# **Slide 1:** Findings from the One Care Quality of Life Surveys 2017-2022

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Presented by:

Yara Halasa-Rappel, PhD, DMD

Linda Long-Bellil, PhD, JD

Jianying Zhang, MPH, MD

Sorraya Jaiprasert, MPH

Ying (Elaine) Wang, PhD

# Slide 2: 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

*Note: this footnote is included on each slide beginning with this slide. “© 2023. The consulting and operations division of UMass Chan Medical School. Confidential”.*

# Slide 3: 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)

# **Slide 4:** 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

# **Slide 5:** Methodology

Please review this carefully because it is a picture on the slide, not a table and I had to retype everything.

Statements about Your Health and Well-Being

I live my life to the fullest

I can easily get the medical services I need

I eat nutritious meals every day

I enjoy life

I have an upbeat and positive attitude

I need help getting around

I can easily get the transportation I need to get around

My spirituality or religious faith is an important part of my life

I am in control of my life

My home has everything I need to live comfortably

My everyday tasks get done

I have friends I can count on

I feel energetic through the day

I have difficulty concentrating

I would like more support from other people

I feel low on a regular basis, such as feeling blue, despair, anxiety or depression

I frequently forget where I put things

I am capable of working

I get together with people on a regular basis

I feel safe where I live

I have difficulty performing my daily tasks

My life has purpose

I feel good about myself

I feel confident about the decisions I make

# Slide 6: 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

*Note: the following data is shown in a bar chart on this slide.*

**2020**

Excellent One Care 3%

Very Good One Care 11%

Good One Care 32%

Fair One Care 36%

Poor One Care 18%

Excellent FFS 4%

Very Good FFS 9%

Good FFS 33%

Fair FFS 38%

Poor FFS 16%

**2021**

Excellent One Care 3%

Very Good One Care 12%

Good One Care 33%

Fair One Care 39%

Poor One Care 13%

Excellent FFS 2%

Very Good FFS 10%

Good FFS 35%

Fair FFS 37%

Poor FFS 16%

**2022**

Excellent One Care 4%

Very Good One Care 10%

Good One Care 30%

Fair One Care 38%

Poor One Care 18%

Excellent FFS 2%

Very Good FFS 11%

Good FFS 33%

Fair FFS 42%

Poor FFS 11%

# **Slide 7:** 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 with 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

# Slide 8: 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

# Slide 9: 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** |
| * Positive | * Feeling energetic * Being able to work * Feeling good about self * Having access to needed medical services * Enjoying life * Eating nutritious meals |
| * Negative | * Difficulty performing daily tasks * Needing help getting around * Needing more support from others * Frequently forgetting where things were placed |

# Slide 10: 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.

*Note: the following data is shown in a bar chart on this slide.*

**2020**

Excellent One Care 5%

Very Good One Care 11%

Good One Care 35%

Fair One Care 37%

Poor One Care 12%

Excellent FFS 8%

Very Good FFS 15%

Good FFS 29%

Fair FFS 38%

Poor FFS 10%

**2021**

Excellent One Care 7%

Very Good One Care 14%

Good One Care 33%

Fair One Care 34%

Poor One Care 11%

Excellent FFS 4%

Very Good FFS 15%

Good FFS 35%

Fair FFS 35%

Poor FFS 10%

**2022**

Excellent One Care 8%

Very Good One Care 13%

Good One Care 35%

Fair One Care 33%

Poor One Care 11%

Excellent FFS 7%

Very Good FFS 15%

Good FFS 35%

Fair FFS 32%

Poor FFS 11%

# **Slide 11:** Key Takeaways for Mental and Emotional Health

* 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.

