

Findings from the One Care Quality of Life Surveys 2019-2022

Presented to:

One Care Implementation Council

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Background

- In response to CMS requirements and the One Care Implementation Council's request to capture and report any perceived change in members' quality of life due to the One Care Demonstration, UMass Chan has been implementing an annual survey for a sample of One Care members since 2017:
 - Members' perceptions of their overall physical, mental, and emotional health and overall life satisfaction
 - Members' perceptions about 26 statements summarizing members' outlook on life, capacity and energy, mood and concentration, home and environment, social relationships, spirituality and support, work, nutrition, and access to services
 - Percentage of members who need help with everyday tasks or doing things in the community
- Members enrolled in fee for service (FFS) were included in the QoL survey beginning in 2020

Survey Implementation and Response Rate

- Survey administered annually in English and Spanish between the months of January through May
 - Two-wave mail survey
 - 5 telephone follow-ups
- Survey response rates
 - 2017 – 38.9% (584 respondents)
 - 2018 – 36.7% (551 respondents)
 - 2019 – 29.9% (440 respondents)
 - 2020 – 38.5% (1,132 respondents—38.5% One Care members and 38.6%% FFS)
 - 2021 –33.0% (970 respondents—32.7% One Care members and 33.3% FFS)
 - 2022 – 31.2% (936 respondents—31.6% One Care members and 30.8% FFS)

Methodology

- Estimated the adjusted weighted trend in members' rating of their physical, mental, and emotional health, and overall life satisfaction from 2020-2022
- Estimated the association between members' rating of their physical, mental, and emotional health, and overall life satisfaction and the 26 statements about members' health and well-being for One Care members based on the 2022 survey
- Used factor analysis to summarize key statements, reported by One Care members between 2019 and 2022, into three indices:
 - Members' outlook on life
 - Members' environment
 - Members' challenges

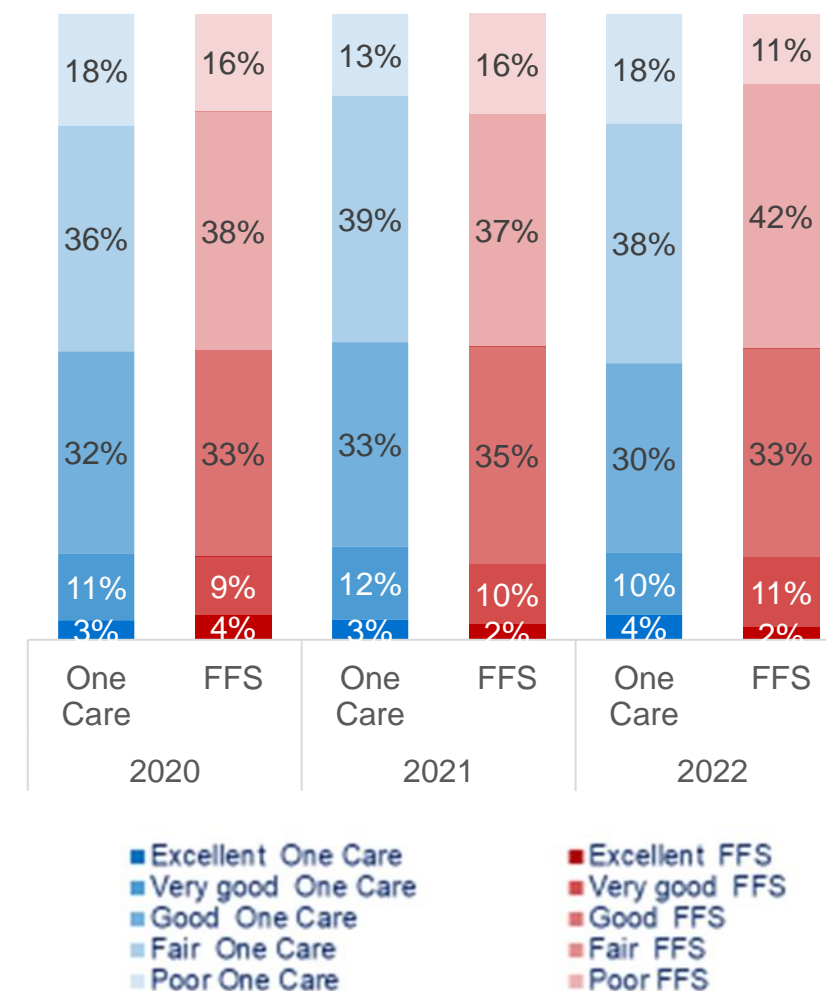
Methodology

Statements about Your Health and Well-Being

I live my life to the fullest	I feel energetic through the day
I can easily get the medical services I need	I have difficulty concentrating
I eat nutritious meals every day	I would like more support from other people
I enjoy life	I feel low on a regular basis, such as feeling blue, despair, anxiety or depression
I have an upbeat and positive attitude	I frequently forget where I put things
I need help in getting around	I am capable of working
I can easily get the transportation I need to get around	I get together with people on a regular basis
My spirituality or religious faith is an important part of my life	I feel safe where I live
I am in control of my life	I have difficulty performing my daily tasks
My home has everything I need to live comfortably	My life has purpose
My everyday tasks get done	I feel good about myself
I have friends I can count on	I feel confident about the decisions I make
I often feel lonely	I have good relationships with my health care and other providers

