

# Summer 2012 HOS E-Newsletter Volume 1, Issue 2



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## What's New



### Overview

Welcome to our newest edition (Summer 2012) of the Medicare Health Outcomes Survey (HOS) e-Newsletter. We are pleased with the interest that the first edition (Winter 2011–2012) generated. We hope to make this e-Newsletter a useful tool that can help Medicare Advantage Organizations (MAOs) use their HOS reports and data to promote quality preventive care for the elderly and develop quality improvement strategies.

We encourage you to send comments or suggestions regarding this e-Newsletter to [hos@HCQIS.org](mailto:hos@HCQIS.org). We also invite and welcome any best practices that your MAO would like to share. Please realize that if you have a question or an issue related to the HOS reports or data, it is probably something that is shared by many other plans—so please don't hesitate to ask. All issues of the HOS e-Newsletter will be available on the [HOS Web site](#).

MAOs are working hard to enhance the scope and presentation of communication/outreach materials aimed at their Medicare beneficiaries. The wide variety of outreach materials range from DVDs on fall prevention in the home and check lists to help beneficiaries prepare for their next doctor's visit to partnering with other organizations such as AARP and Reader's Digest to assist in providing information on health and wellness topics. Plans are providing their members access to health and wellness materials and encouraging them to take an active role in their own health and wellness.

### MA Plan Ratings

Since the Medicare Advantage (MA) Plan Ratings System is of great importance to plans, it will be a regular feature of this e-Newsletter. Results of the HOS are included as part of the MA Plan Ratings developed by the Centers for Medicare & Medicaid Services (CMS). Five HOS measures are included in the MA Part C Plan Ratings—two functional health and three NCQA HEDIS<sup>®</sup> measures.

The 2013 MA Plan Ratings will be used by CMS as the basis for quality bonus payments in the MA program in the 2014 quality bonus payment year (refer to the green highlighted section of the table below). For the 2013 Plan Ratings, two HOS datasets will be used to obtain the measures. The *2009–2011 Cohort 12 Merged Baseline and Follow Up* data set will be used for the two

functional health measures, and the combined *2011 Cohort 14 Baseline* and *2011 Cohort 12 Follow Up* data set will be used for the three NCQA HEDIS Effectiveness of Care measures. The two functional health measures are the measures for "improving or maintaining physical health" and "improving or maintaining mental health," as reported in the HOS Performance Measurement Report. The three HEDIS measures are "monitoring physical activity," "improving bladder control," and "reducing the risk of falling," as reported in the HOS Baseline Report.

Medicare HOS Survey Administration Timeline							
	Data Collection		Reports		MA Part C Plan Ratings		Quality Bonus
	Baseline	Follow Up	Baseline	Follow Up	2-yr PCS/MCS Change	HEDIS Measures*	Payment Year
<b>2013</b>	<i>Cohort 16</i>	<i>Cohort 14</i>	<i>Cohort 15</i>	<i>Cohort 13</i>	<i>2009-2011 Cohort 12</i>	<i>2011 Cohort 14 Baseline &amp; 2011 Cohort 12 Follow Up</i>	<b>2014</b>
<b>2012</b>	<i>Cohort 15</i>	<i>Cohort 13</i>	<i>Cohort 14</i>	<i>Cohort 12</i>	<i>2008-2010 Cohort 11</i>	<i>2010 Cohort 13 Baseline &amp; 2010 Cohort 11 Follow Up</i>	<b>2013</b>
<b>2011</b>	<i>Cohort 14</i>	<i>Cohort 12</i>	<i>Cohort 13</i>	<i>Cohort 11</i>	<i>2007-2009 Cohort 10</i>	<i>2009 Cohort 12 Baseline &amp; 2009 Cohort 10 Follow Up</i>	
<b>2010</b>	<i>Cohort 13</i>	<i>Cohort 11</i>	<i>Cohort 12</i>	<i>Cohort 10</i>	<i>2006-2008 Cohort 9</i>	<i>2008 Cohort 11 Baseline &amp; 2008 Cohort 9 Follow Up</i>	
<b>2009</b>	<i>Cohort 12</i>	<i>Cohort 10</i>	<i>Cohort 11</i>	<i>Cohort 9</i>	<i>2005-2007 Cohort 8</i>	<i>2007 Cohort 10 Baseline &amp; 2007 Cohort 8 Follow Up</i>	

\*Four HEDIS Effectiveness of Care measures collected by the HOS are calculated from the combined round of baseline and follow-up data by reporting year: Management of Urinary Incontinence in Older Adults, Physical Activity in Older Adults, Fall Risk Management, and Osteoporosis Testing in Older Women. Beginning with the 2012 Part C Plan Ratings, the Osteoporosis Testing in Older Women measure has been moved to the display measures on the CMS Web site.

