



# The Hilltop Institute

*analysis to advance the health of vulnerable populations*

## Medicaid Long-Term Services and Supports in Maryland: Money Follows the Person Metrics *The Quality of Life Survey Responses*

A Chart Book

January 4, 2011

Prepared for:  
Maryland Department of Health and Mental Hygiene



**UMBC**  
AN HONORS UNIVERSITY IN MARYLAND

## Introduction

### From the Maryland MFP Operational Protocol ...

“The Money Follows the Person Rebalancing Demonstration (MFP), offered through the Centers for Medicare and Medicaid Services (CMS), was created as part of the Deficit Reduction Act of 2005, a law passed by the U.S. Congress. The purpose of the demonstration is to promote a series of rebalancing objectives written in the statute. The term “rebalancing” refers to efforts to reduce or eliminate barriers to receiving long-term care services in home and community settings, rather than in institutional settings.”

## Introduction (continued)

### From the *MFP Quality of Life Survey* . . .

“The *Money Follows the Person Quality of Life (QoL) Survey* was designed to measure quality of life in seven domains: living situation, choice and control, access to personal care, respect/dignity, community integration/inclusion, overall life satisfaction, and health status. The target population for the survey includes people with disabilities and long-term illnesses who are transitioning from institutionalized care to a care setting in the community. The survey is to be administered to all participants at three points in time—just prior to transition, about 11 months after transition, and about 24 months after transition.”

**Source:** Sloan, M., & Irvin, C. (2007). *Money Follows the Person Quality of Life Survey*. Prepared for Centers for Medicare and Medicaid Services . Washington, D.C.: Mathematica Policy Research, Inc.

## Introduction (continued)

### Examining the program over time . . .

In order to measure the status and changes of Maryland's Medicaid long-term services and supports (LTSS) over the course of the MFP program, The Hilltop Institute worked with DHMH to develop a set of performance metrics for the program. This chart book, which was originally a presentation to the MFP Stakeholder Advisory Group, focuses on the final and fourth set of metrics: the QoL Survey.

## Data Sources

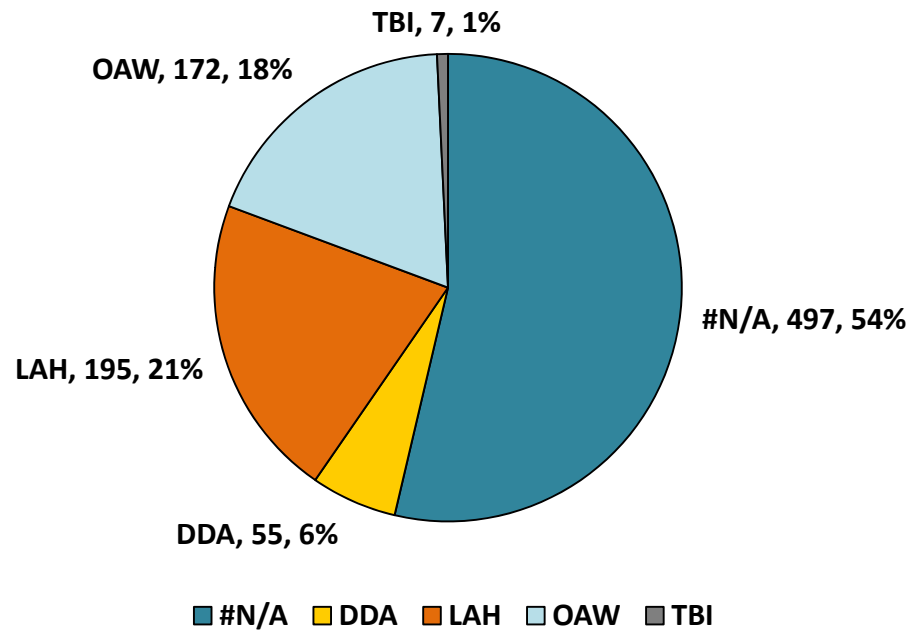
### ***MFP Administrative Data***

In Maryland, the CMS QoL Survey is administered by the Schaefer Center at the University of Baltimore. Individuals are surveyed at 30 days prior to transition (baseline), one year post-transition (Year 1), and two years post-transition (Year 2). The MFP web-based tracking system acts as a secondary data repository for all QoL survey responses, and surveys completed between DATE and DATE were used for this preliminary analysis.

Survey respondent destination—i.e., N/A, DDA Waiver (DDA), Traumatic Brain Injury Waiver (TBI), Older Adults Waiver (OAW), or Living at Home Waiver (LAH)—was also obtained from the MFP Administrative database.

