



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.

<https://www.bluecrossnc.com/providers/blue-medicare-providers/healthy-blue-medicare>

Blue Cross and Blue Shield of North Carolina Senior Health, DBA Blue Cross and Blue Shield of North Carolina, is an HMO-POS D-SNP plan with a Medicare contract and a NC State Medicaid Agency Contract (SMAC). Enrollment in Blue Cross and Blue Shield of North Carolina Senior Health depends upon contract renewal.

®, SM are marks of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield plans. All other marks and names are property of their respective owners. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross Blue Shield Association.