



# Improving Health Outcomes Workshop



# Learning Objectives

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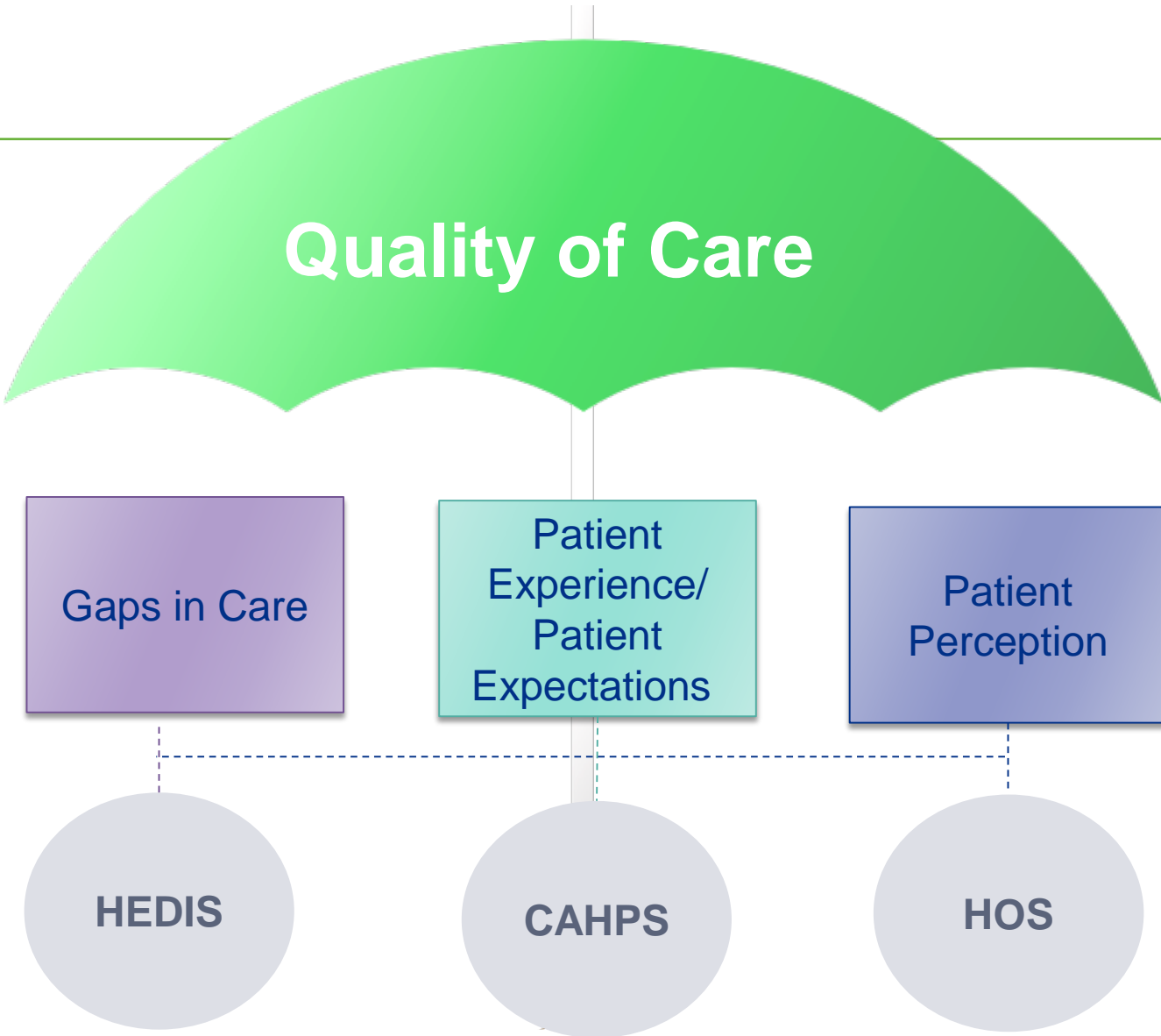
Participants will be able to:

- ▶ Communicate with patients about their gaps in care and outcomes.
- ▶ Impact patient health outcomes.
- ▶ Discuss challenges/barriers to patient access to care.
- ▶ Describe how HEDIS measures, HOS and CAHPS surveys impact patient health outcomes.