# Overview of QoL Survey Respondents

## Figure 1. Overview of Total Survey Respondent Population, by Destination Cohort



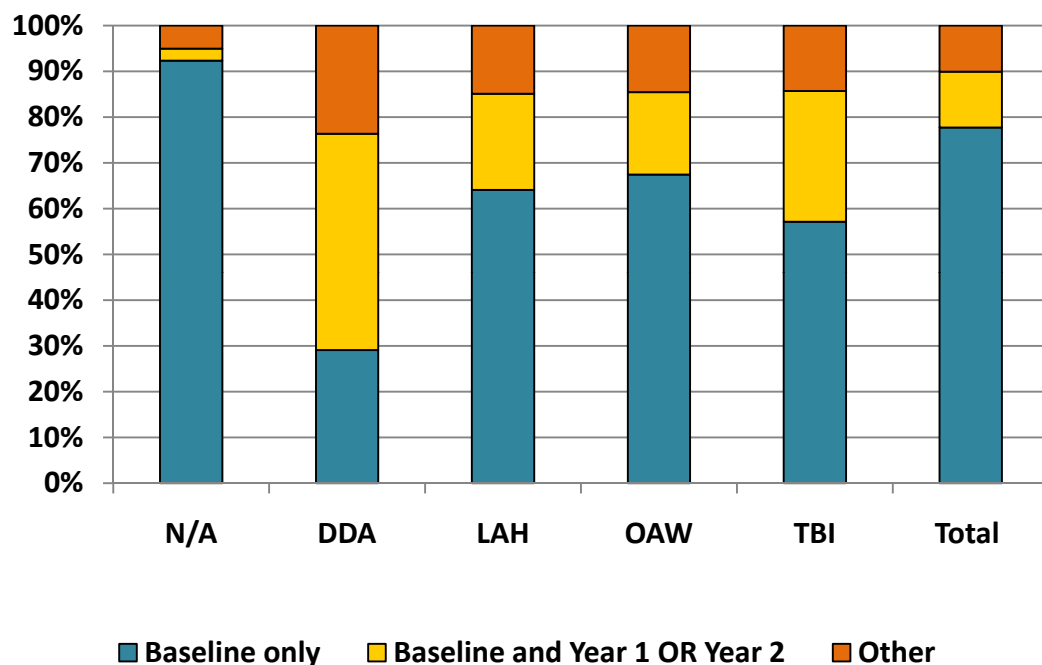
**Note:** The timing of the baseline, Year 1, and Year 2 surveys is based in the date of discharge from institution. Respondents who are “pending” are in the pre-transition process.

**Source:** MFP Administrative Data

Of the QoL Surveys administered between October 2008 and October 2010, the majority (54%) of the respondents fell into the “N/A” destination cohort.

A destination of “N/A” indicates that the respondent was either pending in the MFP transition process or had ended participation in the MFP transition process by the time of this preliminary data analysis.

## Figure 2. Overview of Total Survey Respondent Population, by Destination Cohort, by Survey Time Point



**Note:** “Year 2 only,” “Year 1 only,” and “Year 1 and Year 2 only” cohorts were grouped into the “Other” category.

**Source:** MFP Administrative Data

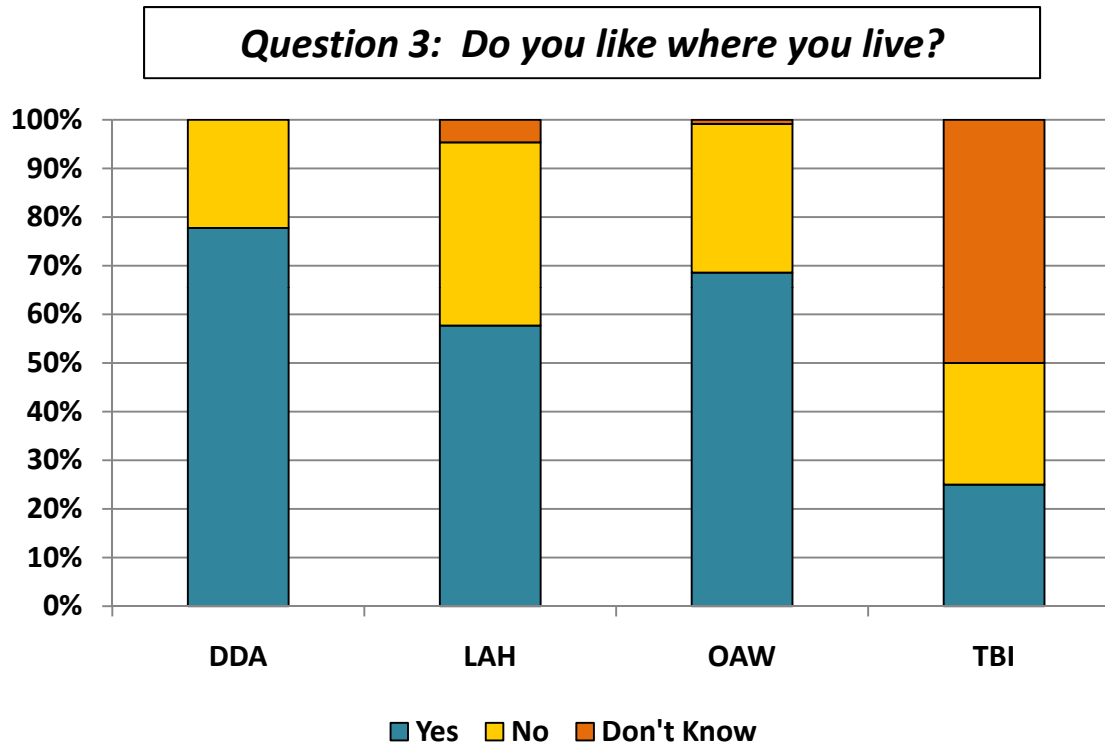
From October 2008 to October 2010, there were 926 unique QoL Survey respondents and 1,106 unique survey encounters. With the exception of the DDA destination cohort, the majority of respondents completed the baseline survey only.

