



## *Report of One Care MHRM Survey*

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### **Aggregate Plan Results**

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## Background

This report presents findings from the One Care MHRM Survey, which was conducted on behalf of MassHealth to obtain quality of life information for One Care members with severe mental illness diagnoses.

## Methods

The survey was conducted from January to March 2015 by the Office of Survey Research (OSR) at the University of Massachusetts Medical School (UMMS) in collaboration with the MassHealth Quality Office, the One Care Program, and the Disability, Health and Employment Policy Unit.

### Survey Content

The Mental Health Recovery Measure (MHRM) was utilized for this study, which assesses an individual's mental health recovery process across the following eight conceptual domains:

- Overcoming Stuckness
- Self-Empowerment
- Learning and Self-Redefinition
- Basic Functioning
- Overall Well-Being
- New Potentials
- Spirituality
- Advocacy/Enrichment

### Sample

MassHealth provided the Center for Health Policy and Research (CHPR) at UMMS with a data set of member IDs and contact information for all currently enrolled One Care members. CHPR then used the member ID to query the MassHealth data warehouse to create a list of members with severe mental illness diagnoses. OSR screened this list to remove members without telephone numbers and used simple random sampling to draw a total sample of 2,500 One Care members – 1,000, 1,000, and 500 for Commonwealth Care Alliance, Fallon Total Care, and Network Health Unify, respectively.

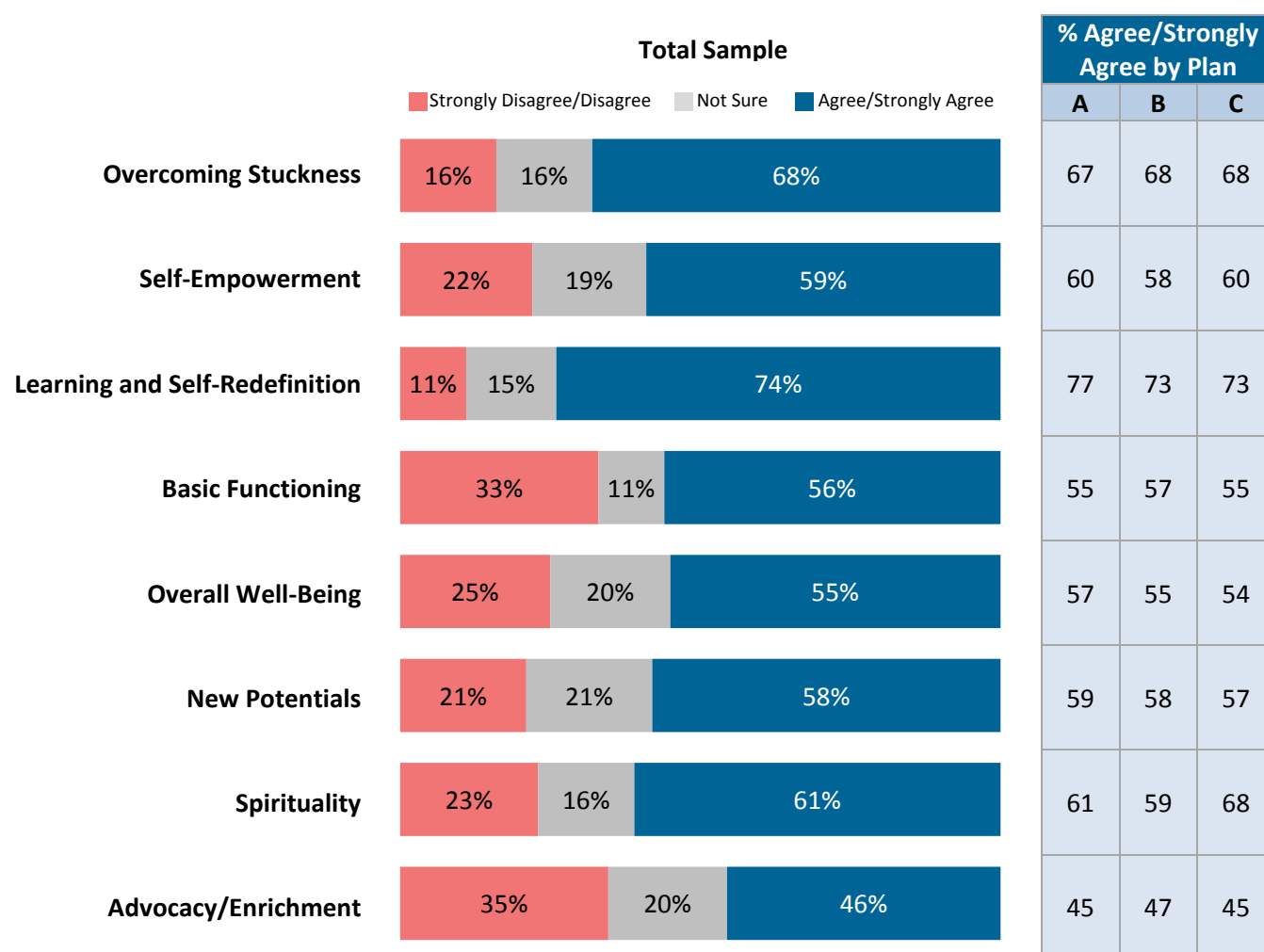
### Data Collection

OSR administered the survey to One Care members through a two-wave mail protocol with telephone follow-up for non-respondents. Sampled patients received a survey packet containing a cover letter and questionnaire in English and Spanish and a postage-paid return envelope. The cover letter included a toll-free phone number for respondents to call in case they needed help answering the survey. Members who did not return the initial questionnaire received a second survey packet approximately two weeks later. Approximately two weeks after the second mailing, OSR's professional interviewing staff began contacting non-respondents by telephone to complete the survey over the phone. To maximize response rates, the telephone protocol included at least five attempts to reach members, with calls made on different days and different times of day, including evenings and weekends. A Spanish-speaking interviewer was available for respondents who preferred to answer the survey in Spanish. The response rate for the total sample was 31.5%. A full description of survey disposition codes is included in Appendix I.