For more information about the Part C Plan Ratings, visit the CMS Web site at [www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovGenIn/PerformanceData.html](http://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovGenIn/PerformanceData.html).

For questions related to the Part C and D MA Plan Ratings, contact [PartCandDStarRatings@cms.hhs.gov](mailto:PartCandDStarRatings@cms.hhs.gov). Please be sure to include your contract number in the e-mail.

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## HOS Timelines



### HOS Timelines

The *2011 Cohort 14 Baseline Reports*, the *2009–2011 Cohort 12 Performance Measurement Reports*, and *2011 HOS-Modified (HOS-M) Reports* will be available for each participating MAO, PACE Organization, and Quality Improvement Organization (QIO). Watch for

the Health Plan Management System (HPMS) posting this summer!

Data sets and accompanying Data User's Guides (DUGs) are available for HOS *Cohorts 1-11* and HOS-M data sets for 2007-2010. The DUGs provide detailed documentation regarding file construction and content of the data sets. Watch for an HPMS posting for the next data availability (*2009-2011 Cohort 12* and 2011 HOS-M) in the fall of this year.

Your CMS Quality Point of Contact and HPMS users should receive the announcements in the next several months via HPMS about the availability of your reports and data. If assistance is required regarding HPMS access for the reports, please contact CMS via e-mail [athpms\\_access@cms.hhs.gov](mailto:athpms_access@cms.hhs.gov).

Contact the HOS Team at [hos@HCQIS.org](mailto:hos@HCQIS.org) to request data for your MAO or PACE Organization. In response to numerous requests from MAOs, the data will be formatted as a Comma Separated Values (CSV) file that is compatible with MS Excel.

The [Data Dissemination](#) section on the HOS Web site contains information about the timeline for distribution of reports and data. Please see the "[Real World](#)" [Uses of HOS Data](#) section for a self-paced training program on using the HOS reports.

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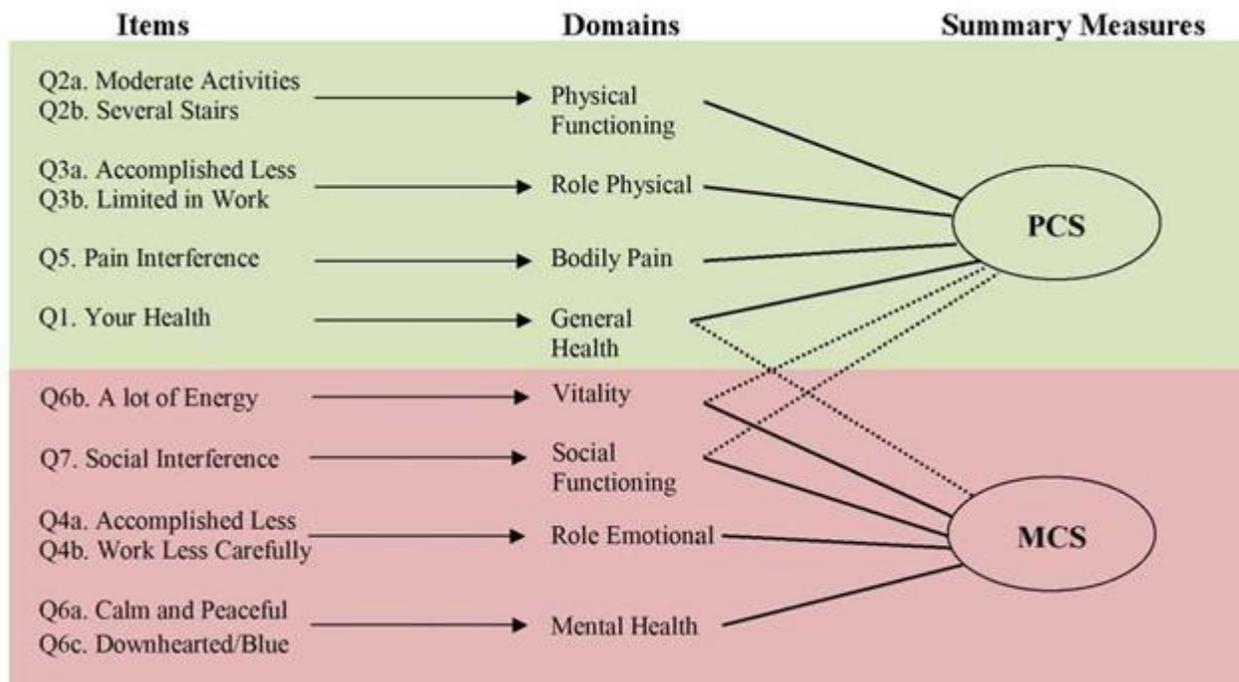
## HOS Applications