For the total respondent population from October 2008 to October 2010, 77.8% completed the baseline survey only, 11.3% completed the baseline and Year 1 surveys only, and less than 1% completed the entire survey series.



# Baseline Survey Only Cohort

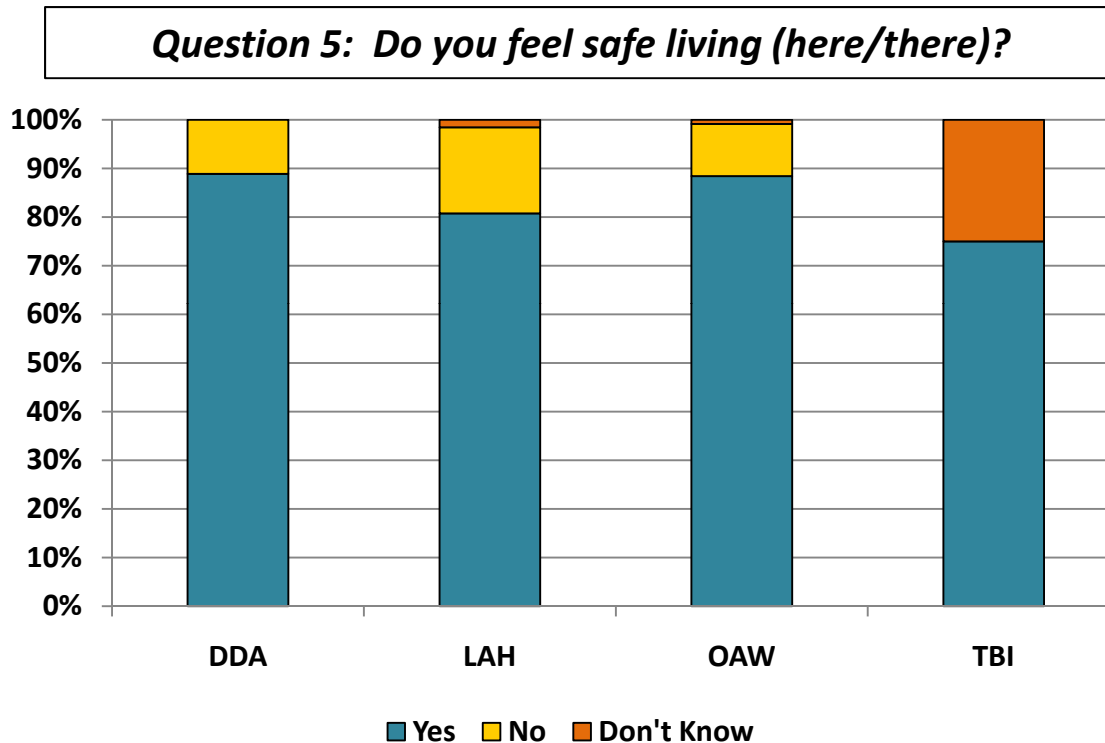
### Figure 3. Question 3 Baseline Survey Responses as a Percentage of Total Destination Cohort Responses



With the exception of the TBI destination cohort, the majority of respondents in each of the other destination cohorts reported that they liked living in their respective institution. Half (50%) of the respondents in the TBI destination cohort reported that they did not know if they liked living in the institution.