Overall Physical Health

- Approximately half of One Care members reported their physical health was either good (30-33%) very good (10-12%) or excellent (3-4%).
 - A similar percentage of FFS members reported their physical health was either good (33-35%), very good (10-11%), or excellent (2-4%)
- Overall, the rating of physical health improved slightly over time for both One Care and FFS members, however, changes were not significant



Key Takeaways for Overall Physical Health

- Controlling for members' characteristics and region of residence, One Care members were significantly more likely than FFS members to report that their physical health was good, very good, or excellent ($p < .05$)
- Members who reported problems with alcohol and substance use, mental health concerns, or are deaf or hard of hearing rated their overall physical health lower than members reporting other disabilities
- Members under age 44, living in the Northeastern or Central regions, identified as non-Hispanic multi-racial, and members with a reported developmental disability rated their overall physical health better compared to other members

Ratings of Overall Physical Health

- Members with a positive outlook on life rated their overall physical health at 50 on a scale from 0-100 where 100 is the best health status, this is 78% higher than members with a negative outlook on life who rated their physical health at 28
- Members with minor challenges rated their overall health at 46 this is 39% higher than members reporting a lot of challenges who rated their physical health at 33

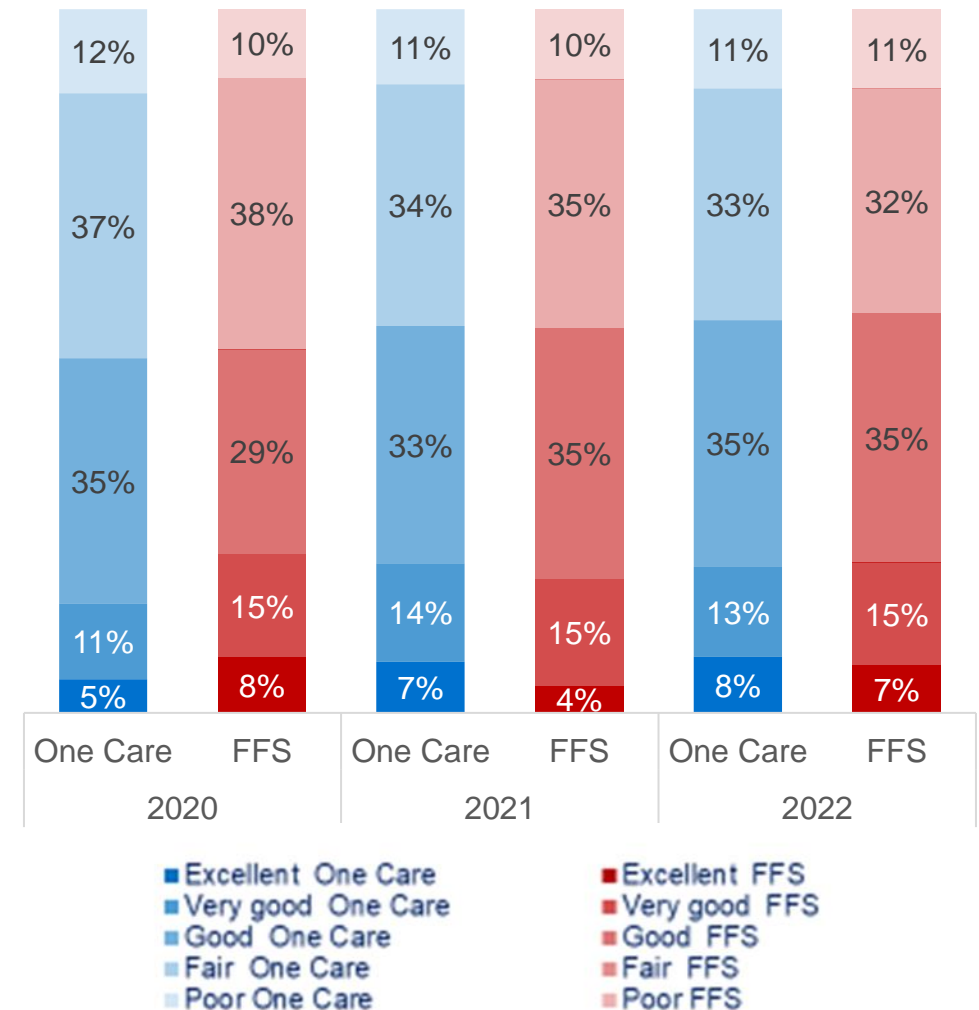
Statements Associated with Overall Physical Health

These are the statements that were significantly positively or negatively associated with physical health. The table below shows those statements that were positively associated with overall physical health along with those that were negatively associated with overall physical health.

Perspective	Physical Health
<ul style="list-style-type: none"> Positive 	<ul style="list-style-type: none"> Feeling energetic Being able to work Feeling good about self Having access to needed medical services Enjoying life Eating nutritious meals
<ul style="list-style-type: none"> Negative 	<ul style="list-style-type: none"> Difficulty performing daily tasks Needing help getting around Needing more support from others Frequently forgetting where things were placed

Mental and Emotional Health

- Approximately half of One Care members reported that their mental health was either good (33-35%), very good (11-14%) or excellent (5-8%)
 - A similar percentage of FFS members rated their health as good, very good or excellent.
- Overall, the rating of mental and emotional health improved slightly over time for both One Care and FFS members, however, changes were not statistically significant.



