



# Improving Health Outcomes

Office Staff Training



# Objectives

---



## The participant will be able to:

Communicate with patients about their gaps in care and health outcomes

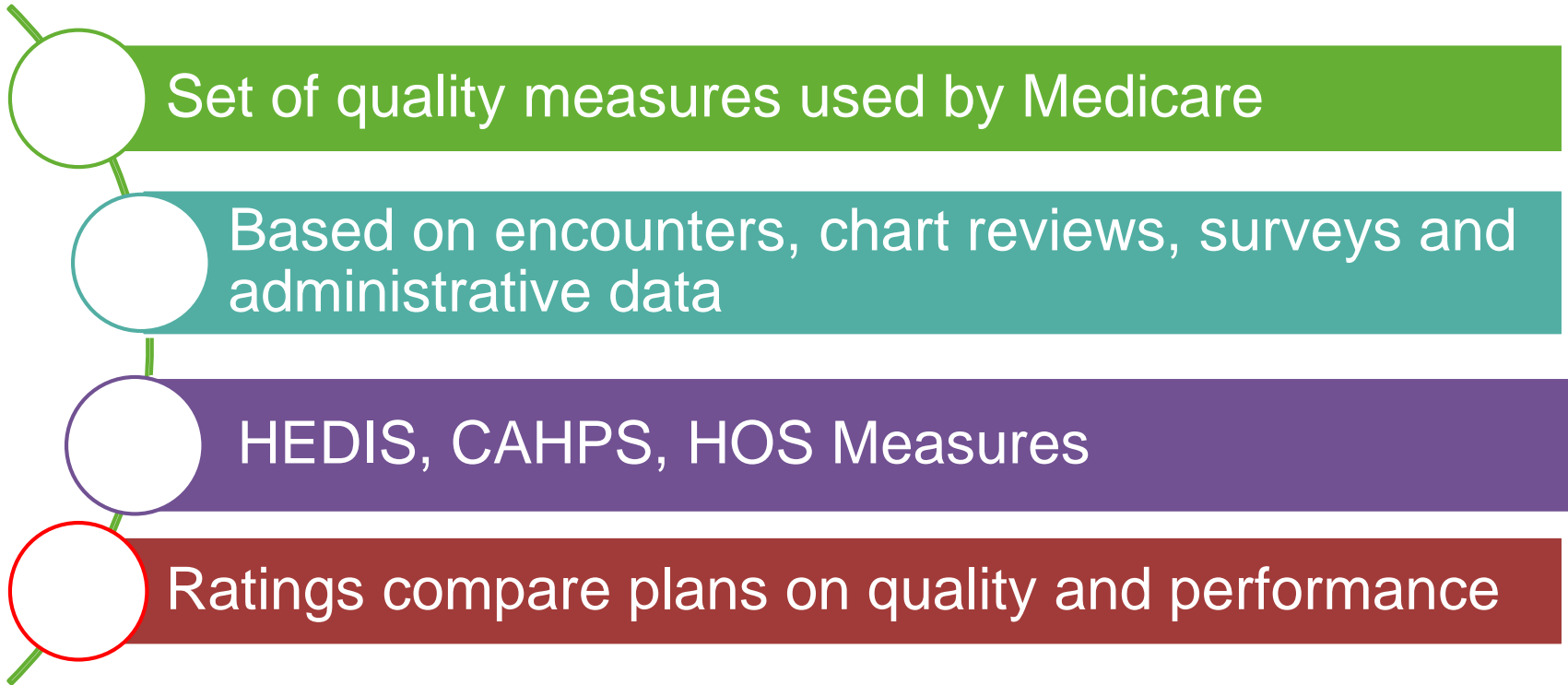
Define what impacts patient health outcomes

Discuss challenges and barriers to accessing care to meet patients needs

Describe how HOS measures impact patient health outcomes

# What is 5-Star?

---



# Definitions: HEDIS and CAHPS

---

## HEDIS

Data set that “grades” and compares health plans’ quality outcomes

## CAHPS

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

# HOS: Health Outcomes Survey

5-Star Measure



Medicare Managed Care

Quality Improvement

# Defining Health Outcomes Survey (HOS)

---

## Definition

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

## What it does

- Goal to gather valid, reliable, clinically meaningful health status data to improve health
- Used in QI, Performance, Program Oversight, Public Reporting