Source: MFP Administrative Data

### Figure 4. Question 5 Baseline Survey Responses as a Percentage of Total Destination Cohort Responses



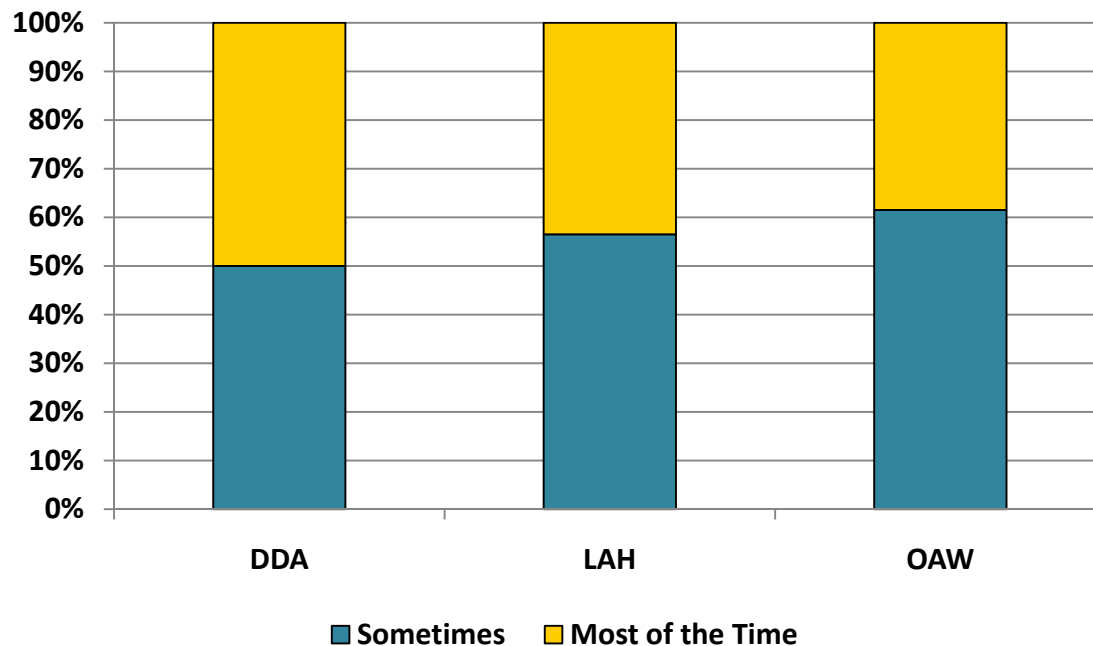
Source: MFP Administrative Data

For each destination cohort, over 70% of respondents reported that they felt safe living in their respective institution.

Of the total baseline survey respondent population, approximately 12% reported that they did not feel safe living in their respective institution.

## Figure 5. Question 5a Baseline Survey Responses as a Percentage of Total Destination Cohort Responses

**Question 5a: How often do you feel unsafe living (here/there)?**



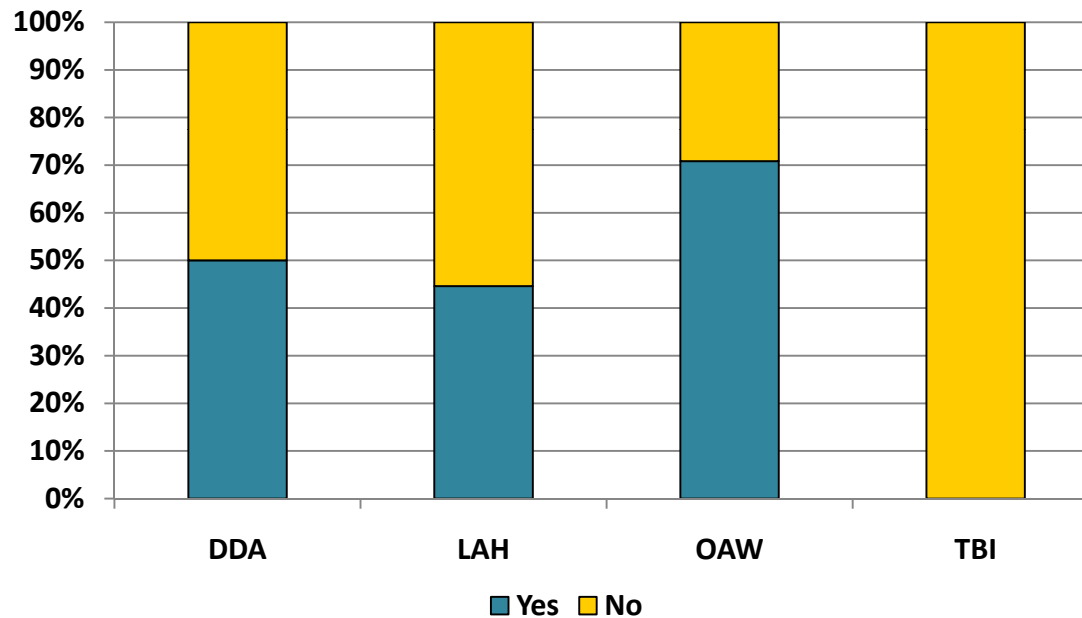
Of the respondents who reported that they did not feel safe residing in their respective institution, approximately half of the survey respondents reported feeling unsafe “most of the time” and half reported feeling unsafe “sometimes.”

**Note:** There were no respondents in the TBI destination cohort for Question 5a. In the following charts, the absence of a destination cohort indicates that there were zero respondents for that in that category for that particular question.

