

oscar

# Annual Wellness Visit

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## Annual Wellness Visit

A patient's Annual Wellness Visit (AWV) provides a snapshot of their current health as a baseline for future visits. It's a preventative care service intended to catch health issues early.

	Initial AWV	Subsequent AWV
<b>Information gathering</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Establish the medical/family history:               <ul style="list-style-type: none"> <li>• Past medical/surgical history,</li> <li>• Current medications and supplements,</li> <li>• Family history.</li> </ul> </li> <li><input type="checkbox"/> Review the patient's health risk assessment, which includes:               <ul style="list-style-type: none"> <li>• Demographic data,</li> <li>• Self-assessment of health status,</li> <li>• Psychosocial risks,</li> <li>• Behavioral risks,</li> <li>• Activities of daily living (dressing, bathing, walking, etc.),</li> <li>• Instrumental activities of daily living (shopping, housekeeping, etc.).</li> </ul> </li> <li><input type="checkbox"/> Review potential risk factors for depression.</li> <li><input type="checkbox"/> Review functional ability and level of safety:               <ul style="list-style-type: none"> <li>• Hearing impairment,</li> <li>• Activities of daily living,</li> <li>• Fall risk,</li> <li>• Home safety.</li> </ul> </li> <li><input type="checkbox"/> Establish a list of current providers and suppliers regularly involved in the individual's medical care.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Update the medical/family history:               <ul style="list-style-type: none"> <li>• Past medical/surgical history,</li> <li>• Current medications and supplements,</li> <li>• Family history.</li> </ul> </li> <li><input type="checkbox"/> Review the updated health risk assessment, which includes:               <ul style="list-style-type: none"> <li>• Demographic data,</li> <li>• Self-assessment of health status,</li> <li>• Psychosocial risks,</li> <li>• Behavioral risks,</li> <li>• Activities of daily living (dressing, bathing, walking, etc.),</li> <li>• Instrumental activities of daily living (shopping, housekeeping, etc.).</li> </ul> </li> <li><input type="checkbox"/> Update the list of current providers and suppliers regularly involved in the individual's medical care.</li> </ul>

**Exam/  
assessment**

- |  |   |
|--|---|
| <input type="checkbox"/> Obtain the following: <ul style="list-style-type: none"> <li>• Height,</li> <li>• Weight,</li> <li>• BMI (or waist circumference),</li> <li>• BP,</li> <li>• Other items as appropriate.</li> </ul> <input type="checkbox"/> Detect any cognitive impairment. | <input type="checkbox"/> Obtain the following: <ul style="list-style-type: none"> <li>• Weight (or waist circumference),</li> <li>• BP,</li> <li>• Other items as appropriate.</li> </ul> <input type="checkbox"/> Detect any cognitive impairment. |
|--|---|

**Counseling**

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|---|--|
| <input type="checkbox"/> Establish a written screening schedule, such as a checklist for the next 5 to 10 years, as appropriate.<br><br><input type="checkbox"/> Establish a list of risk factors and conditions for which interventions are recommended or underway.<br><br><input type="checkbox"/> Furnish personalized health advice and a referral as appropriate to health education or preventive counseling services or programs.<br><br><input type="checkbox"/> Provide any other element determined appropriate through the National Coverage Determination process. | <input type="checkbox"/> Update the written screening schedule developed at the initial AWW.<br><br><input type="checkbox"/> Update the list of risk factors and conditions for which interventions are recommended or underway.<br><br><input type="checkbox"/> Furnish personalized health advice and a referral as appropriate to health education or preventive counseling services or programs.<br><br><input type="checkbox"/> Provide any other element determined appropriate through the National Coverage Determination process. |
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## Best Practices

### Quality leadership

- Establish a quality team within your practice that educates staff, reinforces documentation standards, and regularly reviews internal processes for consistency — and new quality practices that can be implemented.

### Quality meetings

- Regularly schedule internal collaboration meetings to discuss topics that may include action plans, success, needed changes, and trending.
- Regularly schedule a collaboration session with your Oscar provider engagement and/or Star Ratings representatives to plan and discuss quality actions such as early interventions, action plans, and trending.