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

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

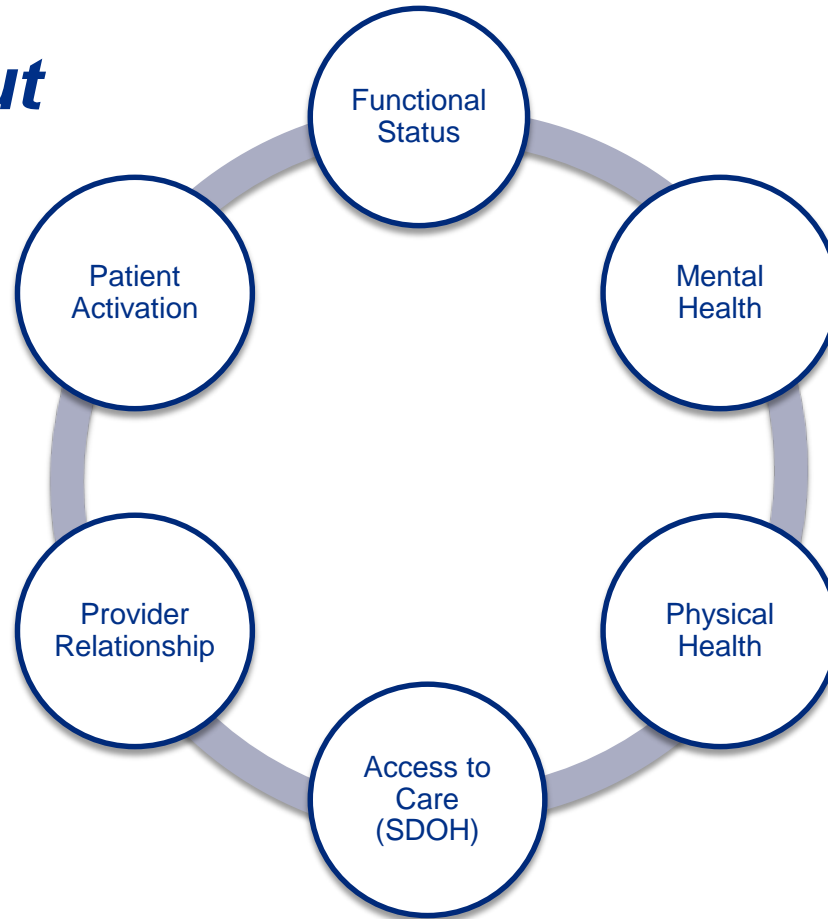
- Improved patient adherence to treatment plan
- Improved clinical outcomes, patient safety practices

# Cross Walking Patients' Health

---

***“Let’s think about our members.”***

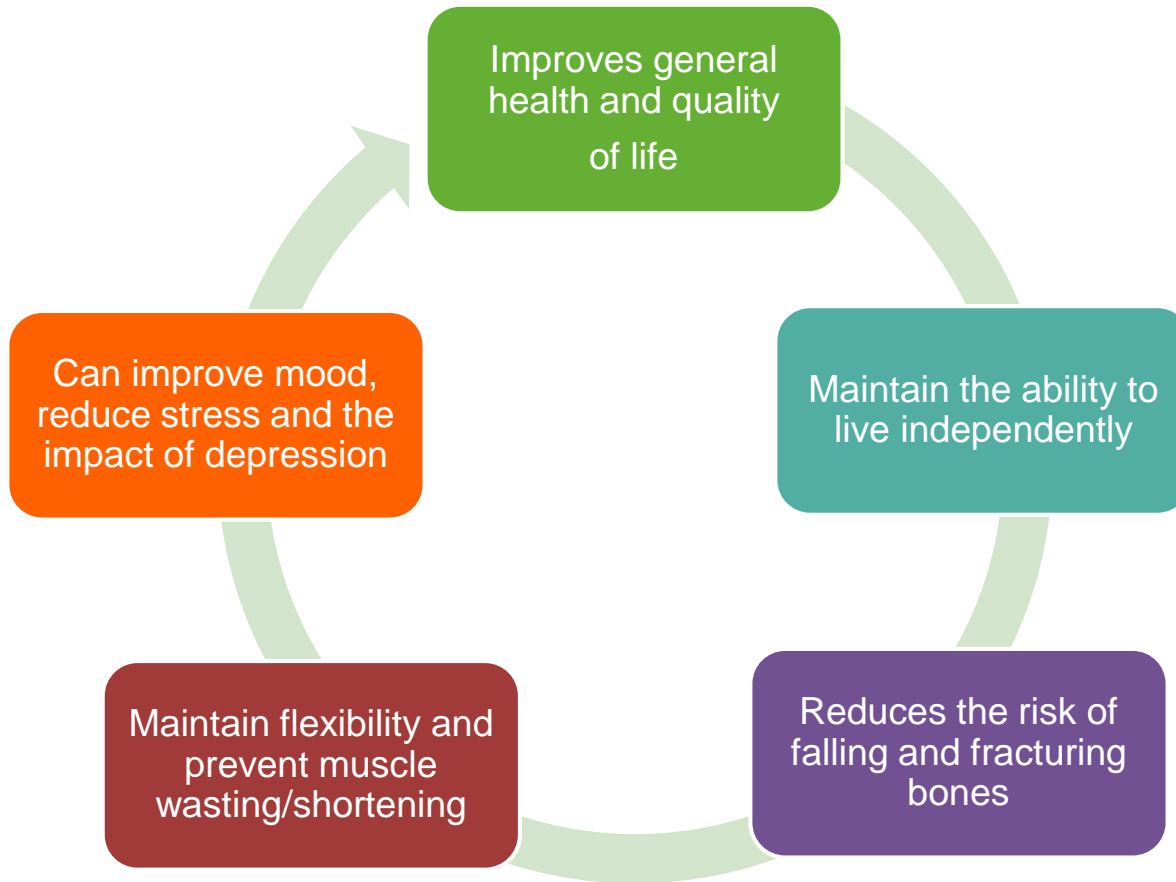
1. Screen
2. Assess
3. Intervene
4. Follow up