Key Takeaways for Mental and Emotional Health *forHealth*TM CONSULTING at UMass Chan Medical School

- Controlling for members' characteristics and region of residence, we found no significant differences between One Care and FFS member's ratings of mental and emotional health.
- Members who reported problems with alcohol and substance use, mental health concerns, and those who are deaf or hard of hearing rated their mental and emotional health significantly lower than members reporting other disabilities.

Ratings of Mental and Emotional Health

- Members with a positive outlook on life rated their mental and emotional health on a scale from 0-100 where 100 is the best mental and emotional health at 59, 236% higher than members with a negative outlook on life who rated their mental and emotional health at 25.
- Members within a positive environment rated their mental and emotional health at 54, 69% higher than members within a negative environment who rated their mental and emotional health at 32.
- Members with minor challenges rated their mental and emotional health at 56, 75% higher than members reporting lots of challenges who rated their mental and emotional health at 32.

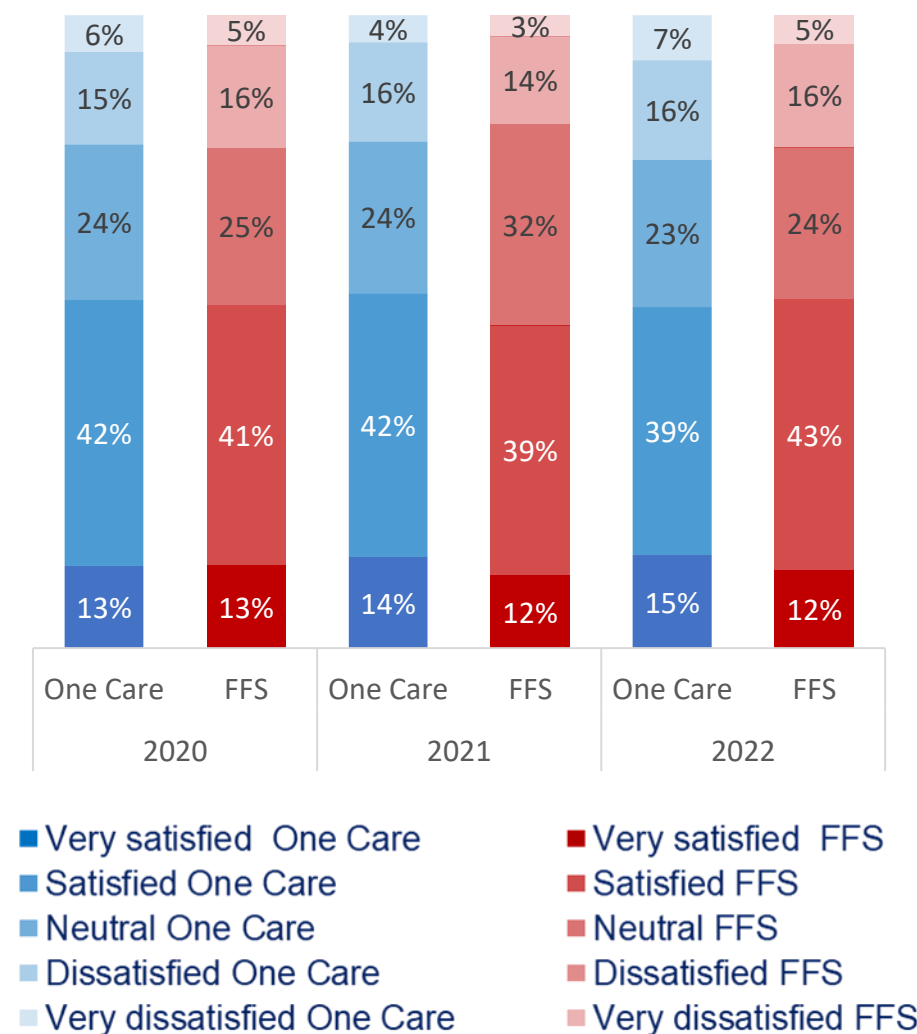
Statements Associated with Overall Mental and Emotional Health

There was a significant but weak correlation between mental and emotional health and statements related to members' perceptions of their quality of life. The table below shows those statements that were positively associated with overall mental or emotional health along with those that were negatively associated with overall mental or emotional health.