**Source:** MFP Administrative Data

## Figure 6. Question 14 Baseline Survey Responses as a Percentage of Total Destination Cohort Responses

**Question 14: Does anyone help you with things like bathing, dressing, or preparing meals?**



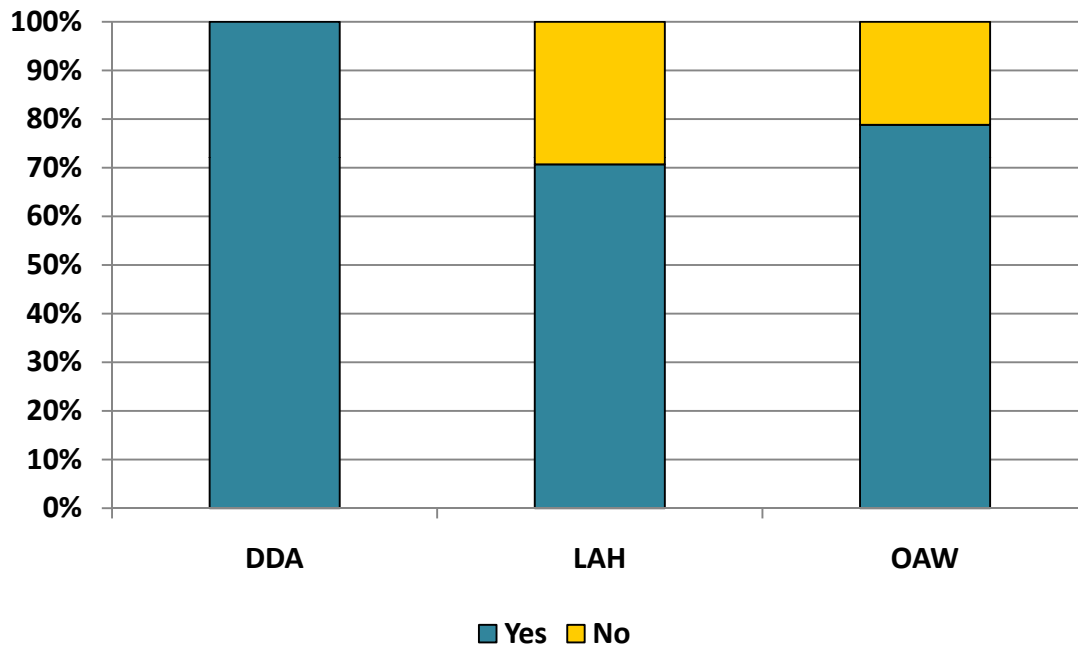
Close to half of the DDA and LAH respondents—and almost three-quarters of the OAW respondents—reported that they received help with things like bathing, dressing, and preparing meals in the institution.

None of the TBI destination cohort respondents reported that they received help with these activities in the institution.

Source: MFP Administrative Data

## Figure 9. Question 22 Baseline Survey Responses as a Percentage of Total Destination Cohort Responses

**Question 22: Do the people who help you treat you the way you want them to?**



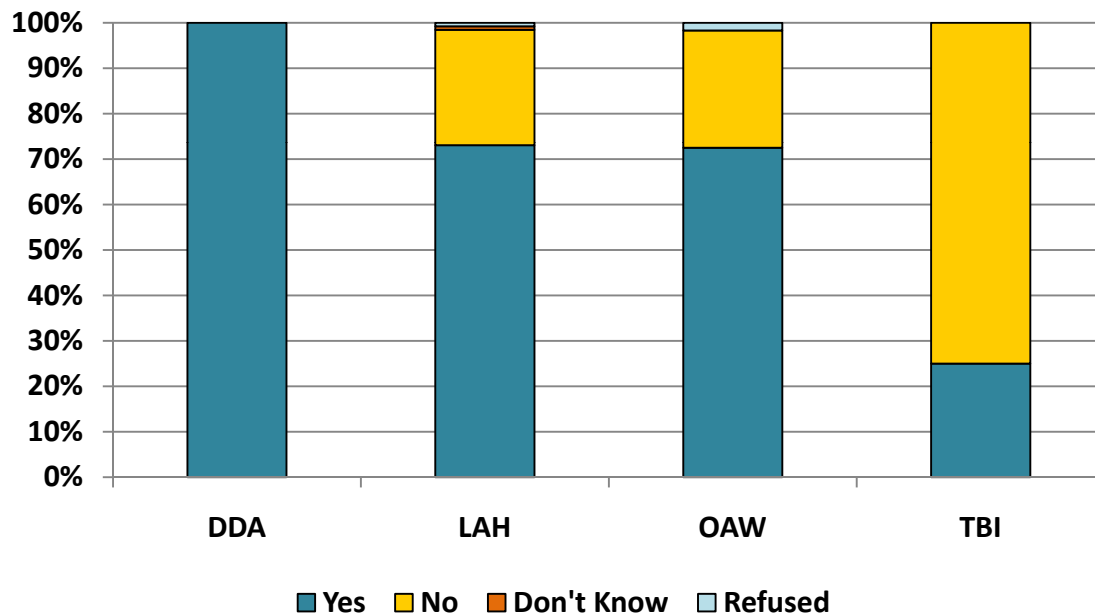
Source: MFP Administrative Data

All of the respondents in the DDA destination cohort reported that the people who provide help treated them the way they desired to be treated.

The largest percentage (30%) of “No” responses in a given cohort was for the LAH destination cohort.