## MHRM Summary Measures

Survey results on each key dimension of the mental health recovery process are summarized below. These summary measures reflect an aggregation of multiple items within each domain. The chart displays the distribution of responses observed among total respondents across all three One Care plans. Blue shading represents the positive range of responses (agree/strongly agree) while red shading represents the negative range (disagree/strongly disagree). The table to the right of the chart shows the positive responses by each plan for comparison purposes, with blinded plan names.

Respondents report mixed progress in their mental health recovery. Overall, respondents are most positive about their progress in Learning and Self-Redefinition and Overcoming Stuckness. The Advocacy/Enrichment dimension yields the most negative scores overall. These findings are generally consistent across all three plans.



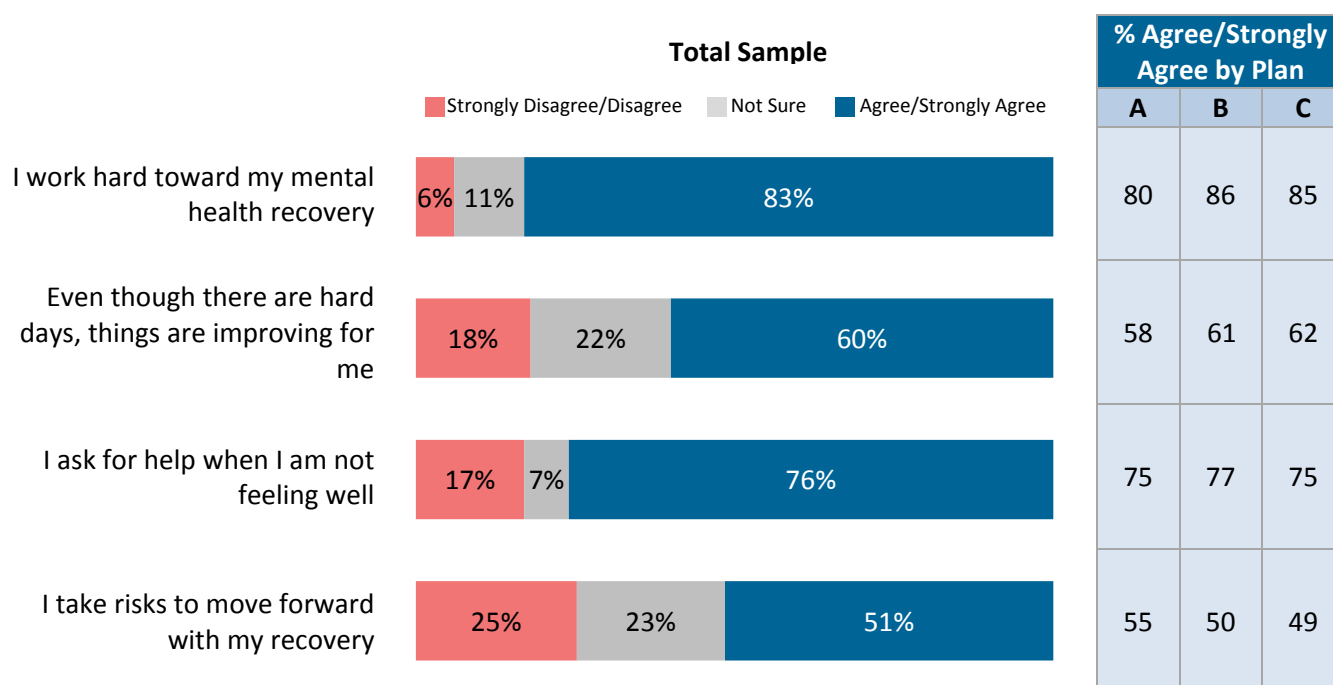
## MHRM Item-Level Responses

MHRM scores for each item comprising an aggregated summary measure are displayed below. Top-2-box scores (% agree/strongly agree) for each plan were compared against the total top-2-box scores using t-tests to test for statistically significant differences at the 95% confidence level. No statistically significant differences were observed on any of the items.

See Appendix II for the number of valid responses for each survey item.