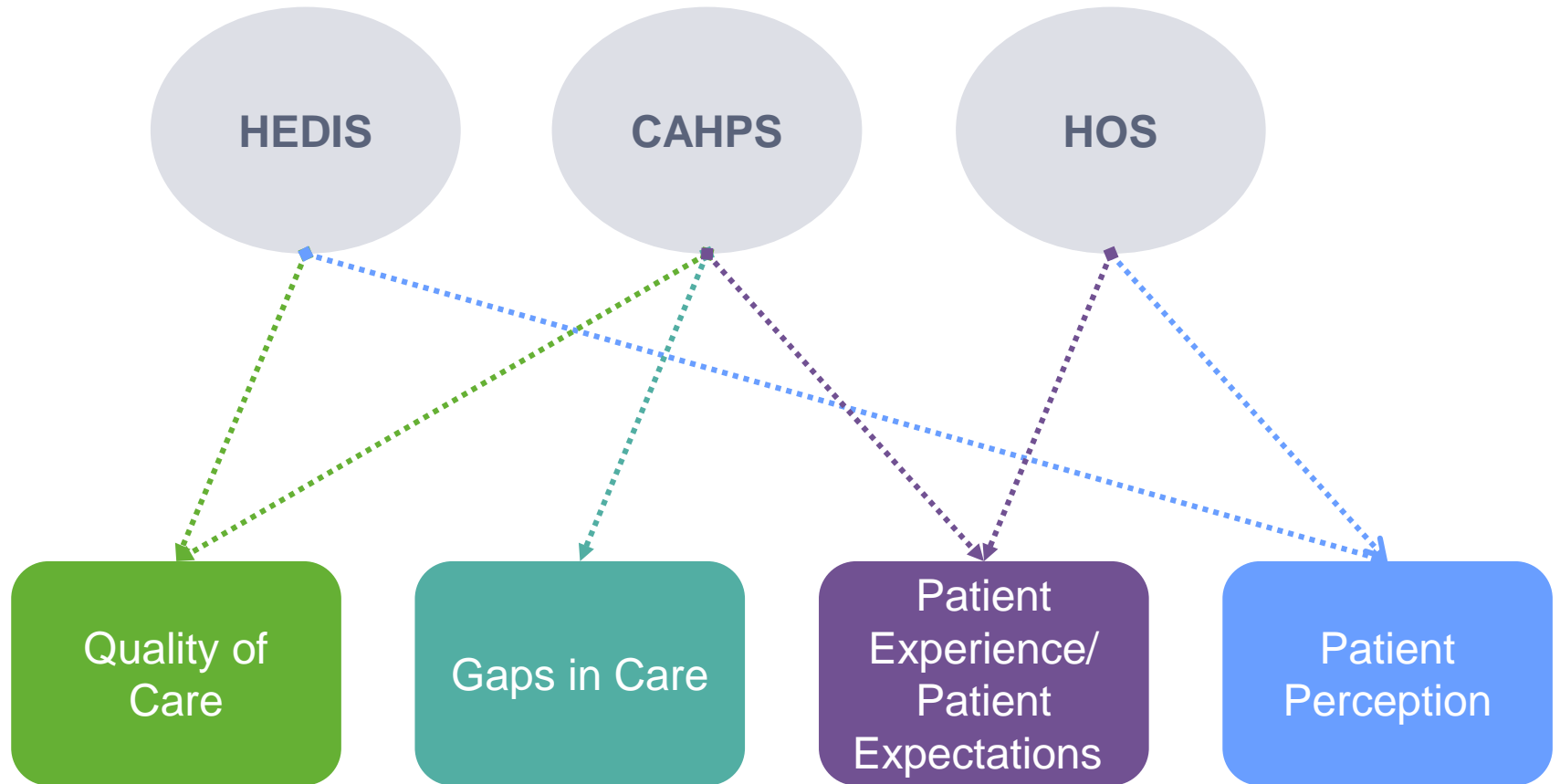
## Definitions to Remember

Term	Definition
HEDIS – Healthcare Effectiveness Data and Information Set	One of health care’s most widely used performance improvement tools
CAHPS – Consumer Assessment of Healthcare and Provider Systems	Annual survey given to patients about aspects of quality, such as provider communications skills and ease of health care services
HOS – Health Outcomes Survey	Patient-reported outcomes measure used in Medicare managed care. Gathers valid, reliable and clinically meaningful health status data





# Connecting the Dots





# Cross-Walking Patient's Health

**PATIENT  
ACTIVATION**

**PROVIDER  
RELATIONSHIP**



**MENTAL HEALTH**

**PHYSICAL HEALTH**

**ACCESS TO CARE**

Screen

Assess

Intervene

Follow Up



# CASE STUDY: Meet Charlotte



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# CASE STUDY: Health History and Symptoms