### One of Our Most Commonly Asked Questions

The core component of the HOS Survey is the Veterans' RAND 12-Item Health Survey (VR-12). The HOS health status measures (the Physical Component Summary [PCS] and the Mental Component Summary [MCS] Scores) are derived from the VR-12. One of the most common questions we receive is: What HOS questions are part of the VR-12, and how can I improve my PCS and MCS scores?

The following table illustrates the questions and domains that contribute to the scoring of both summary measures (PCS and MCS). The domains that contribute the greatest degree to the scores are indicated with a solid line.



### Available Articles and Technical Reports

Several new HOS-related articles and technical reports have been posted on the HOS Web site. An updated version of NCQA's Primer, *Opportunities for Improving Medicare HOS Results*, designed to help MAOs develop and apply strategies that address the HOS items used in the MA Plan Ratings, has been added. The resource includes a brief overview of HOS, national performance results on HOS items included in the MA Plan Ratings system, best practices in promoting quality preventive healthcare for the elderly, and HOS resources available to MAOs.

The *Functional Status in Older Adults: Intervention Strategies for Impacting Patient Outcomes* is a recently added HOS technical report. This literature review is a synthesis of selected articles of functional status outcomes in older adults. The articles were selected from the vantage point of interventions that could impact on the functional status outcomes in elderly populations.

For a full listing of HOS-related articles in the literature and technical reports, please visit the [Publications Section](#) of the HOS Web site.

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## HOS Training



### New Self-Paced Training Webinars Available

A new self-paced, Web-based tutorial, *Understanding the Medicare Health Outcomes Survey (HOS) Performance Results Used in the MA Plan Ratings*, is now available on the HOS Web site's ["Real World" Uses of HOS Data Section](#) to access at your convenience. This is the third in a series of

tutorials designed to help MAOs increase their understanding and use of HOS data. This new tutorial describes the methodology used in calculating performance measurement results. It also discusses how the HOS Survey results are utilized in the MA Plan Ratings.

The first tutorial, *Introduction to the Medicare Health Outcomes Survey (HOS)*, is a basic tutorial that should serve as a helpful starting point to learn about the HOS Survey and how to obtain and use your HOS reports and data sets. The second tutorial is *Getting the Most from Your Medicare Health Outcomes Survey (HOS) Baseline Report*. It is an intermediate-level tutorial developed to help MAOs understand how to use their HOS Baseline Reports to support quality improvement efforts.

[Click here](#) to view all of these tutorials.

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## Medicare HOS Contacts

### General Questions about the Medicare HOS:

Contact Medicare HOS Information and Technical Support:

Telephone: 1-888-880-0077

E-Mail: [hos@HCQIS.org](mailto:hos@HCQIS.org).

### Questions about the HOS Program or Policy:

Contact the Centers for Medicare & Medicaid Services at [hos@cms.hhs.gov](mailto:hos@cms.hhs.gov).

### Questions about the Part C and D MA Plan Ratings:

[PartCandDStarRatings@cms.hhs.gov](mailto:PartCandDStarRatings@cms.hhs.gov).

### Medicare HOS Web Site:

<http://hosonline.org>

**We welcome your feedback! Please e-mail: [hos@HCQIS.org](mailto:hos@HCQIS.org) and let us know what you think!**

To view past issues, visit <http://hosonline.org>

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