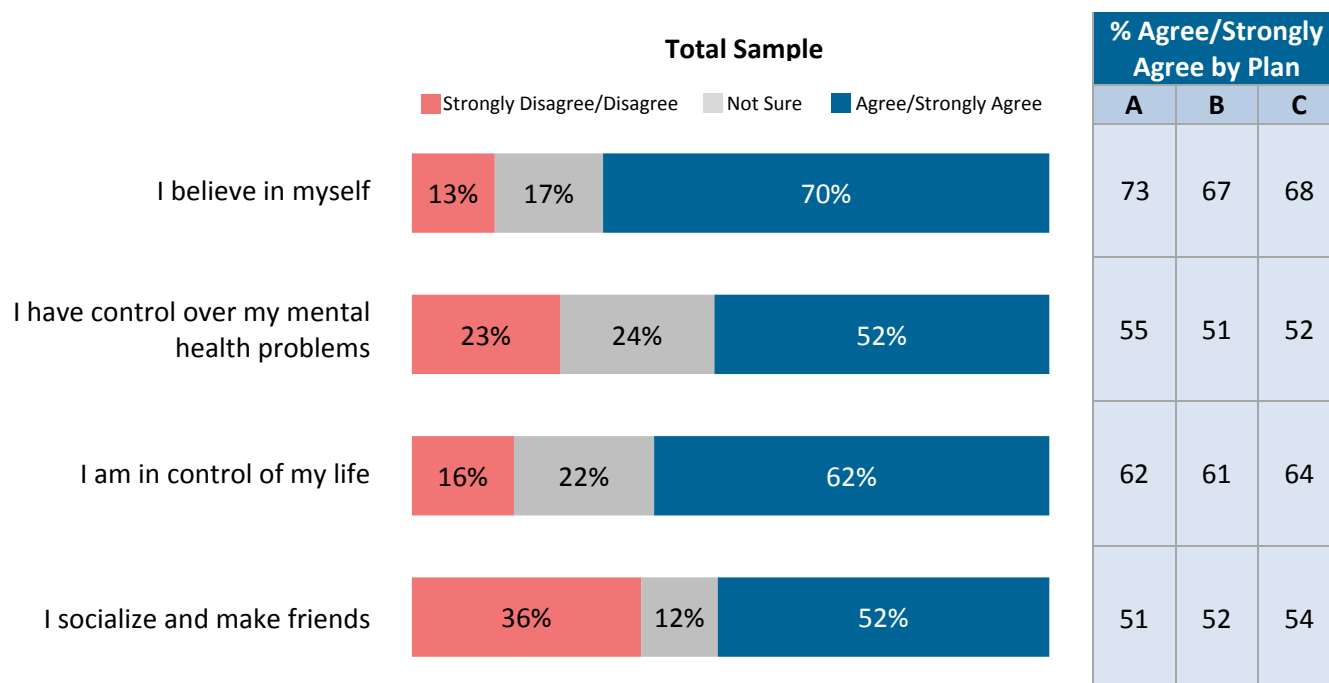
### Overcoming Stuckness

Respondents report mixed progress along the dimension of Overcoming Stuckness. The vast majority agree that they work hard towards recovery and many report asking for help when they're not feeling well. However, respondents are less likely to report that things are improving for them and least likely to report taking risks to move forward with their recovery.



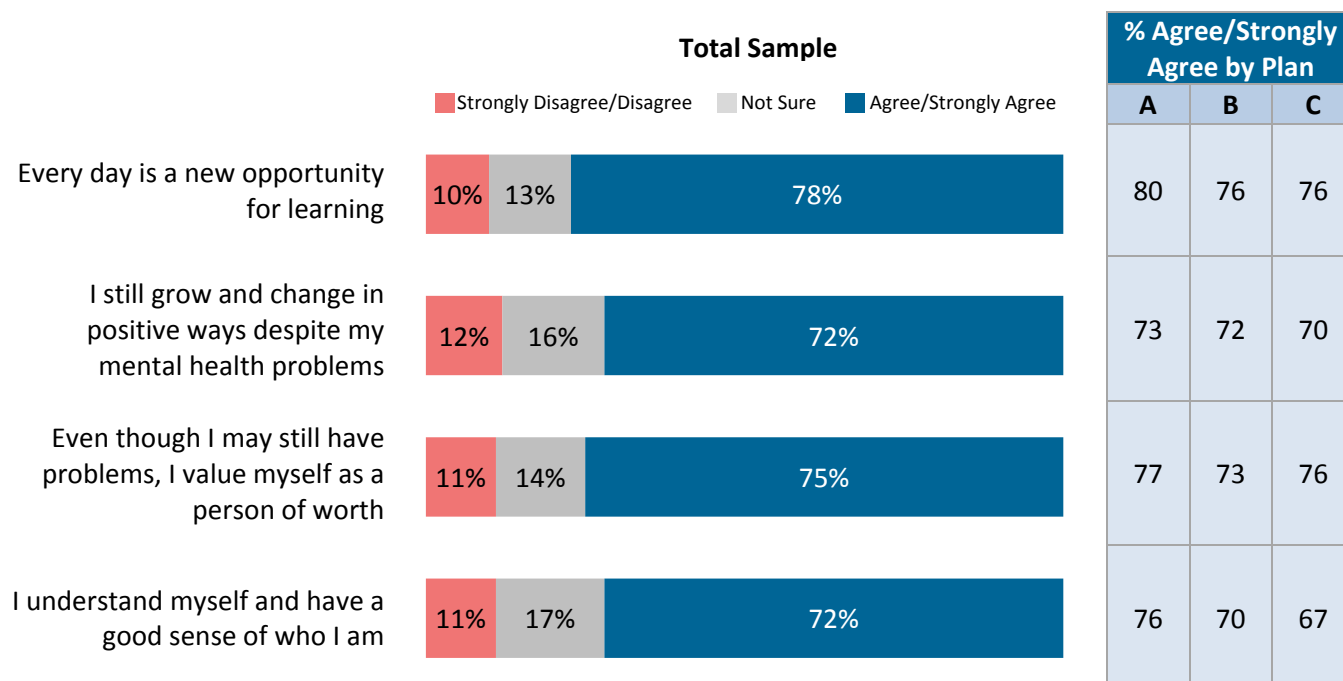
## Self-Empowerment

Along the Self-Empowerment dimension, respondents display more positive ratings on believing in self and being in control of their lives. However, only about half the respondents feel they have control over their mental health problems. The extent of socializing is also low in this group as indicated by over one-third disagreeing that they socialize and make friends.