**Figure 10. Question 28 Baseline Survey Responses as a Percentage of Total Destination Cohort Responses**

**Question 28: Can you get to the places you need to go, like work, shopping, or to the doctor's office?**



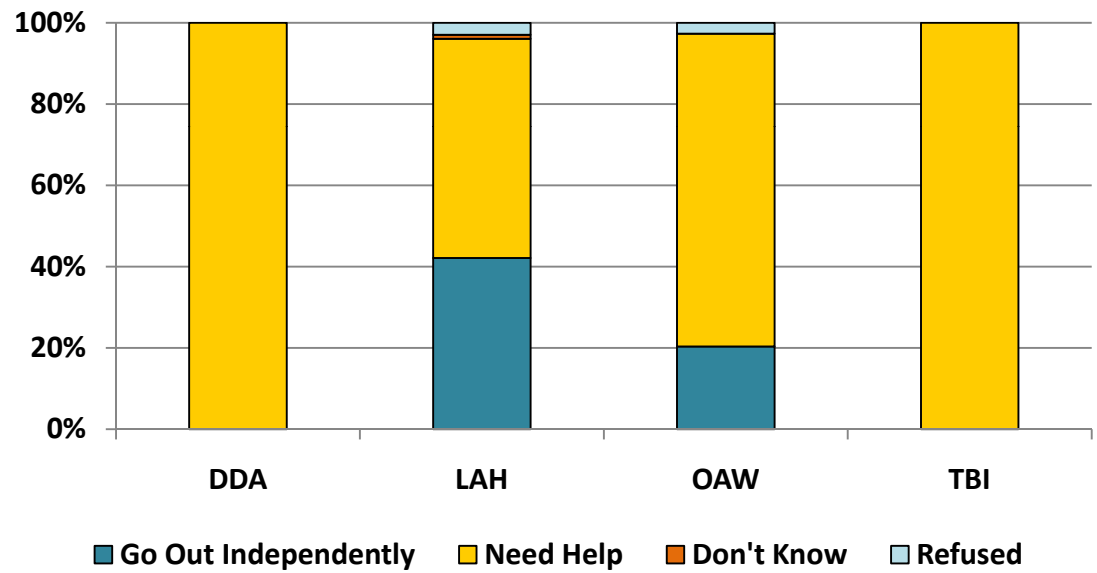
All of the respondents in the DDA destination cohort—but only 25% in the TBI destination cohort—reported that they can get to the various places they need to go in the community. More than 70% of the respondents in the LAH and OAW destination cohorts reported that they are able get to the places they need to go in the community.

**Note:** At baseline, survey respondents are living in an institution.

**Source:** MFP Administrative Data

# Figure 11. Question 30 Baseline Survey Responses as a Percentage of Total Destination Cohort Responses

**Question 30: When you go out, can you go out by yourself or do you need help?**



All of the DDA and TBI respondents reported needing help when they go out. About 77% of OAW respondents and 58% of LAH respondents reported needing help when they go out.

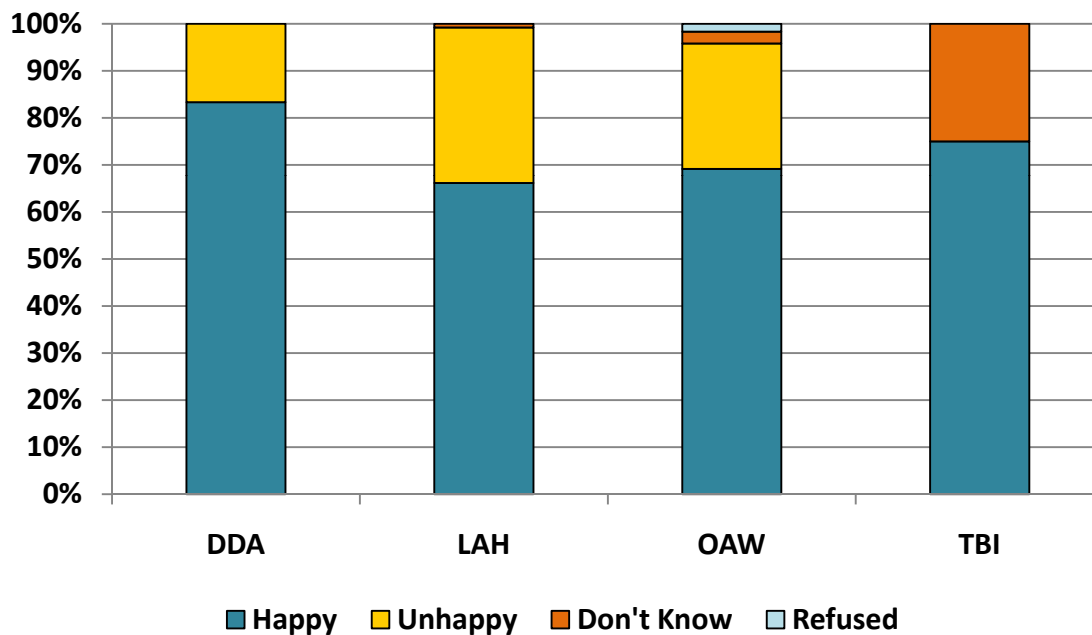
**Note:** At baseline, survey respondents are living in an institution.