# Monitoring Physical Health







# Physical Activities for Seniors

---

- 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

# HOS Survey Questions – Monitoring Physical Health

---

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.

# Best Practices: Monitoring Physical Health

## Talk with your patients about:

Current level of physical health and regular exercise or physical activity

Maintaining or increasing physical activity (taking the stairs, increasing walking time)

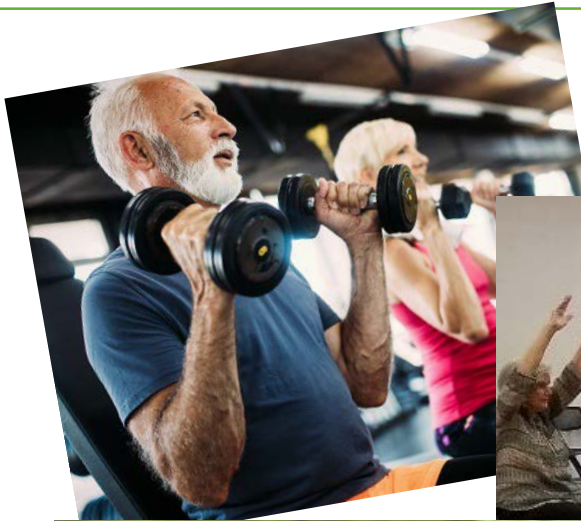
Assess the Patient's Gait (ability to walk)

Identify the Barriers to accessing care that the patients are experiencing due to physical limitations

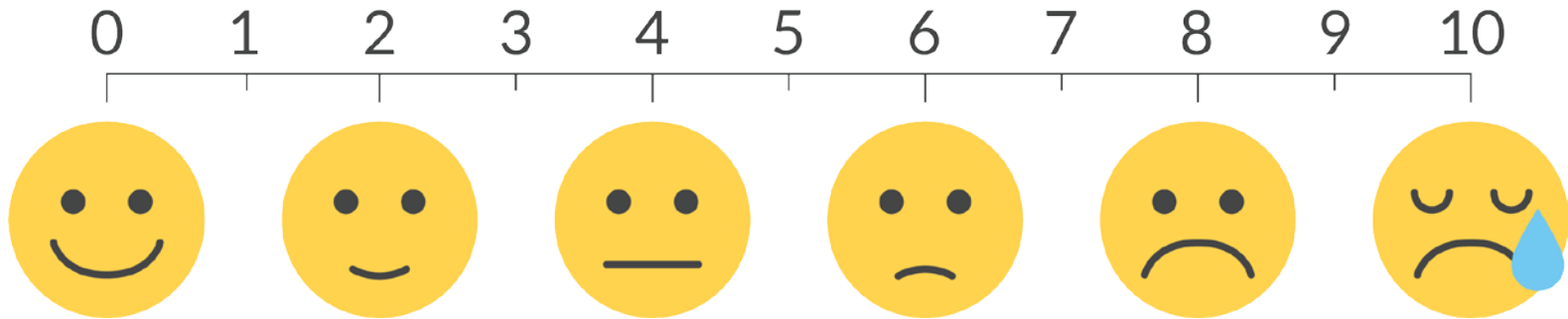
Resources/educational materials related to physical activity e.g. Senior Centers, Mall Walking – these reduce social isolation



