

Health Outcomes Survey: Management of Urinary Incontinence in Older Adults (MUI)

The Centers for Medicare & Medicaid Services (CMS) *Health Outcomes Survey (HOS)* gathers patient-reported health outcomes from members enrolled in Medicare Advantage plans in order to support quality improvement activities and improve the overall health of members. Increased awareness of all *HOS* measures can help guide provider interactions with their patients and positively impact *HOS* results. Three of the *HOS* measures are included in the Medicare Part C Star Ratings. The *HOS* affects 3% of a plan's Star Rating.

Key drivers:

- In adults 65 and older, 14% of men and 51% of women suffer from urinary incontinence.
- Studies indicate an association between incontinence and impaired physical and cognitive functioning.
- Urinary incontinence can lead to skin break down and urinary tract infections, and impact self-esteem and quality of life.
- Patient may not address bladder control difficulty with providers due to a misconception that loss of control is a normal aging process.
- Members may experience a lack of understanding and application of appropriate screening questions.
- Providers and staff may want to avoid intrusion on patient privacy.

CMS survey questions:

- Many people experience problems with urinary incontinence, the leakage of urine. In the past six months, have you accidentally leaked urine?
- During the past six months, how much did leaking of urine make you change your daily activities or interfere with your sleep?
- Have you ever talked with a doctor, nurse, or other healthcare 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 healthcare provider about any of these approaches?



Most likely to affect *HOS* score for this measure:

- Difficulties with daily activity
- Pain
- High blood pressure
- Bowel disease
- Talking about physical activity and fall
- Specialist visit benefits

Best practices:

- Use the Michigan Incontinence Symptom Index to determine stress incontinence versus urgency.
- Allow patients to complete a bladder control self-assessment questionnaire alone, prior to provider engagement.
- Add a questionnaire to electronic medical record templates for Medicare Advantage annual wellness visit, routine physical visit, and female wellness visit, or to patient rooming procedures.
- Provide educational tools with treatment options for patients with bladder incontinence.
- Encourage patients to practice good physical hygiene to avoid urinary tract infections.