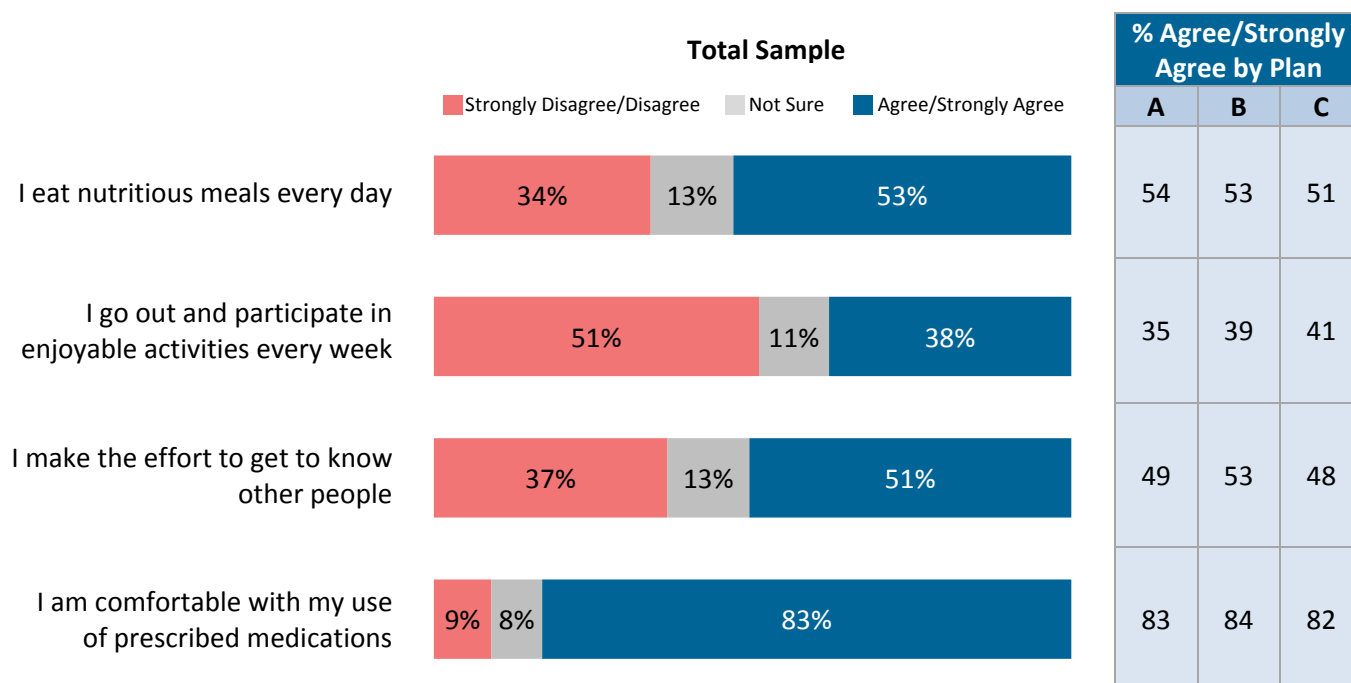
## Learning and Self-Redefinition

The Learning and Self-Redefinition measure of mental health recovery shows the most positive ratings, with nearly three-in-four respondents expressing agreement on all four attributes.