# Slide 12: 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.

# Slide 13: 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** |
| * Positive | * Feeling energetic * Getting together with people * Being able to work * Feeling good about self * Feeling safe where the member lives * Confidence in decisions made * Having an upbeat and positive attitude * Enjoying life * Eating nutritious meals. |
| * Negative | * Feeling low on a regular basis, such as feeling blue, despair, anxiety or depression * Often feeling lonely * Frequently forget where things were placed * Difficulty concentrating |

# Slide 14: 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

*Note: the following data is shown in a bar chart on this slide.*

**2020**

Very satisfied One Care 20%

Satisfied One Care 42%

Neutral One Care 24%

Dissatisfied One Care 15%

Very dissatisfied One Care 6%

Very satisfied FFS 13%

Satisfied FFS 41%

Neutral FFS 25%

Dissatisfied FFS 16%

Very dissatisfied FFS 5%

**2021**

Very satisfied One Care 14%

Satisfied One Care 42%

Neutral One Care 24%

Dissatisfied One Care 16%

Very dissatisfied One Care 4%

Very satisfied FFS 12%

Satisfied FFS 39%

Neutral FFS 32%

Dissatisfied FFS 14%

Very dissatisfied FFS 3%

**2022**

Very satisfied One Care 15%

Satisfied One Care 39%

Neutral One Care 23%

Dissatisfied One Care 16%

Very dissatisfied One Care 7%

Very satisfied FFS 12%

Satisfied FFS 43%

Neutral FFS 24%

Dissatisfied FFS 16%

Very dissatisfied FFS 5%

# **Slide 15:** 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.

# Slide 16: 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.

# Slide 17: 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** |
| * Positive | * Feeling energetic * Having everything needed in the home to live comfortably * Feeling good about self * Feeling safe where member lives * Having a purpose in life, * Feeling in control of own life * Enjoying life * Having friends * Living life to the fullest |
| * Negative | * Feeling low on a regular basis, such as feeling blue, despair, anxiety or depression * Often feeling lonely * Needing more support from others |

# Slide 18: 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

# Slide 19: 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

# Slide 20: 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.

# **Slide 21:** 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.

# Slide 22: 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

# Slide 23: Research Team

Yara Halasa-Rappel, PhD, DMD

Research & Evaluation

[yara.halasa@umassmed.edu](mailto:Katharine.London@umassmed.edu)

781-330-9015

Linda Long-Bellil, PhD, JD

Research & Evaluation

[linda.long@umassmed.edu](mailto:linda.long@umassmed.edu)

508-856-8417

Ying (Elaine) Wang, PhD

Research & Evaluation

[ying.wang@umassmed.edu](mailto:ying.wang@umassmed.edu)

508-856-3268

Sorraya Jaiprasert, MPH

Research & Evaluation

[sorraya.jaiprasert@umassmed.edu](mailto:sorraya.jaiprasert@umassmed.edu)

Jianying Zhang, MPH, MD

Research & Evaluation

[Jianying.Zhang@umassmed.edu](mailto:Jianying.Zhang@umassmed.edu)

# **Slide 24:** Thank you

# Slide 25: Appendix

# Slide 26: 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*

# Slide 27: 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)
  + Problem**s** 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*

# Slide 28: 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:

*Note: the following five items are grouped together in a box on this slide.*

1. 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)

*Note: the following three topics are grouped together in three separate boxes on this slide.*

**Outlook on life**

B. I get together with people on a regular basis

G. I am capable of working

H. I feel good about myself

M. I feel confident about the decisions I make

O. I have an upbeat and positive attitude

P. My life has purpose

S. My spirituality or religious faith is an important part of my life

T. I am in control of my life

V. I enjoy life

X. I live my life to the fullest

**Environment**

C. My home has everything I need to live comfortably

E. I can easily get the transportation I need to get around

J. I can easily get the medical services I need

K. I feel safe where I live

Q. I have good relationships with my health care and other providers

**Challenges**

F. I have difficulty concentrating

L. I would like more support from other people

N. I need help in getting around

R. I frequently forget where I put things

U. I feel low on a regular basis, such as feeling blue, despair, anxiety or depression

Z. I often feel lonely

# Slide 29: 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
* Membersreporting 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)