## 4 Strokes

- Hypertension
- High cholesterol

## Osteoarthritis

- Right knee weakened
- Refused knee replacement
- Carpal tunnel in both wrists

## 2 falls in 12 months

- Walks with shuffled gait

## GI bleed

- 2 week hospitalization
- Contracted pneumonia in hospital

## Hemoglobin is 8.0

- Slight shortness of breath

## Severe bruising

- On all 4 extremities

## Overactive bladder

- Severe constipation



# CASE STUDY: Medications

- ▶ Prescriptions for:
    - Cholesterol
    - Anticoagulant
    - Anti-hypertensive
    - Anti-hypertensive
    - Anti-infective against UTI
    - Overactive bladder
  - ▶ Quarterly steroid shots to both wrists and right knee
- ▶ Over the Counter:
    - Tylenol - pain reliever
      - Refuses to take anything stronger
    - Constipation products
      - Daily combination of Miralax, Senna, Senocot, Magnesium citrate and/or probiotics

# CASE STUDY: Physical Condition

<b>Personal Care</b>	<b>Daily Living</b>	<b>Mobility</b>	<b>Hearing and Vision</b>
<ul style="list-style-type: none"><li>• Needs stand-by shower assistance</li><li>• Has shower chair, but doesn't like it</li><li>• Requires help putting on socks and shoes</li></ul>	<ul style="list-style-type: none"><li>• Used to host dinners/parties</li><li>• Can only do minimal cooking</li><li>• Does not have upper body strength to carry heavy items</li><li>• Family installed fireman's lockbox for emergencies with DPOA and 5 Wishes</li></ul>	<ul style="list-style-type: none"><li>• Used a cane until recent hospitalization</li><li>• Now reluctantly uses walker</li><li>• In-home physical therapy with prescribed daily exercises</li></ul>	<ul style="list-style-type: none"><li>• Often can't hear phone when it rings</li><li>• Wears aids but doesn't like them</li><li>• Blind in left eye</li><li>• Limited vision in right eye</li><li>• Wears glasses</li></ul>

# CASE STUDY: Social Environment

## Family

- Married 67 years; widowed for 6 years
  - Traveled with husband every year on long road trips
- 6 children, 15 grandchildren, 6 great-grandchildren
  - All live out of state, except 1 son
- Has few living family members and friends within the same age
- 90 lb labrador retriever (walked by a dog-walking service)

## Physical Status

- Does not drive
- Has a companion 4 days a week
  - ADL assistance, some laundry and cleaning, shopping, doctor appointments

# CASE STUDY: Hobbies

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- ▶ “Olympic-level” shopping
- ▶ Reading the newspaper and large-print books daily
- ▶ Playing bridge three times a week at a senior center
  - Driven there by her 75-year-old friend
- ▶ Talking on the phone
  - Although she can’t always hear the conversation
- ▶ Watching favorite old movies on TV
  - So much so she has memorized the dialogue



# Cross-Walking Patient's Health

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**PROVIDER  
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**MENTAL HEALTH**

**PHYSICAL HEALTH**

**ACCESS TO CARE**

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Follow Up

# HOS Survey

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- ▶ Monitoring Physical Activity
- ▶ Improving and Maintaining Physical Health
- ▶ Improving Bladder Control
- ▶ Reducing Falls
- ▶ Improving and Maintaining Mental Health



## HOS - Monitoring Physical Activity

<b>Measure Description</b>	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.
<b>Metric</b>	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).
<b>Question 1</b>	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.
<b>Question 2</b>	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.



# HOS - Monitoring Physical Activity

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**Challenges**

1

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## HOS - Monitoring Physical Activity

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**Solutions**

1

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## HOS - Monitoring Physical Activity

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**Level Setting  
Expectations**

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## HOS - Monitoring Physical Activity

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### Challenges

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### Solutions

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### Level Setting Expectations

# Activity





## HOS - Improving and Maintaining Physical Health

<b>Measure Description</b>	Percent of all senior health plan patients whose physical health was the same or better than expected after two years.
<b>Metric</b>	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).
<b>Question 1</b>	In general, would you say your health is: Excellent? Very good? Good? Fair? Poor?
<b>Question 2</b>	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?
<b>Question 3</b>	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?
<b>Question 4</b>	During the past four weeks, how much did pain interfere with your normal work (outside the home and housework)?



