



Patient Experience Surveys

All of our 2021 payer programs are performing Patient Experience Surveys. These survey scores are now significantly tied to reimbursement. Across all programs, our scores highlight Fall Risk and Bladder Control Management as opportunities for improvement.

Fall Risk Management

- Each year, more than 25% of adults aged 65 and older will fall, with 20% of falls resulting in serious injury.
- Among older adults, falls are the leading cause of fatal and nonfatal injuries, accounting for 3 million ED visits, 800,000 hospitalizations, and 28,000 deaths annually.

Survey questions tied to patient's experience with care providers:

- Have you had a fall, or issues with walking or balance?
- When talking with your doctor, have they recommended ways to help prevent falls or treat problems with walking or balance?

Bladder Control Management

- Over 25 million Americans deal with urinary incontinence.
- Two times the amount of women will experience incontinence compared to men.
- 80% of people with incontinence see positive changes when they get the help they need.

Survey questions tied to patient's experience with care providers:

- In the past 6 months, have you experienced leaking of urine?
- How much did leaking of urine make you change your daily activities or interfere with your sleep?
- Have you talked with your doctor about treatment options?

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