# Improving and Maintaining Physical Health



# Pain Meter



|    |                         |    |               |
|----|-------------------------|----|---------------|
|    |                         |    |               |
| 01 | No pain, feeling great! | 06 | Okay          |
| 02 | Great                   | 07 | Soreness      |
| 03 | Normal Movement         | 08 | Achy          |
| 04 | Better                  | 09 | Miserable     |
| 05 | Manageable Pain         | 10 | Very Bad Pain |

# HOS Survey Questions- Improving & Maintaining Physical Health

---

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: Improving and Maintaining Physical Health

---



## Talk with your patients about:

How they feel about their overall health

If and how their health interferes with their daily activities

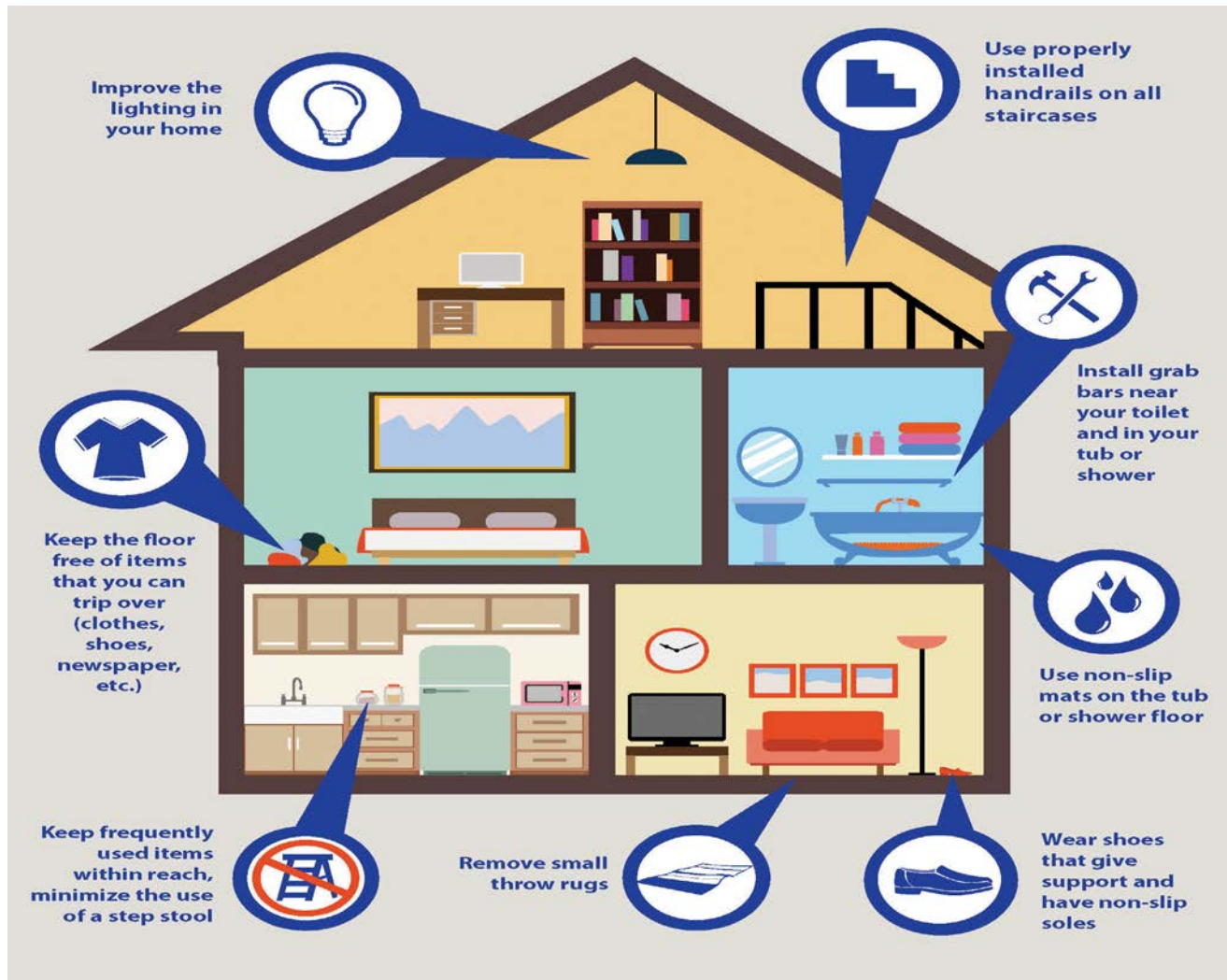
Levels of pain and if and how the pain affects the things they enjoy doing