# HOS - Improving and Maintaining Physical Health

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**Challenges**

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## HOS - Improving and Maintaining Physical Health

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**Solutions**

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## HOS - Improving and Maintaining Physical Health

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**Level Setting  
Expectations**

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# HOS - Improving and Maintaining Physical Health

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## Challenges

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## Solutions

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## Level Setting Expectations



## HOS – Reducing the Risk of Falls

<b>Measure Description</b>	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.
<b>Metric</b>	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).
<b>Question 1</b>	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?
<b>Question 2</b>	Did you fall in the past 12 months?
<b>Question 3</b>	In the past 12 months have you had a problem with balance or walking?
<b>Question 4</b>	Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking?



## HOS – Reducing the Risk of Falls

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**Challenges**

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## HOS – Reducing the Risk of Falls

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**Solutions**

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## HOS – Reducing the Risk of Falls

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# Level Setting Expectations

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# HOS – Reducing the Risk of Falls

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## Challenges

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## Solutions

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## Level Setting Expectations



## HOS - Improving Bladder Control

<b>Measure Description</b>	Percent of senior health plan patients with a urine leakage problem in the past 6 months who discussed treatment options with a provider.
<b>Metric</b>	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).
<b>Question 1</b>	Many people experience leakage of urine, also called urinary incontinence. In the past six months, have you experienced leaking of urine?
<b>Question 2</b>	During the past six months, how much did leaking urine make you change your daily activities or interfere with your sleep?
<b>Question 3</b>	Have you ever talked with a doctor, nurse or other health care provider about leaking of urine?
<b>Question 4</b>	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?



# HOS - Improving Bladder Control

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**Challenges**

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## HOS - Improving Bladder Control

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**Solutions**

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## HOS - Improving Bladder Control

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# Level Setting Expectations

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# HOS - Improving Bladder Control

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## Challenges

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## Solutions

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## Level Setting Expectations



## HOS - Improving or Maintaining Mental Health

<b>Measure Description</b>	Percent of all senior health plan patients whose mental health was the same or better than expected after two years.
<b>Metric</b>	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).
<b>Question 1</b>	<p>During the past 4 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)?</p> <ul style="list-style-type: none"><li>a. Accomplished less than you would like as a result of any emotional problems</li><li>b. Didn't do work or other activities as carefully as usual as a result of any emotional problems</li></ul>
<b>Question 2</b>	<p>How much of the time during the past 4 weeks:</p> <ul style="list-style-type: none"><li>a. Have you felt calm and peaceful</li><li>b. Did you have a lot of energy</li><li>c. Have you felt downhearted and blue</li></ul>
<b>Question 3</b>	During the past 4 weeks, how much of the time has your physical health or emotional problems interfered with your social activities (like visiting with friends, relatives, etc.)?



## HOS - Improving or Maintaining Mental Health

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**Challenges**

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## HOS - Improving or Maintaining Mental Health

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**Solutions**

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## HOS - Improving or Maintaining Mental Health

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# Level Setting Expectations

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# HOS - Improving or Maintaining Mental Health

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## Challenges

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## Solutions

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## Level Setting Expectations





# Report Back

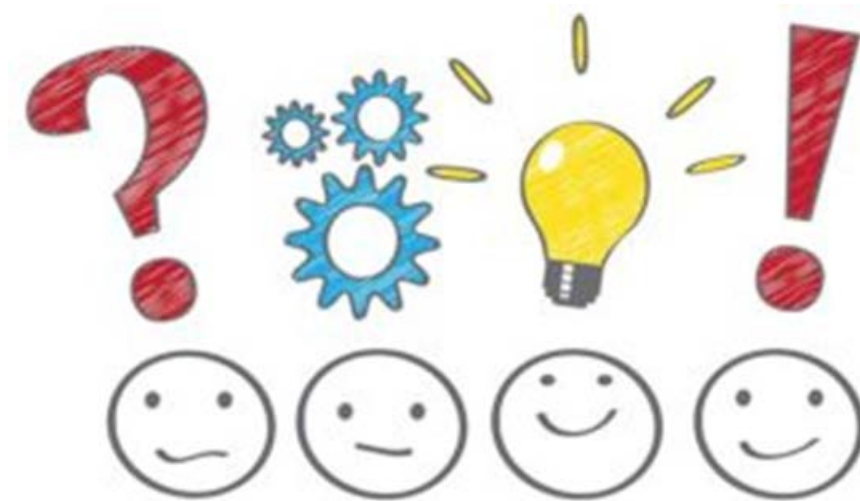
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# Report Back





THOUGHTS?