**Source:** MFP Administrative Data



## Figure 12. Question 37 Baseline Survey Responses as a Percentage of Total Destination Cohort Responses

**Question 37: During the past week have you been happy or unhappy with the help you get with things around the house or getting around your community?**

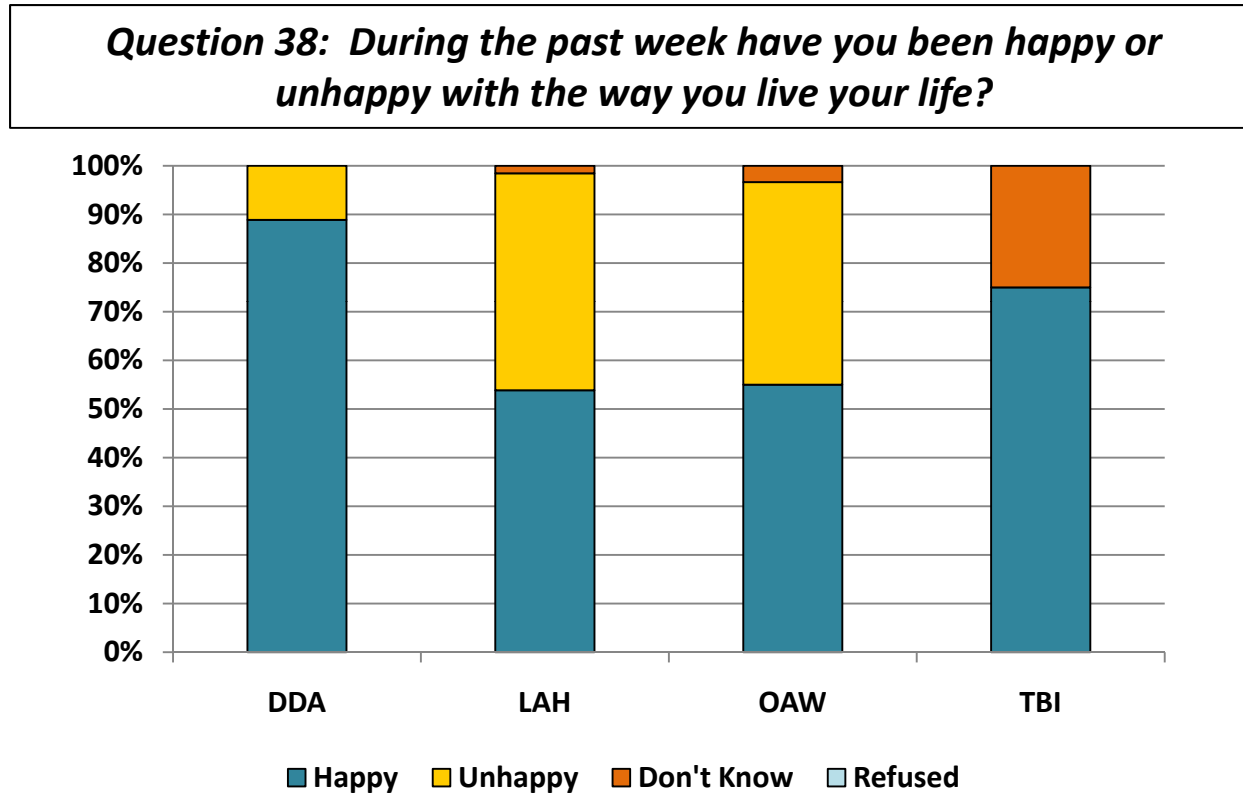


For each destination cohort, 66% or more of respondents reported that they were happy with the help they received in completing activities in their home or community during the prior week. For the LAH destination cohort, 33% of respondents reported that they were unhappy with the help they received.