Identify the Barriers or Social Determinants of Health that may be interfering with the patient's ability to access care or physical health.

Resources/educational materials related to physical activity.

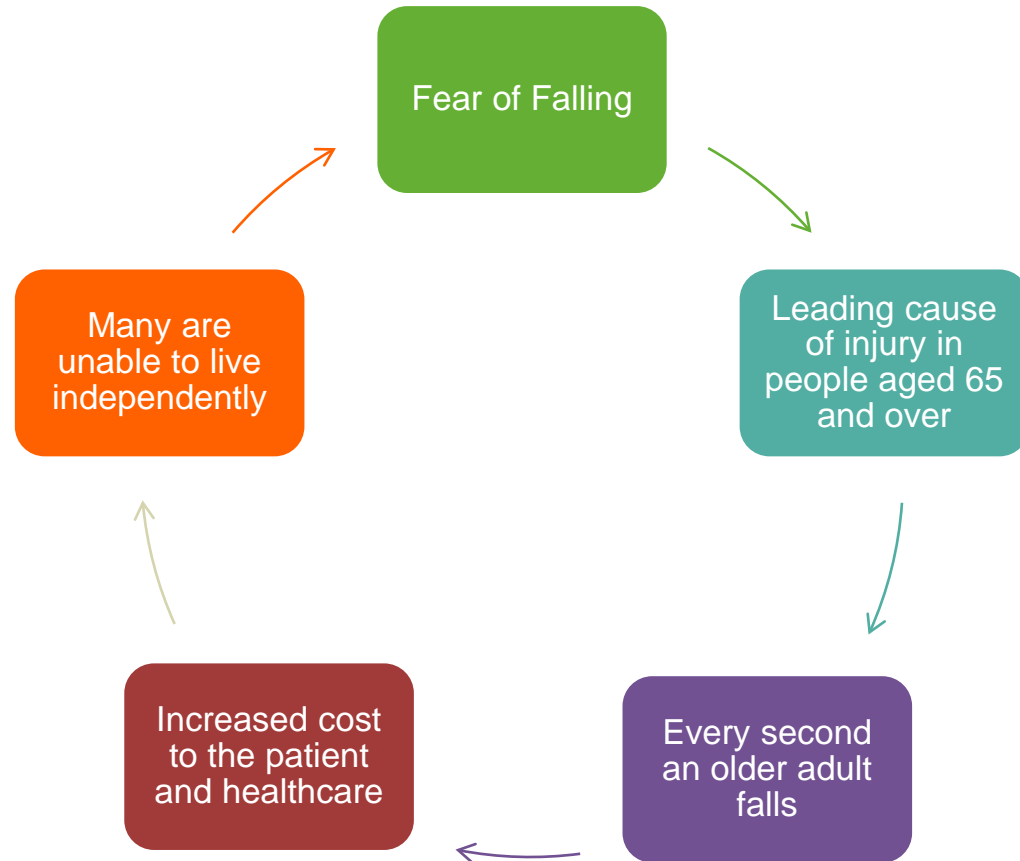


# Reducing the Risk of Falls



# Importance of Reducing Fall Risk

---



# HOS Survey Questions – Reducing the Risk of Falls

---

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?

# Risk Factors

---

## 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: Reducing the Risk of Falls

---

## Talk with your patients about:

Problem with balance or walking

Prescribing, educating and demonstrating the use of DME to improve mobility and balance

Recent or near falls

Review all medications

Discuss hearing and vision concerns or changes

Home Safety – thorough inspection of home

Identify the Barriers or Social Determinants of Health that may be interfering with the patient's ability to access care regarding fall prevention.

