

A Checklist for Routine Care at Every Visit

Improving Physical Health

Members report whether their physical health improved, stayed the same, or worsened.

What can providers do?

Address functional limitations early.

HOS tracks ability to perform ADLs such as bathing, dressing, and mobility.

- Routinely assess ADLs.
- Intervene early with PT/OT referrals.

Optimize chronic disease management.

- Better control of diabetes, COPD, CHF, arthritis, and pain improves perceived physical health.

Use every visit to reinforce progress.

Explicitly discuss improvements and set achievable goals.

- **Encourage self-management tools.** Provide written action plans for chronic conditions.
- **Close care gaps that affect function.** Vision, hearing, and mobility aids directly influence physical health perception.

Improving Mental Health

Members report whether their mental health improved, stayed the same, or worsened over two years.

What can providers do?

Screen routinely for depression and anxiety. Use PHQ-9, GAD-7, and document follow-up.

Normalize mental health conversations. Reducing stigma is key to improving care.

Lower barriers to access behavioral health. Warm handoffs to in-clinic or virtual mental health providers improve engagement.

Address social isolation. Encourage community programs, senior centers, telehealth visits, and caregiver involvement.

Manage sleep issues. Addressing insomnia improves mental well-being.

Fall Prevention

Members report whether they receive advice to reduce fall risk.

What can providers do?

- Ask every patient about falls** in the past year and document the conversation.
- Provide specific fall-prevention advice**, such as:
 - Home safety modifications (grab bars, lighting, removing rugs)
 - Medication review for fall-risk drugs
 - Vision and hearing evaluations
- Refer to PT for balance training** (e.g., Tai Chi, strength training).
- Encourage assistive device use** when appropriate.
- Document counseling clearly**. Patients must remember receiving advice to act on it.

Increasing Physical Activity

Members report if they remember encouragement to do regular physical activity.

What can providers do?

- “Prescribe” personalized, actionable activity recommendations** at every visit.
 - Bite-sized challenges make behavior change feel doable, like “walk 10 minutes twice a day.”
 - Discuss existing habits and anchor the new recommendation to something that fits into their routine, like “walk after coffee and lunch.”
- Promote low-impact options** such as chair exercises, water aerobics, or walking groups.
- Set achievable goals** and celebrate progress. Ensure patients recall being encouraged.
- Refer to community programs** like SilverSneakers® or YMCA senior fitness.
- Ask patients about their specific barriers and address them, such as pain, transportation, or fear of falling.

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