

# Course Design: Health Outcome Survey Workshop



## Course Description

Improving patient health outcomes is a key goal for all members of the healthcare industry. In this interactive training session, the Health Outcome Survey (HOS) questions and the Healthcare Effectiveness Data and Information Set (HEDIS) measures will be utilized to identify barriers and solutions to improve patient health outcomes. This workshop is a follow-up course to the Improving Health Outcomes training course.

## Purpose

The workshop is designed so that participants will identify gaps in care based on patient scenarios medical offices face daily and work as a team to develop and implement solutions to close gaps.

## Learning Objectives

By the end of the session, participants will be able to:

- Communicate with patients about their gaps in care and outcomes.
- Discuss challenges and barriers to accessing care.
- Describe how HEDIS, HOS and Consumer Assessment of Healthcare Providers and Systems (CAHPS) measures impact patient health outcomes.
- Engage patients in conversations to reduce gaps in care and improve health outcomes.
- Positively impact patient health outcomes by communicating based on the patients' social determinants of health and health literacy needs.
- Collaborate with patients to assist in identifying solutions to challenges and barriers in accessing care.
- Integrate HEDIS, HOS and CAHPS into conversations with patients to positively improve their health outcomes.

## Target Audience

- Licensed vocational nurses
- Medical assistants
- Office managers
- Registered nurses
- Social workers

## Set Up and Training

- Set up: 15 to 30 minutes
- Training: 60 minutes

# Course Design:

## Health Outcome Survey Workshop (Cont'd.)

### Training Time and Set Up

- Set up: 15 to 30 minutes
- Training: 60 minutes

### Required Materials

- Case scenario based on HOS and related HEDIS measure identified
- Evaluation form
- Facilitator notes
- Flip charts and markers (prepared with information)
- Handouts/tip sheets
- Participant packets with scenario instructions and worksheets
- Presentation deck
- Sign-in sheet

### Discussion Prompts

#### How Does HEDIS, HOS and CAHPS relate to patients' health status?

- Social determinants of health—shelter, food access, transportation, means of communication, education
- Basic activities of daily living—the ability to perform basic self-care tasks (e.g., eating, dressing, bathing, toileting)
- Instrumental (intermediate) activities of daily living—the ability to live independently (e.g., housework, laundry, transportation)
- Advanced activities of daily living—the ability to fulfill societal, community and family roles and to participate in recreational or occupational tasks

Keep the functional status in mind and evaluate the factors that may impact patients' overall health and perception of health.

### Mental Health

Assess patients' mental health. How could the status of patients' mental health affect their health outcomes?

## Physical Health

- What would motivate patients to stay physically active?
- What opportunities or options for physical activities are present?

## Access to Care

- What are the social determinants of health for patients and how would that impact their access to care?
- How could they be managed or positively influenced?

## Provider Relationship

- Patient activation—how does your relationship with patients impact health outcomes?
- What could improve that relationship?
- What factors might influence patients' level of activation and engagement in their care?

## Interactive Techniques

### Case Study Review and Discussion

Assign each group with a HOS measure based on the case study provided. Have each group walk through the patient's health. Work in small groups to identify:

- Challenges
- Solutions
- Level setting patient expectations

Have each group present and compare the similarities and differences of the assessments.