▶ Reference the patient's gait as they walk in and demonstrate the 4-Stage Balance Test

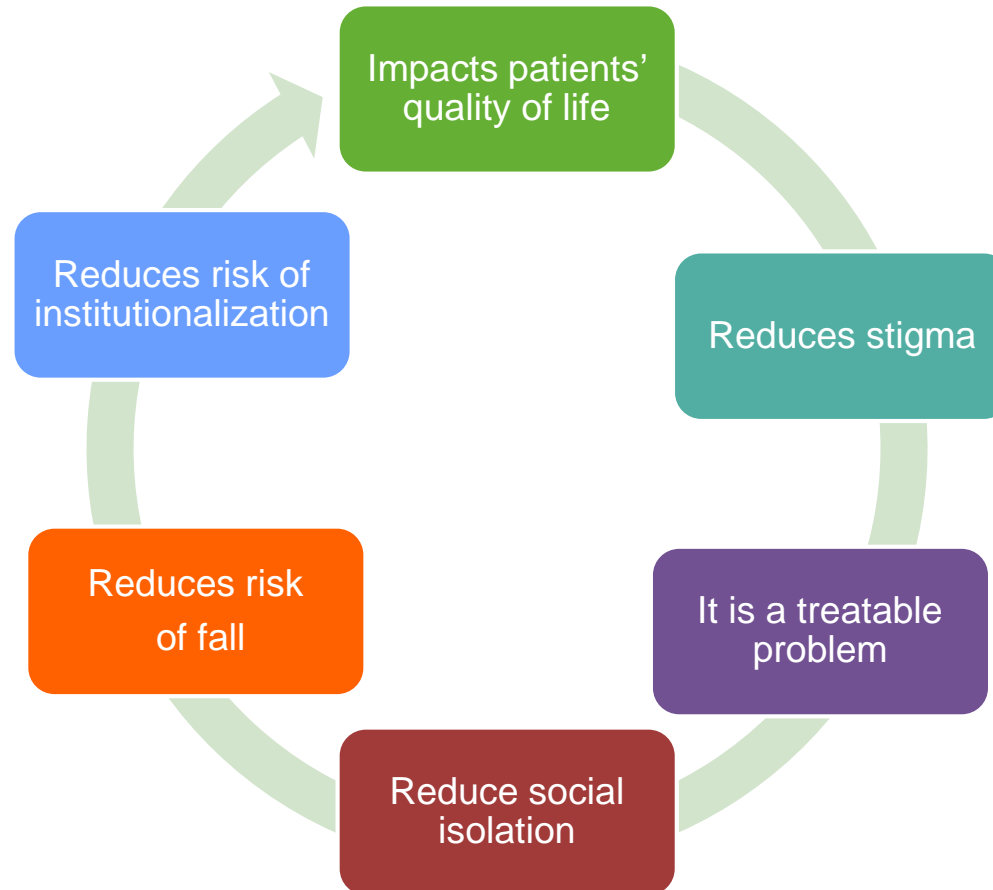
▶ Refer to PT and/or fall prevention classes

# Improving Bladder Control



# Importance of Discussing Urinary Incontinence

---



# HOS Survey Questions – Improving Bladder Control

---

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?



# Best Practices: Improving Bladder Control

---

## Talk to your patients about:

Patients' perception of the problem

Urine leakage and normalizing the discussion of UI

How UI interferes with daily activities or sleep

Ways to control or manage leakage through bladder training exercises, medication and surgery

Identify the barriers or social determinants of health that may interfere with the patient's ability to accessing care regarding UI concerns.

How to deal with UI through education and encouragement.