Perspective	Overall Mental or Emotional Health
<ul style="list-style-type: none">Positive	<ul style="list-style-type: none">Feeling energeticGetting together with peopleBeing able to workFeeling good about selfFeeling safe where the member livesConfidence in decisions madeHaving an upbeat and positive attitudeEnjoying lifeEating nutritious meals.
<ul style="list-style-type: none">Negative	<ul style="list-style-type: none">Feeling low on a regular basis, such as feeling blue, despair, anxiety or depressionOften feeling lonelyFrequently forget where things were placedDifficulty concentrating

Life Satisfaction

- The majority of One Care members reported that they were either very satisfied (13-15%) or satisfied with their lives (39-42%)
 - Similarly, 12-13% of FFS members reported that they were either very satisfied or satisfied with their lives (39-43%)
- There was no significant change in either group reporting on their life satisfaction over time



Key takeaways from Life Satisfaction

- Controlling for members' characteristics and region of residence, One Care members were significantly less likely than FFS members to report that they were satisfied with their lives ($p < .001$).
- Members with alcohol and substance use, mental health concerns, developmental disabilities, and deaf and hard of hearing rated their overall life satisfaction lower than members reporting other disabilities.
- Members who are 18-34 years of age, live in Northeast or Boston regions, identify as Black or Hispanic, or who reported Spanish as the main language spoken at home rated their overall life satisfaction higher compared to other members.

Ratings of Life Satisfaction

- Members with a positive outlook on life rated their overall life satisfaction on a scale from 0-100 where 100 is the best overall life satisfaction at 50, 72% higher than members with a negative outlook on life who rated their overall life satisfaction at 29.
- Members with minor challenges rated their overall life satisfaction at 69, 44% higher than members reporting lots of challenges who rated their overall life satisfaction at 48.

Statements Associated with Overall Life Satisfaction

There was a significant correlation between life satisfaction and statements related to members' perceptions of their quality of life. The table below shows those statements that were positively associated with overall mental or emotional health along with those that were negatively associated with overall mental or emotional health.

Perspective	Life Satisfaction
<ul style="list-style-type: none">Positive	<ul style="list-style-type: none">Feeling energeticHaving everything needed in the home to live comfortablyFeeling good about selfFeeling safe where member livesHaving a purpose in life,Feeling in control of own lifeEnjoying lifeHaving friendsLiving life to the fullest
<ul style="list-style-type: none">Negative	<ul style="list-style-type: none">Feeling low on a regular basis, such as feeling blue, despair, anxiety or depressionOften feeling lonelyNeeding more support from others

Help with Day-to-day Tasks

- In 2022: 18% of One Care members stated they needed a lot of help with day-to-day activities:
 - 64% stated their needs were met and 90% reported they were satisfied or very satisfied with the services received
 - 19% stated their needs were somewhat met and 67% were satisfied or very satisfied with the services received
- In 2022: 32% of One Care members stated they needed some help with day-to-day activities:
 - 37% stated their needs were met and 90% reported they were satisfied or very satisfied with the services received
 - 46% stated their needs were somewhat met and 48% were satisfied or very satisfied with the services received

Help Doing Things in the Community

- In 2022: 23% of One Care members stated they needed a lot of help doing things in the community:
 - 45% stated their needs were met and 84% reported they were satisfied or very satisfied with the services received
 - 27% stated their needs were somewhat met and 31% were satisfied or very satisfied with the services received
- In 2022: 38% of One Care members stated they needed some help doing things in the community:
 - 31% stated their needs were met and 86% they were satisfied or very satisfied with the services received
 - 46% stated their needs were somewhat met and 42% were satisfied or very satisfied with the services received

Conclusions

A higher percentage of members who reported having

- alcohol or substance use,
- a mental or psychiatric condition,
- being deaf or hard of hearing, or
- more than one disability

reported a negative outlook on life resulting in low ratings of overall physical, mental, and emotional health, and life satisfaction.

A higher percentage of members who reported having

- a physical disability,
- a mental or psychiatric condition,
- being deaf or hard of hearing, or
- more than one disability

reported a negative experience in their environment resulting in a low rating of mental and emotional health.

• A higher percentage of members who reported having

- a physical disability,
- a mental or psychiatric condition,
- alcohol or substance use,
- a learning disability,
- visual impairment or blindness,
- Being deaf or hard of hearing, or
- more than one disability

reported facing a lot of challenges in their daily lives resulting in a low rating of overall physical, mental, and emotional health and life satisfaction.

Conclusions

- One Care members rated their overall physical health as fair, their mental and emotional health as good, and their overall life satisfaction as good.
- More One Care members needed help doing things in the community (61%) than needed help to do day-to-day tasks (50%).
- The majority of One Care members who reported needing a lot of help received the care they needed and were satisfied with the overall quality of care.
- Less than half of the One Care members who reported having some needs received the care they needed and were less satisfied with the care received.

Policy Recommendations

- Enhance the assessment process, care coordination, and care planning to identify and improve access to relevant services, including assistive technology, for:
 - Help at home and in the community, particularly for members with less severe or obvious needs
 - Members who are Deaf or hard of hearing or who have learning or developmental disabilities
 - Socialization and social supports

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Thank You

Appendix

Demographics

- Between 2017 and 2022, the One Care survey members had similar characteristics except for:
 - Gender (percentage of women increased)
 - Residency based on MH regions (Percentage in Western and Southeast Regions increased)
- Between 2020 and 2022, the FFS members had similar characteristics except for:
 - Age (percentage of age 55+ increased)
 - Residency based on MH regions (Percentage in Western Region increased and Southeast Region decreased)
- One Care and FFS members were significantly different on:
 - Race/ethnicity (More Whites NH in FFS)
 - Age (More 45–54-year-olds in One Care)
 - Language spoken at home (More English-speakers in FFS)
 - Level of education (More HS Grad or above in FFS)
 - Region of residence (More FFS members resided in the Western region)