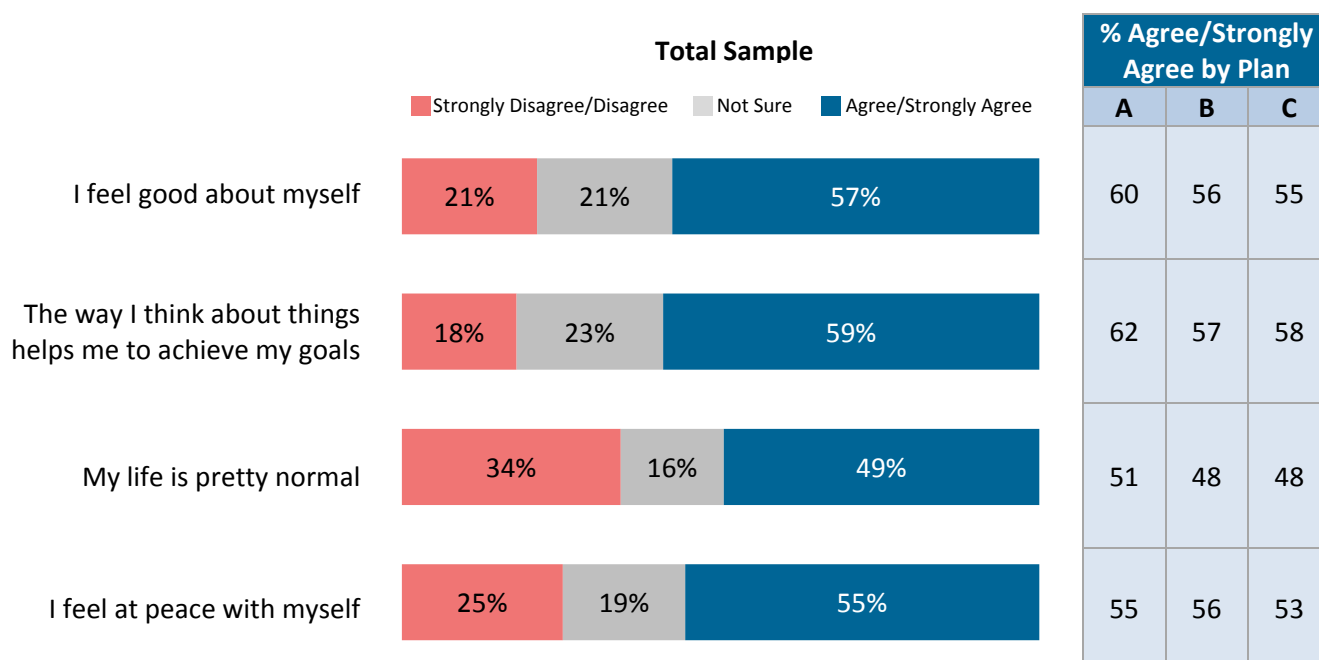
## Basic Functioning

The attributes included in the dimension of Basic Functioning are fairly disparate, as are the results. The vast majority of respondents are comfortable in their use of prescription medications. However, only about half report eating nutritious meals on a daily basis or making the effort to get to know other people. Respondents are least likely to report participating in enjoyable activities on a weekly basis.



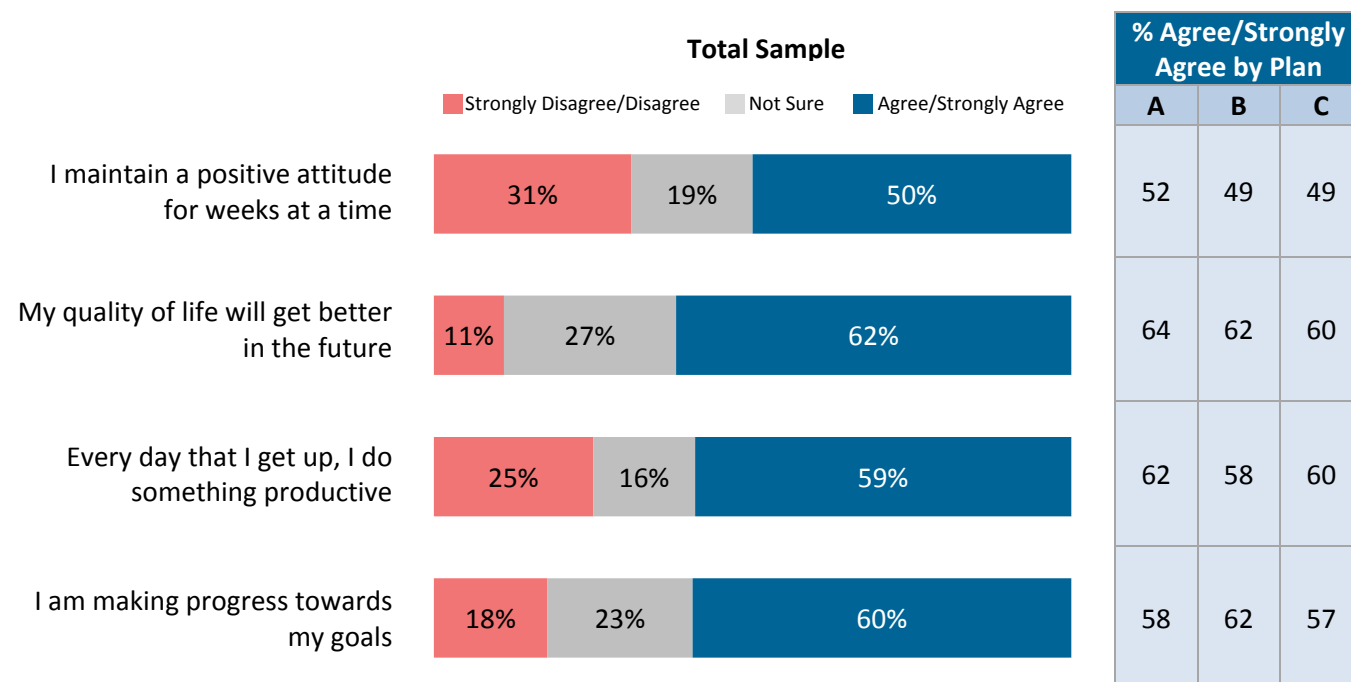
## Overall Well-Being

Respondents are relatively consistent, although not overly positive, on most attributes comprising the dimension of Overall Well-Being. Approximately a third of respondents do not consider their lives to be pretty normal.