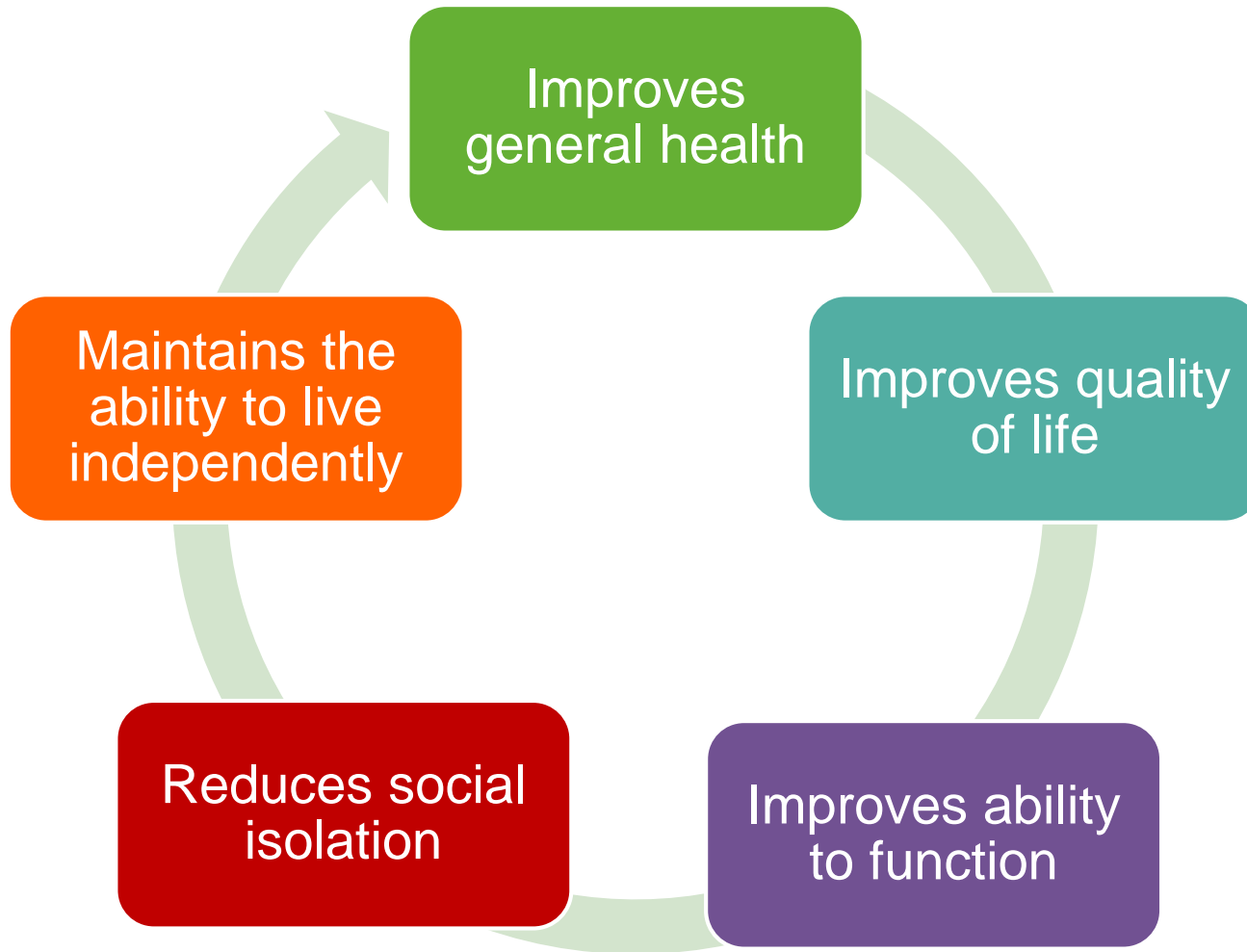
# Improving or Maintaining Mental Health

---



# Importance of Mental Health

---



# What Depression Looks Like

---

---

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

---



# How are You Feeling Today?



|    |            |    |           |
|----|------------|----|-----------|
|    |            |    |           |
| 10 | Very Happy | 05 | Okay      |
| 09 | Overjoyed  | 04 | Blah      |
| 08 | Wonderful  | 03 | Gloomy    |
| 07 | Joyful     | 02 | Miserable |
| 06 | Glad       | 01 | Tearful   |

# HOS Survey Questions – Improving or Maintaining Mental Health

---

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

How much time during the past four weeks have you: felt calm and peaceful? Did you have a lot of energy? Have you felt downhearted and blue?

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.)?

# Best Practices: Improving or Maintaining Mental Health

---

## Talk to your patients about:

Emotions affecting their work/daily activities or social interactions/enjoyment

Diagnostic tools used to assess mental health (eg, PHQ2/PHQ9) and referrals regarding mental health and substance use treatment and services.

Review medications (e.g. antidepressants)

Manage lifestyle – staying connected to friends, family, doctors and therapists

Alternative therapies (acupuncture, meditation, massage therapy, yoga)



# Final Notes

---

