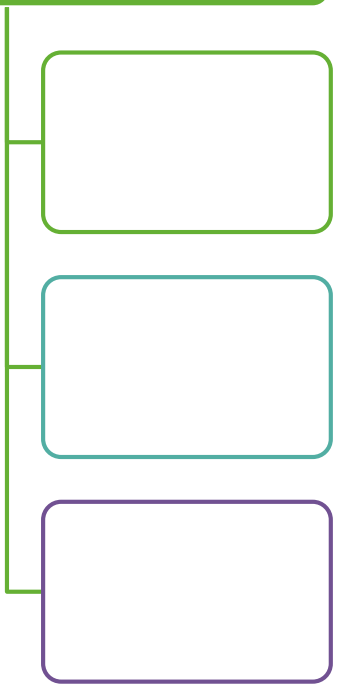




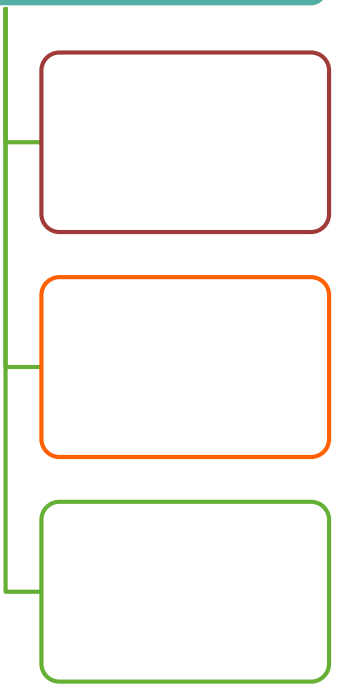
# Visit Summary- Example

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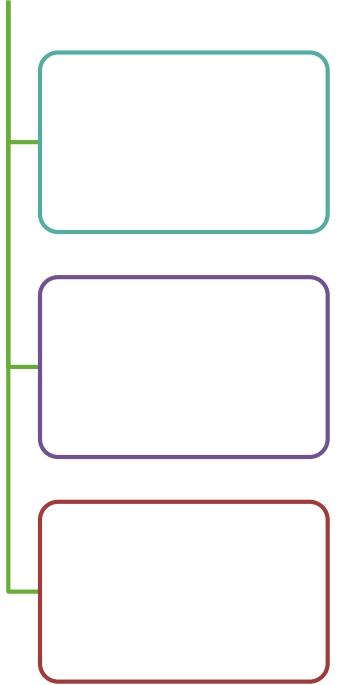
RX for Physical Activity



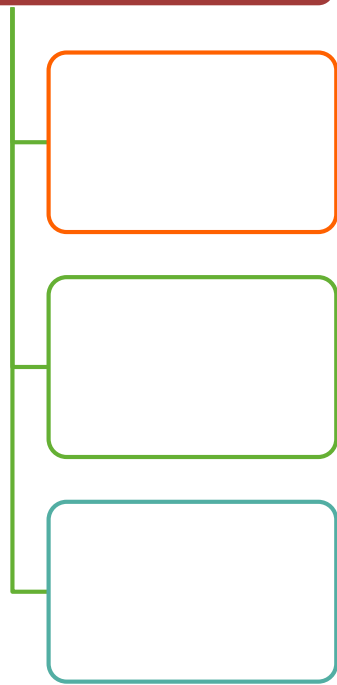
RX for Falls



RX for UI



RX for Depression





# Visit Summary - Example

## RX for Physical Activity

- Walk 3x a week
- Walk around the block once a day (say "hi" to neighbors)
- Stand up during commercials

## RX for Falls

- Use your cane inside and your walker outside of the house
- Have family or friend do a safety check on your home
- Be aware of tripping hazards, especially in unfamiliar places

## RX for UI

- Always use the restroom before leaving the house
- Locate restrooms when you arrive at your destination
- Use restroom every 2 hours, even if you think don't have to go

## RX for Depression

- Reach out to your son once a week
- Call your PCP to talk about managing your feelings
- Go outside once a day







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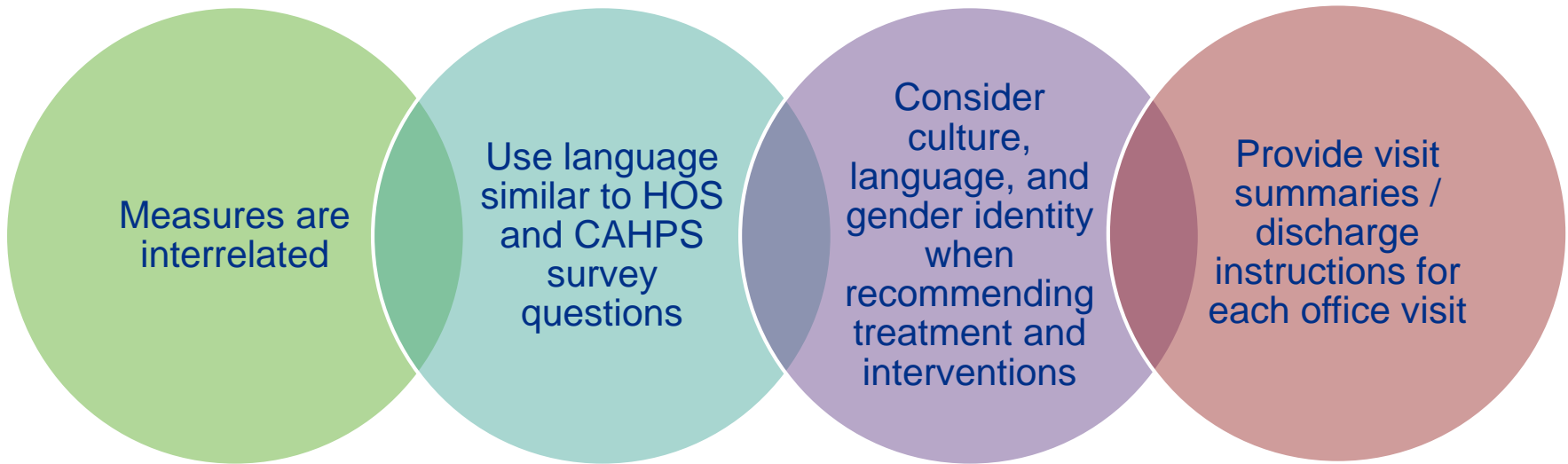
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# Final Notes

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# Questions?