### Quality measure data/records

- When feasible, establish comprehensive supplemental data and lab data feeds to minimize the need for multiple data submissions.
- Follow Healthcare Effectiveness Data and Information Set (HEDIS®) coding guidelines for care.
- Use quality coding in your billing process and verify that this coding is being received by Oscar through your clearinghouse.
- Send attestation forms for measures not included in data feeds.
- Reconcile information in your electronic medical records (EMR), and proactively reconcile the data you're sending regarding the care provided to your patients.
- Determine what services may be missing from either system and look for opportunities to align both.

### Member outreach

- Stay in touch with your patients.
- Establish and follow pre-visit and post-visit routines that help to prepare for your patients' visits and ensure needed follow-up events are scheduled.

- Schedule Annual Wellness Visits (AWV) early in the year. Include patient experience topics in the AWV discussion.
- Routinely complete care management outreach for medication adherence. If your facility has an in-house pharmacy, pharmacy staff could support this outreach.

## Patient experience

You work hard to provide the best care possible for your patients. And that includes providing great patient interactions. We can work together to make sure your patients' experience surpasses their expectations. Here's how a great member experience benefits everyone:

### For patients

- Patients with better care experiences often have better health outcomes.
- A patient experience that builds trust in the provider correlates with patient satisfaction, adherence to treatment plans, and health outcomes.
- Patient experience positively correlates with improved outcomes in both disease management and prevention.

### For your practice

- Patients are loyal when they feel their doctor cares about them and delivers a quality experience. They're less likely to leave a provider after having a great experience.
- Patient-experience initiatives improve overall employee satisfaction and reduce staff turnover since office processes/systems are more efficient. They can also reduce conflict and miscommunication amongst office staff.
- A good patient experience correlates with lower malpractice risk.

### For your payer relationship

- A good patient experience supports a positive experience for our members and in-network providers.
- Research shows that patient experience surveys are reliable predictors of quality measures including better outcomes.

## Patient experience checklist

The following checklist will assist in providing a great patient experience while addressing CAHPS® and HOS measures.

- ☐ **Annual flu vaccine:** Getting your annual flu shot is important. Would you like to get a flu shot today?
- ☐ **Care coordination:** When you have any lab tests, X-rays or other tests, I will review the results with you.
- ☐ **Care coordination:** To provide the best care possible, I'm going to review your medical record for new information from any specialist you may have visited. It's important for me to manage and coordinate your care.
- ☐ **Getting appointments and care quickly:** Would you like to schedule your next routine care visit before you leave today?
- ☐ **Getting appointments and care quickly:** We understand the need to get urgent care right away. When this occurs, please call our office for assistance.
- ☐ **Getting needed care:** I want to make sure that you are getting the care, tests or treatment you need. Have those things been easy for you?
- ☐ **Getting needed care:** If you have issues getting appointments with a specialist, please let our office know so we can assist you in getting an appointment.
- ☐ **Getting needed prescription drugs:** Do you have any questions about the medications you're currently taking?
- ☐ **Getting needed prescription drugs:** I see you're prescribed (insert medication name here). It's important to me that you have access to your medications. Is it usually easy for you to get them?
- ☐ **Falls prevention:** I'd like to talk about preventing falls with you. Have you had any changes in walking balance or had a fall since your last visit? If yes, let's address that.
- ☐ **Improving or maintaining mental health:** It's important to talk about your emotional and mental health. Do your emotions or mental health limit you in your activities? In the past month have you felt calm and peaceful?
- ☐ **Improving or maintaining physical health:** It's important to talk about your physical health. Does your health right now limit you from climbing stairs or house cleaning? Has it been a problem in the last month?
- ☐ **Urinary incontinence:** I have some questions about bladder control. Have you had any issues with urine leakage? If yes, let's talk about how we can manage it.

- ☐ **Improving or maintaining physical activity:** I'd like to talk to you about your physical health. Can you tell me about your level of exercise or physical activity?