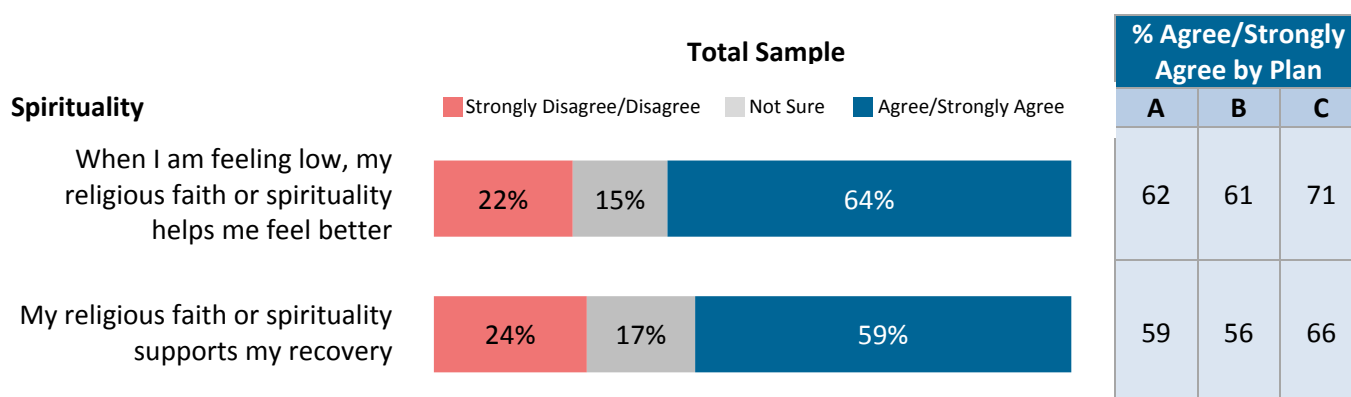
## New Potentials

Approximately sixty percent of respondents believe that they're making progress towards their goals, doing something productive, and have an optimistic outlook on improvement in their quality of life. However, fewer respondents (50%) report maintaining a consistently positive attitude.



## Spirituality

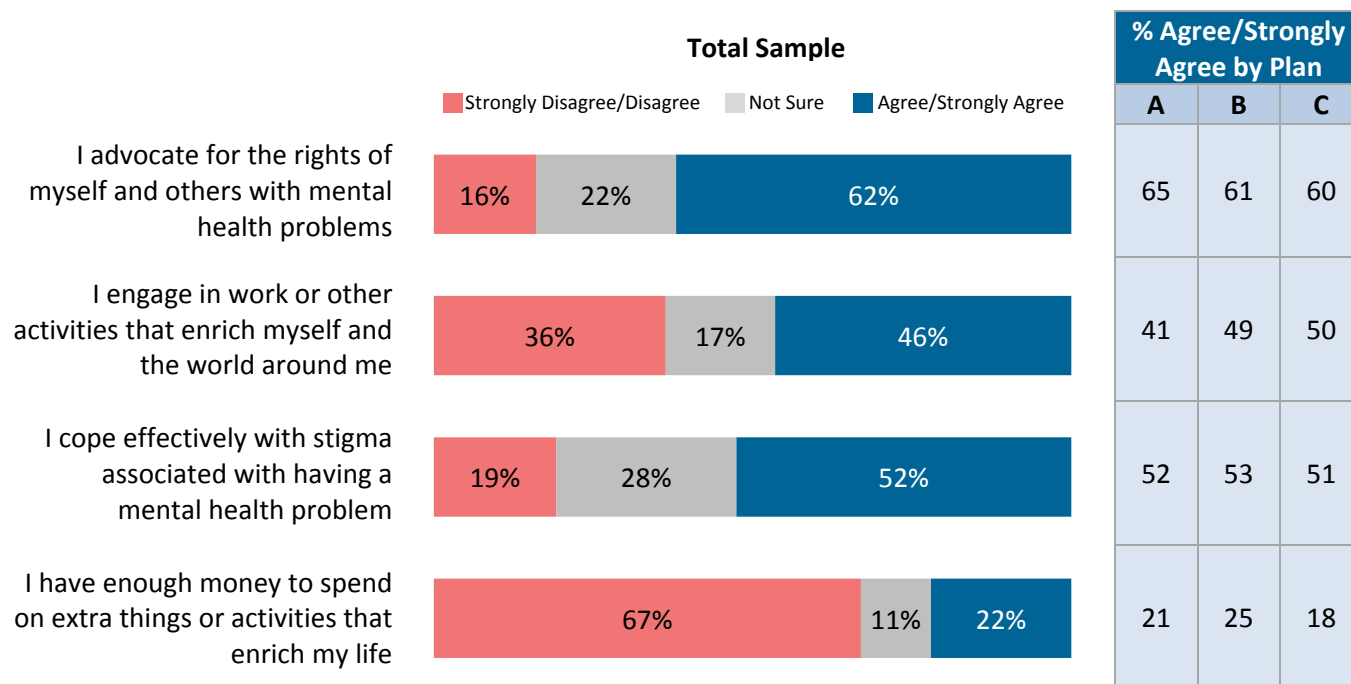
Approximately sixty to sixty-five percent of respondents believe that their religious faith or spirituality support their recovery and help them feel better.





