



HOS Survey Questions Talking Points

When talking with your patients, please let them know that they may receive the **Health Outcomes Survey (HOS)** and encourage them to complete it!

This table depicts the actual HOS questions included in the Medicare STAR Ratings Program and suggests talking points your practice may leverage to address the health topics included in the survey. We encourage our provider partners to incorporate these talking points during every patient visit. Please feel free to save and print this for reference.

HOS Survey Question	Action	Talking Points
<i>Monitoring Physical Activity</i>		
<u>Question 46:</u> 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	<ul style="list-style-type: none"> Ask this after each call/interaction 	<ul style="list-style-type: none"> Do you take part in any physical activity? How often do you exercise? Remember, incorporating physical activity into your daily routine can include everyday activities.
<u>Question 47:</u> In the past 12 months, did a doctor or other health care 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.	<ul style="list-style-type: none"> Ask this after each call/interaction 	<ul style="list-style-type: none"> Let's discuss ways to increase your level of exercise or physical activity. Let's talk about staying active and ways you can incorporate physical activity into your daily routine. Do you try to walk around for 10-20 minutes every day?
<i>Reducing the Risk of Falling</i>		
<u>Question 48:</u> 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?	<ul style="list-style-type: none"> Ask this after each call/interaction 	<ul style="list-style-type: none"> Have you had any issues with your balance? Do you have trouble walking or not?
<u>Question 49:</u> Did you fall in the past 12 months?	<ul style="list-style-type: none"> Ask this after each call/interaction 	<ul style="list-style-type: none"> Are you worried about falling? Have you fallen this past year?
<u>Question 50:</u> In the past 12 months have you had a problem with balance or walking?	<ul style="list-style-type: none"> Ask this after each call/interaction 	<ul style="list-style-type: none"> Has it been difficult to stay balanced or walk in the past year?



		<ul style="list-style-type: none"> • Has balance or difficulty walking affected your ability to complete daily activities?
<p><u>Question 51:</u> Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking? Some things they might do include:</p> <ul style="list-style-type: none"> - Suggest that you use a cane or walker. - Suggest that you do an exercise or physical therapy program. - Suggest a vision or hearing test. 	<ul style="list-style-type: none"> • Ask this after each call/interaction. 	<ul style="list-style-type: none"> • Let's discuss home safety tips to help prevent you prevent falls. • Do you have what you need to stay balanced or walk? • Have you been provided with a cane or walker? • Do you have access to physical therapy? • Have you had a vision or hearing test administered?
<p><i>Improving Bladder Control</i></p>		
<p><u>Question 42:</u> Many people experience leaking of urine, also called urinary incontinence. In the past six months, have you experienced leaking of urine?</p>	<ul style="list-style-type: none"> • Ask this after each call/interaction. 	<ul style="list-style-type: none"> • Bladder control is an important health topic, and you should never be embarrassed to talk about it with your care team. • How often do you feel the sudden urge to use the bathroom? • Do you leak urine? If so, are there things that set it off? • Does the need to use the bathroom cause you to wake during the night? How often does that happen?
<p><u>Question 45:</u> 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?</p>	<ul style="list-style-type: none"> • Ask this after each call/interaction. 	<ul style="list-style-type: none"> • Let's discuss ways we can help you better manage urine leakage. (i.e., exercise, medication, and surgery) • Do you have adequate supplies and treatment? • Do you feel that with these supplies you are able to manage?