Demographics	One Care						FFS		
	2017	2018	2019	2020	2021	2022	2020	2021	2022
# Respondents	584	550	437	565	481	471	562	488	461
# of weighted respondents	3877	2980	3928	6627	6092	6114	15737	16258	15419
	One Care (%)						FFS (%)		
What is your age now?									
18 to 34	5	4	4	3	4	4 NS	4	3	4 ***
35 to 44	10	7	8	7	7	10	10	5	6
45 to 54	29	26	27	24	22	21	23	15	20
55+	54	61	59	64	64	65	59	73	69
Missing	2	2	2	2	3	0	4	3	0
What is your gender									
Male	54	46	40	43	46	42 *	42	40	39 NS
Female	44	52	58	54	50	54	53	57	57
Others/missing	2	2	2	2	3	3	5	4	3
What is your marital status?									
Single, never married	37	40	37	39	42	40 NS	40	32	39 NS
Married or partnered	21	18	20	17	22	22	21	26	23
Widowed	5	6	8	7	3	8	5	7	8
Divorced/Separated	34	33	32	33	31	30	29	29	30
Missing	3	2	3	3	3	0	5	5	0
What is your Race/Ethnicity [§]									
White (non-Hispanic)	56	53	55	58	46	52 NS	72	71	76
Hispanic or Latino	22	22	27	23	27	25	10	13	11
Black (non-Hispanic)	13	16	13	13	17	13	9	6	6
Multi-race or other race (non-Hispanic)	4	4	2	2	3	3	4	3	3
Others/missing	5	5	4	5	7	8	5	7	4
What language do you mainly speak at home									
English	79	78	75	78	71	82 NS	88	83	91 NS
Spanish	12	13	19	15	16	18	5	8	7
Others/missing	9	9	6	7	13	1	6	10	2
What is the highest grade or level of school you have completed?									
Less than HS graduate	20	22	23	19	21	20 NS	14	17	19 NS
HS grad or GED	34	31	36	36	33	36	39	36	40
Some college or more	36	36	33	37	34	44	37	33	41
Missing	10	11	8	8	11	0	10	14	0
Region									
Western Region	27	28	29	27	32	30 ***	25	41	41 ***
Central Region	20	18	16	17	13	15	9	9	9
Northeast Region	13	17	16	19	22	18	14	16	13
Metro West Region	12	13	12	14	11	13	11	8	9
Southeast Region	4	4	8	9	9	11	32	20	22
Boston Region	24	21	20	16	14	14	8	5	5

Notes: Results presented at the population level. NS denotes not statistically significant; * P-value<0.05, *** P-value <0.001, \$ The R/E of respondents to the FFS survey were missing for some categories which did not allow us to estimate the significant change over time

Members' Reported Disabilities or Health Conditions

- Between 2017 and 2022, One Care members reported similar percentages of specific disabilities and health conditions except for the following conditions:
 - Mental or psychiatric problems (lower over time)
 - Visual impairment or blindness (lower in 2019 and 2020)
- Between 2020 and 2022, the FFS members reported similar disabilities and health conditions, except for the following conditions:
 - Long-term illness (One Care members had a slightly higher, but significant, prevalence of long-term illness)
- One Care and FFS members were more likely to have:
 - Mental or psychiatric conditions (higher among One Care members)
 - Problems with alcohol or drug use (higher among One Care members)
 - Visual impairment or blindness (higher among One Care members)

Disabilities or health conditions	One Care (%)							FFS (%)			
	2017	2018	2019	2020	2021	2022		2020	2021	2022	
Physical disabilities that make it difficult to walk, move or get around	62	67	62	61	61	58	NS	63	62	59	NS
Mental or psychiatric problems (depression, anxiety, etc.)	68	67	70	68	62	60	*	64	61	59	NS
Problems with alcohol or drug abuse	9	6	8	6	8	7	NS	5	6	4	NS
Long-term illness (diabetes, heart disease, etc.)	55	52	54	53	53	55	NS	48	59	53	**
Developmental disability including intellectual disability or autism	8	10	9	7	12	10	NS	11	7	9	NS
Learning disability	22	23	23	24	27	26	NS	22	21	23	NS
Visual impairment or blindness	25	29	19	21	27	25	*	20	20	22	NS
Hearing loss or deafness	15	16	13	17	18	17	NS	16	17	16	NS
Two or more reported disability	77	78	77	75	75	76	NS	74	76	70	NS