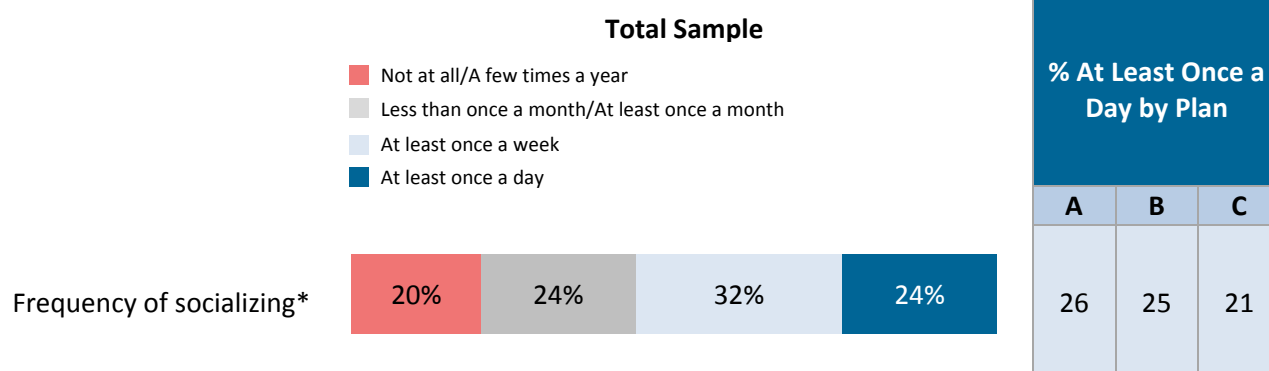
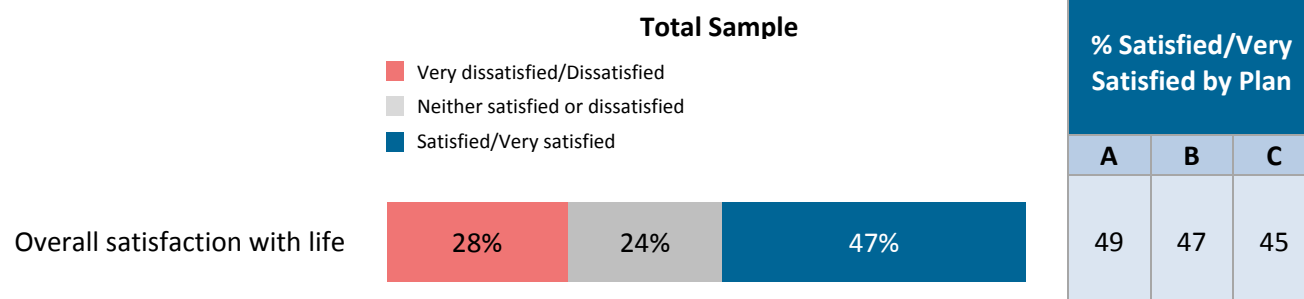
## Advocacy/Enrichment

Respondents report mixed views on the Advocacy/Enrichment dimension. Six-in-ten report advocating for the rights of people with mental health problems and roughly half report coping effectively with the stigma associated with having a mental health problem. However, there is less agreement on the enrichment attributes. Less than half engage in enrichment activities and two-thirds report that they do not have enough money to spend towards personal enrichment.



## Additional Topics

Less than half the respondents report being satisfied with their lives while nearly thirty percent are dissatisfied. Socializing is relatively infrequent in this group of One Care members, with only a quarter of the respondents reporting that they socialize on a daily basis and twenty percent reporting the lowest levels of socializing (a few times a year or not at all).



\* During the past 12 months, how often did you talk to or get together with family and/or friends?

## Respondent Profile

The table below shows respondents' self-reported demographic information. Roughly three-quarters of respondents are 45 or older, fifty five percent are female, and nearly sixty percent are white (non-Hispanic). Spanish is the most dominant language after English and just over three-quarters of the respondents hold a high school degree or higher. Employment levels are relatively low, with fewer than one-in-five respondents being employed in the last 12 months; however, the majority of those who were employed have remained employed. Under one-tenth of respondents experienced homelessness in the last 12 months.

In terms of demographics by plan, Plans B skews a bit older while Plan A skews younger. Plan C has the highest percentage of female respondents (60%) and Plan A has the highest percentage of white (non-Hispanic) respondents (63%). There are no differences by plan on members' language or education; however, Plan B skews slightly higher on employment.

		%			
		Total	A	B	C
Age	18 to 44 years	24	32	19	22
	45 to 54 years	35	34	35	36
	55 or older	41	34	46	42
Gender	Male	45	46	46	40
	Female	55	54	53	60
	Other	<0.5	<0.5	1	0
Race/Ethnicity	White (non-Hispanic)	57	63	58	42
	Hispanic or Latino	15	17	12	17
	Black (non-Hispanic)	11	5	13	18
	Other race/ethnicity	17	15	17	23
Primary Language	English	82	82	82	81
	Spanish	16	17	14	17
	Other language	2	1	3	2
Education	Some high school or less	24	22	26	24
	High school graduate or GED	35	38	32	33
	Some college or higher	41	40	42	43
Worked for pay in the last 12 months		17	15	20	11
Currently working for pay (among those who worked for pay in the last 12 months)		69	59	80	47
Experienced homelessness in last 12 months		8	8	7	11
Received help completing mail survey		10	10	11	6

## Appendix I – Survey Response Rate and Final Disposition Summary

The survey response rate (31.5%) was calculated by dividing the total completed surveys by the total sample, excluding ineligible cases. Ineligible cases are sample members who are deceased or were not able to complete the survey due to a language barrier or a mental or physical reason. See the table below for a complete list of final disposition codes in total and by plan.