*Note: the following data is shown in a line chart on this slide.*

Two or more reported disability

Negative 23%

Somewhat negative 23%

Neither -/+ 20%

Somewhat positive 17%

Positive 17%

Hearing loss or deafness

Negative 27%

Somewhat negative 21%

Neither -/+ 20%

Somewhat positive 14%

Positive 18%

Visual impairment or blindness

Negative 21%

Somewhat negative 26%

Neither -/+ 19%

Somewhat positive 18%

Positive 16%

Learning disability

Negative 23%

Somewhat negative 20%

Neither -/+ 19%

Somewhat positive 21%

Positive 16%

Alcohol or drug abuse

Negative 31%

Somewhat negative 30%

Neither -/+ 14%

Somewhat positive 14%

Positive 12%

Mental or psychiatric problems

Negative 27%

Somewhat negative 24%

Neither -/+ 20%

Somewhat positive 15%

Positive 13%

Physical disabilities

Negative 23%

Somewhat negative 23%

Neither -/+ 21%

Somewhat positive 16%

Positive 18%

# Slide 30: 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.

*Note: the following data is shown in a line chart on this slide.*

White\_NH

Negative 23%

Somewhat negative 20%

Neither -/+ 19%

Somewhat positive 21%

Positive 16%

Hispanic or Latino

Negative 16%

Somewhat negative 25%

Neither -/+ 24%

Somewhat positive 18%

Positive 18%

Black\_NH

Negative 12%

Somewhat negative 14%

Neither -/+ 14%

Somewhat positive 23%

Positive 37%

English

Negative 21%

Somewhat negative 20%

Neither -/+ 18%

Somewhat positive 21%

Positive 20%

Spanish

Negative 14%

Somewhat negative 22%

Neither -/+ 27%

Somewhat positive 19%

Positive 18%

Western Region

Negative 18%

Somewhat negative 27%

Neither -/+ 21%

Somewhat positive 20%

Positive 14%

# Slide 31: 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)

*Note: the following data is shown in a line chart on this slide.*

Two or more reported disability

Negative 21%

Somewhat negative 21%

Neither -/+ 21%

Somewhat positive 19%

Positive 18%

Hearing loss or deafness

Negative 26%

Somewhat negative 15%

Neither -/+ 25%

Somewhat positive 16%

Positive 18%

Mental or psychiatric problems

Negative 22%

Somewhat negative 22%

Neither -/+ 21%

Somewhat positive 19%

Positive 16%

Physical disabilities

Negative 25%

Somewhat negative 20%

Neither -/+ 20%

Somewhat positive 18%

Positive 17%

# Slide 32: 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
* Membersreporting 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)

*Note: the following data is shown in a line chart on this slide.*

Two or more reported disability

A lot of challenges 38%

Some challenges 35%

Minor challenges 27%

Hearing loss or deafness

A lot of challenges 44%

Some challenges 32%

Minor challenges 23%

Visual impairment or blindness

A lot of challenges 41%

Some challenges 33%

Minor challenges 26%

Learning disability

A lot of challenges 42%

Some challenges 36%

Minor challenges 22%

Alcohol or drug abuse

A lot of challenges 49%

Some challenges 36%

Minor challenges 16%

Mental or psychiatric problems

A lot of challenges 45%

Some challenges 35%

Minor challenges 20%

Physical disabilities

A lot of challenges 38%

Some challenges 33%

Minor challenges 29%

# Slide 33: 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

*Note: the following data is shown in a bar chart on this slide.*

18-34

A lot of challenges 31%

Some challenges 47%

Minor challenges 22%

34-44

A lot of challenges 36%

Some challenges 35%

Minor challenges 30%

45-54

A lot of challenges 40%

Some challenges 28%

Minor challenges 33%

55+

A lot of challenges 31%

Some challenges 35%

Minor challenges 34%

White (non-Hispanic)

A lot of challenges 29%

Some challenges 35%

Minor challenges 36%

Hispanic or Latino

A lot of challenges 44%

Some challenges 34%

Minor challenges 22%

English

A lot of challenges 32%

Some challenges 33%

Minor challenges 35%

Spanish

A lot of challenges 43%

Some challenges 35%

Minor challenges 21%

Western Region

A lot of challenges 41%

Some challenges 35%

Minor challenges 25%

Central Region

A lot of challenges 29%

Some challenges 37%

Minor challenges 34%

Northeast Region

A lot of challenges 35%

Some challenges 34%

Minor challenges 31%

Metro West Region

A lot of challenges 25%

Some challenges 40%

Minor challenges 35%

Southeast Region

A lot of challenges 34%

Some challenges 21%

Minor challenges 45%

Boston Region

A lot of challenges 30%

Some challenges 30%

Minor challenges 41%