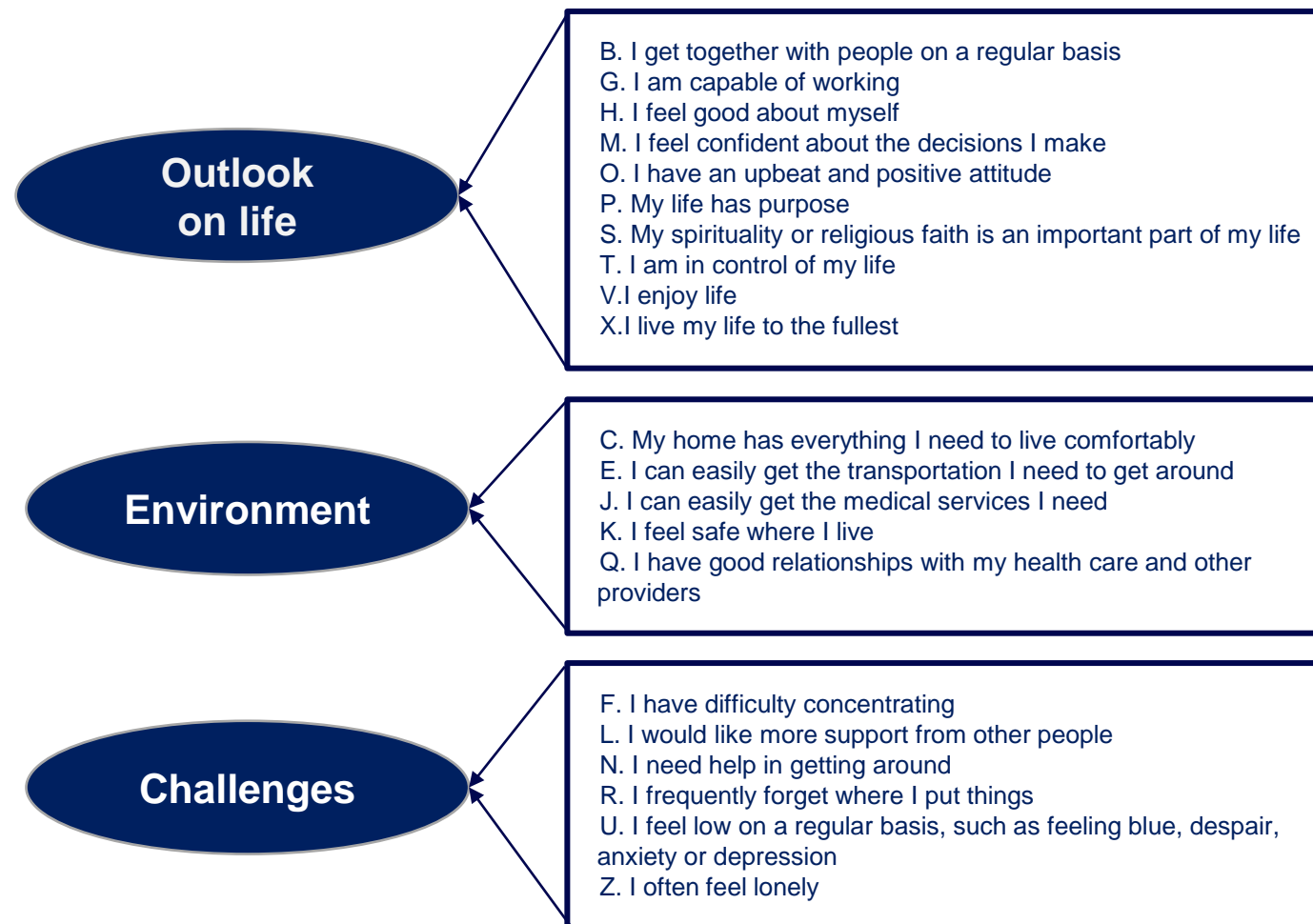
Notes: NS denotes not statistically significant; * P-value<0.05, ** P-value <0.01

Exploratory Factor Analysis

A 3-factor model (Outlook on life, Environment and Challenges) was identified from 21 items out of 26 items from the instrument.

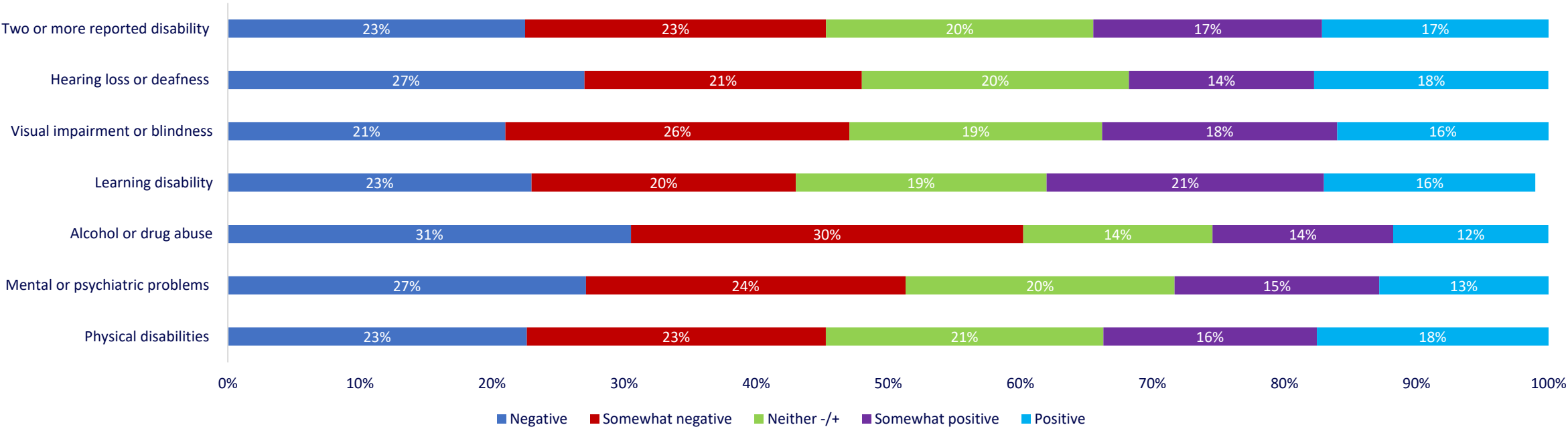
The items below were not sufficiently correlated with other items and were excluded from the model:

A. I feel energetic through the day (due to high factor loading)
D. I have difficulty performing my daily tasks (due to low factor loading)
I. My everyday tasks get done (due to low factor loading)
W. I have friends I can count on (due to low factor loading)
Y. I eat nutritious meals every day (due to low factor loading)



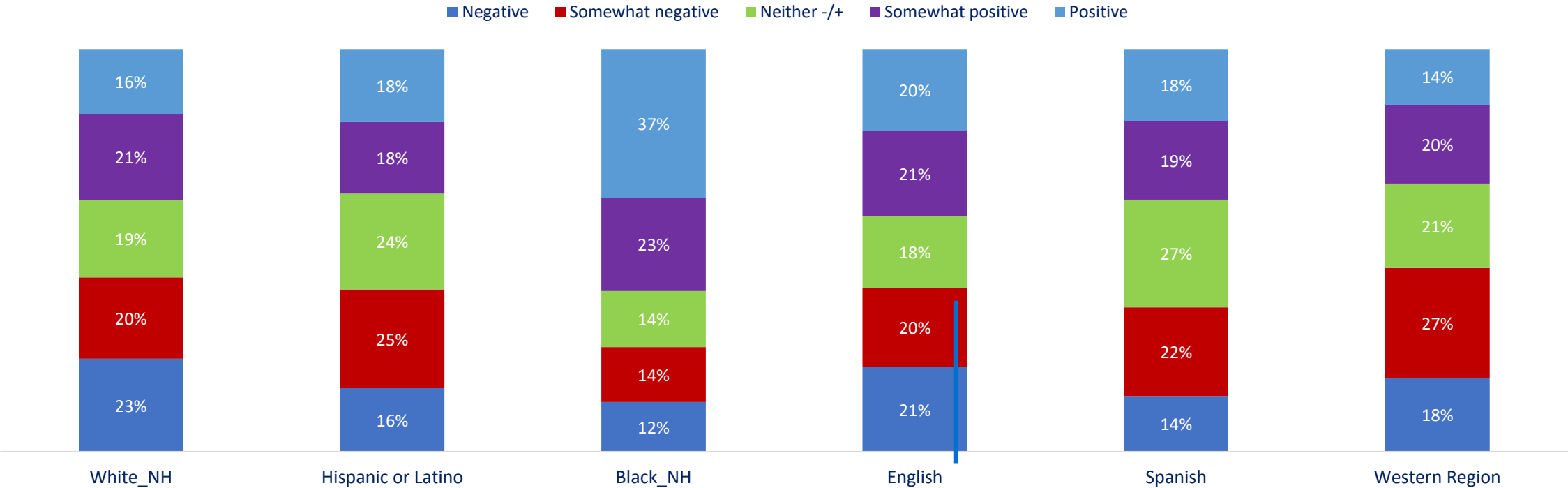
Outlook on Life

- The graphs show significant differences in members' responses to the outlook on life index by the reported disability condition
 - 31% of members who reported alcohol or drug use and 27% of members who reported mental or psychiatric condition or hearing loss had a negative outlook on life compared to 12%, 13%, and 18%, respectively, who reported a positive outlook on life
- Members reporting physical and mental or psychiatric disabilities were 2.6 (95%CI: 1.6-4.3) and 15.0 (95%CI: 7.9-28.6) times, respectively, more likely to report a negative outlook on life compared to those who did not report having these disabilities (results not shown)