**Final Survey Status/Disposition Codes**

	Total Sample	Commonwealth Care Alliance	Fallon Total Care	Network Health Unify
<b>Sample Counts</b>	<b>2500</b>	1000	1000	500
<b>Completed Interviews:</b>				
Mail	18.6%	22.6%	14.8%	18.4%
CATI	12.3%	12.2%	12.0%	13.2%
Partial Interview (All modes)	0.3%	0.5%	0.2%	0.0%
<b>Total Completed Interviews</b>	<b>31.2%</b>	<b>35.3%</b>	<b>27.0%</b>	<b>31.6%</b>
<b>Non-Interviews</b>				
Refused	3.7%	4.2%	3.5%	3.0%
<b>Unknown Eligibility:</b>				
No Reply	20.2%	18.6%	21.5%	21.0%
Reached Answering Machine	16.3%	15.2%	18.3%	14.4%
Wrong Telephone Number	14.6%	12.9%	15.6%	15.8%
Busy	5.2%	5.9%	4.1%	6.0%
Disconnected	4.8%	4.8%	5.6%	3.2%
Bad Address and Wrong Telephone Number	1.8%	1.1%	2.4%	2.2%
Respondent Not Available	1.0%	0.7%	1.2%	1.0%
Reached Fax Machine	0.5%	0.7%	0.4%	0.4%
<b>Total Unknown Eligibility</b>	<b>64.4%</b>	<b>59.9%</b>	<b>69.1%</b>	<b>64.0%</b>
<b>Ineligible:</b>				
Mental or Physical Incapacity	0.3%	0.3%	0.2%	0.6%
Language Difficulty (other than Spanish)	0.2%	0.2%	0.0%	0.6%
Deceased	0.2%	0.1%	0.2%	0.2%
<b>Total Ineligible</b>	<b>0.7%</b>	<b>0.6%</b>	<b>0.4%</b>	<b>1.4%</b>
<b>Total Non-Interviews</b>	<b>68.8%</b>	<b>64.7%</b>	<b>73.0%</b>	<b>68.4%</b>
<b>Response Rate</b> (Completed Interviews/(Total Sample-Ineligible Sample))	<b>31.5%</b>	<b>35.5%</b>	<b>27.1%</b>	<b>32.0%</b>
<i>Total number of people with wrong telephone numbers*</i>	<i>7.2%</i>	<i>12.9%</i>	<i>15.6%</i>	<i>15.8%</i>
<i>Total number of people with bad addresses*</i>	<i>16.6%</i>	<i>14.6%</i>	<i>17.7%</i>	<i>18.4%</i>

\* Since people with a bad address or wrong telephone number could also be included in other disposition categories, these numbers are reported separately.

## Appendix II – Sample Counts

The following table provides the number of valid responses for each survey question in total and by plan.

		Response Count*			
		Total	Commonwealth Care Alliance	Fallon Total Care	Network Health Unify
1.1	I work hard toward my mental health recovery	754	340	264	150
1.2	Even though there are hard days, things are improving for me	758	339	265	154
1.3	I ask for help when I am not feeling well	759	339	265	155
1.4	I take risks to move forward with my recovery	740	330	262	148
1.5	I believe in myself	751	336	263	152
1.6	I have control over my mental health problems	743	330	260	153
1.7	I am in control of my life	752	335	264	153
1.8	I socialize and make friends	746	334	261	151
1.9	Every day is a new opportunity for learning	752	338	261	153
1.10	I still grow and change in positive ways despite my mental health problems	751	331	265	155
1.11	Even though I may still have problems, I value myself as a person of worth	752	336	265	151
1.12	I understand myself and have a good sense of who I am	755	338	265	152
1.13	I eat nutritious meals every day	750	334	264	152
1.14	I go out and participate in enjoyable activities every week	749	334	262	153
1.15	I make the effort to get to know other people	749	334	265	150
1.16	I am comfortable with my use of prescribed medications	752	336	263	153
1.17	I feel good about myself	750	337	261	152
1.18	The way I think about things helps me to achieve my goals	751	337	260	154
1.19	My life is pretty normal	747	332	263	152

\* 13 respondents were identified as constant raters (i.e., they gave the same rating across all MHRM items). These respondents were excluded from the analysis to ensure data quality.

		Response Count			
		Total	Commonwealth Care Alliance	Fallon Total Care	Network Health Unify
1.20	I feel at peace with myself	741	330	263	148
1.21	I maintain a positive attitude for weeks at a time	744	333	261	150
1.22	My quality of life will get better in the future	742	332	258	152
1.23	Every day that I get up, I do something productive	745	333	260	152
1.24	I am making progress towards my goals	746	332	260	154
1.25	When I am feeling low, my religious faith or spirituality helps me feel better	746	334	260	152
1.26	My religious faith or spirituality supports my recovery	744	334	256	154
1.27	I advocate for the rights of myself and others with mental health problems	733	328	255	150
1.28	I engage in work or other activities that enrich myself and the world around me	738	328	257	153
1.29	I cope effectively with stigma associated with having a mental health problem	723	321	253	149
1.30	I have enough money to spend on extra things or activities that enrich my life	747	332	261	154
2	Overall, how satisfied are you with your life?	763	344	263	156
3	During the past 12 months, how often did you talk to or get together with family and/or friends?	746	341	255	150
4	What is your age now?	768	345	265	158
5	What is your gender?	765	342	266	157
6	Are you of Hispanic or Latino origin or descent?	751	337	263	151
7	What is your race?	774	348	268	158
8	What language do you mainly speak at home?	730	328	257	145
9	What is the highest grade or level of school you have completed?	750	340	257	153
10	Have you worked for pay in the last 12 months?	763	342	265	156
11	Are you currently working at a job for pay?	123	69	37	17
12	During the past 12 months, have you experienced homelessness?	761	344	262	155
13	Did someone help you complete this survey?	458	222	147	89