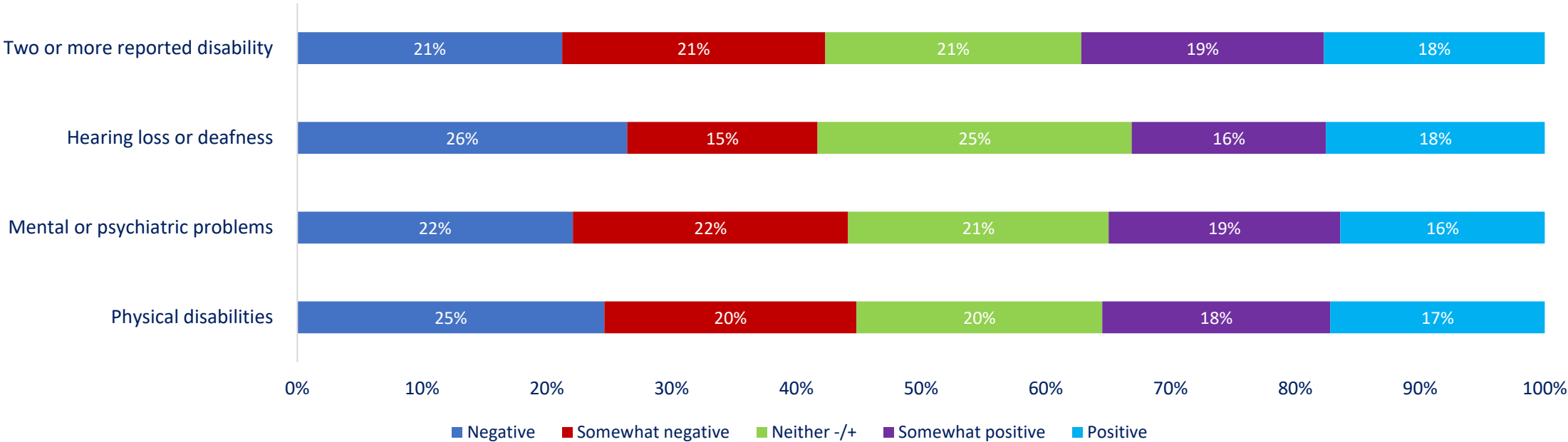
Outlook on Life

- The graphs show significant differences in members' positive and negative responses based on the outlook on life index by demographic characteristic
 - White Non-Hispanic members were significantly more likely to have a negative outlook rather than a positive outlook on life while Hispanics/Latinos and Black Non-Hispanics were significantly more likely to have a positive outlook on life
 - English-speaking members were significantly more likely to have a negative outlook on life, while Spanish-speaking members were more likely to have a positive outlook on life
 - Members in the Western region were significantly more likely to have a negative outlook rather than a positive outlook.



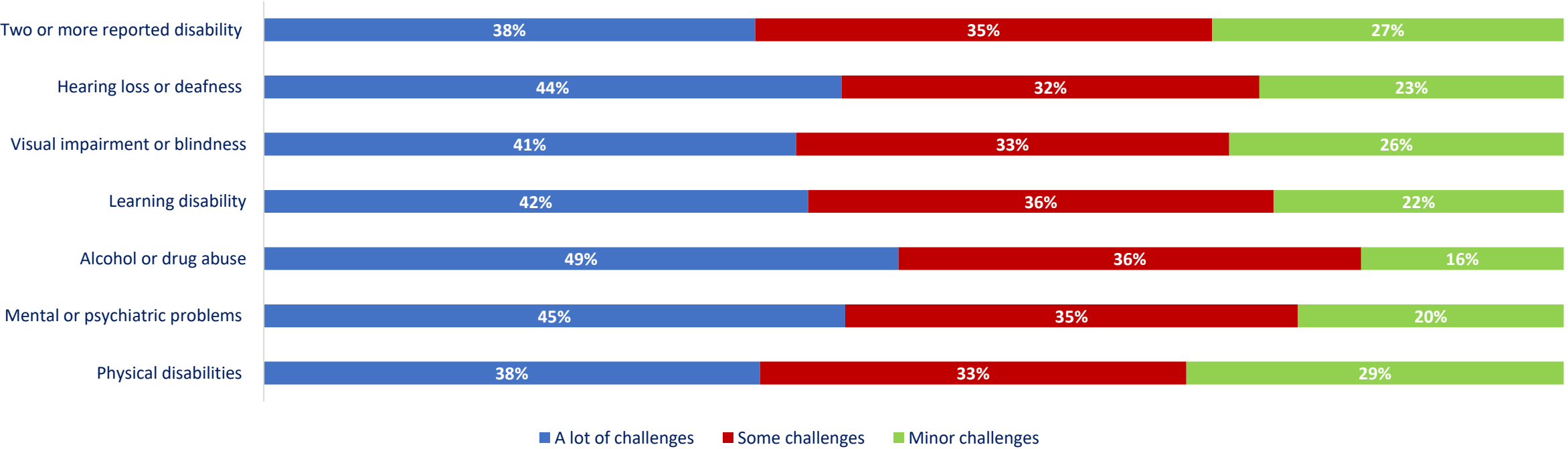
Environment

- This graph shows significant differences in members reported disabilities based on the environment index
 - 26% of members reporting hearing loss or deafness had a negative experience with their environment, compared to 18% who had a positive experience
 - 25% of members reporting physical disability had a negative experience with their environment, compared to 17% who had a positive experience
 - We found no statistically significant differences in members' demographics or region
- Members reporting physical and mental or psychiatric disabilities were 2.9 (95% CI: 1.8-4.6) and 1.7 (95% CI: 1.1-2.6) times, respectively, more likely to report a negative environment compared to those who did not report these disabilities (results not shown)



Challenges

- The graphs show statistically significant differences in reported disabilities based on the challenges index
 - 49% of members reporting alcohol or drug abuse disability, 45% of members reporting mental or psychiatric disability, and 44% of those with hearing loss or deafness faced a lot of challenges
- Members reporting physical and mental or psychiatric disabilities were 3.1 (95%CI: 1.9-5.0) and 1.7 (95%CI: 1.1-2.7) times, respectively, more likely to report a lot of challenges compared to those who did not report these disabilities (results not shown)



Challenges

- The graph shows significant differences in member characteristics based on the challenges index
 - 43% of those who reported Spanish as their primary language at home, 41% of those in the Western region, and 40% of those between 45-54 faced a lot of challenges