**Note:** Here it is assumed that the survey respondent's "house" is the respective institution.

**Source:** MFP Administrative Data

### Figure 13. Question 38 Baseline Survey Responses as a Percentage of Total Destination Cohort Responses

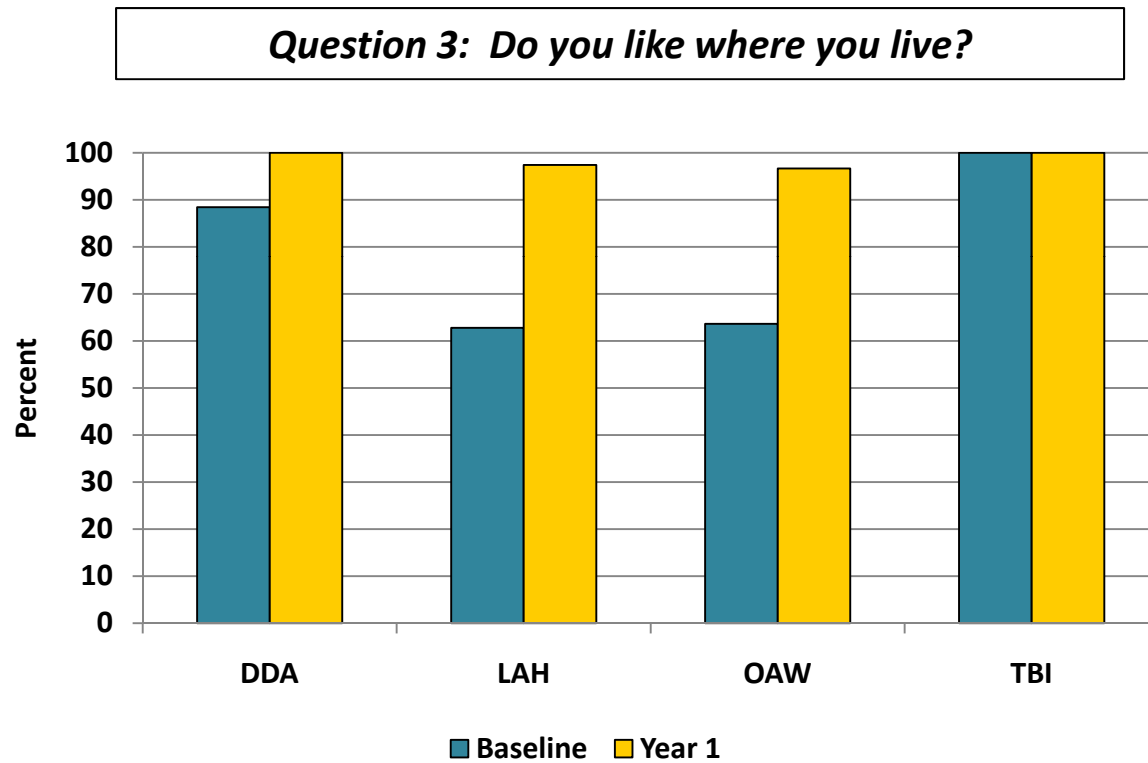


Eighty-nine percent of respondents in the DDA destination cohort reported that they were happy with the way they had lived their life during the prior week. This compares to 54% of LAH respondents, 55% of OAW respondents, and 75% of TBI respondents.

Source: MFP Administrative Data

# Comparison of Baseline and Year 1 Survey Responses

**Figure 14. Question 3 Baseline and Year 1 “Yes” Responses as a Percentage of Total Destination Cohort Responses, by Survey Time Point**

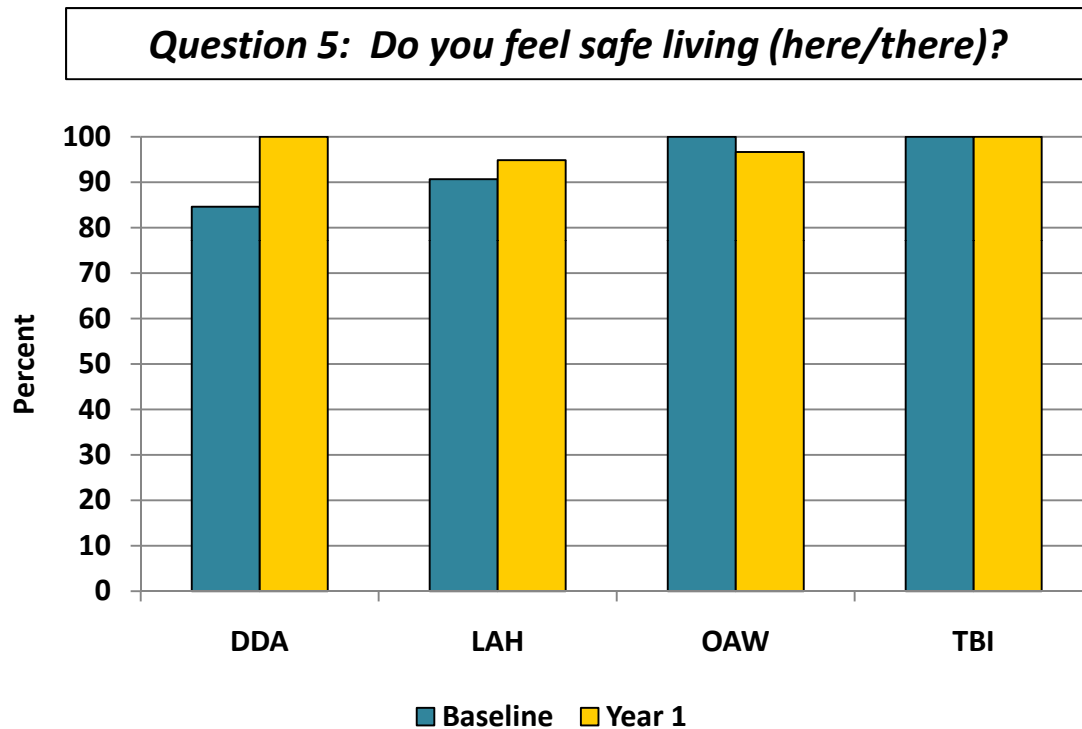


For the DDA, LAH, and OAW destination cohorts, the percentage of “Yes” responses increased from baseline to Year 1.

The largest increase—35 percentage points—was for the LAH cohort.

Source: MFP Administrative Data

**Figure 15. Question 5 Baseline and Year 1 “Yes” Responses as a Percentage of Total Destination Cohort Responses, by Survey Time Point**



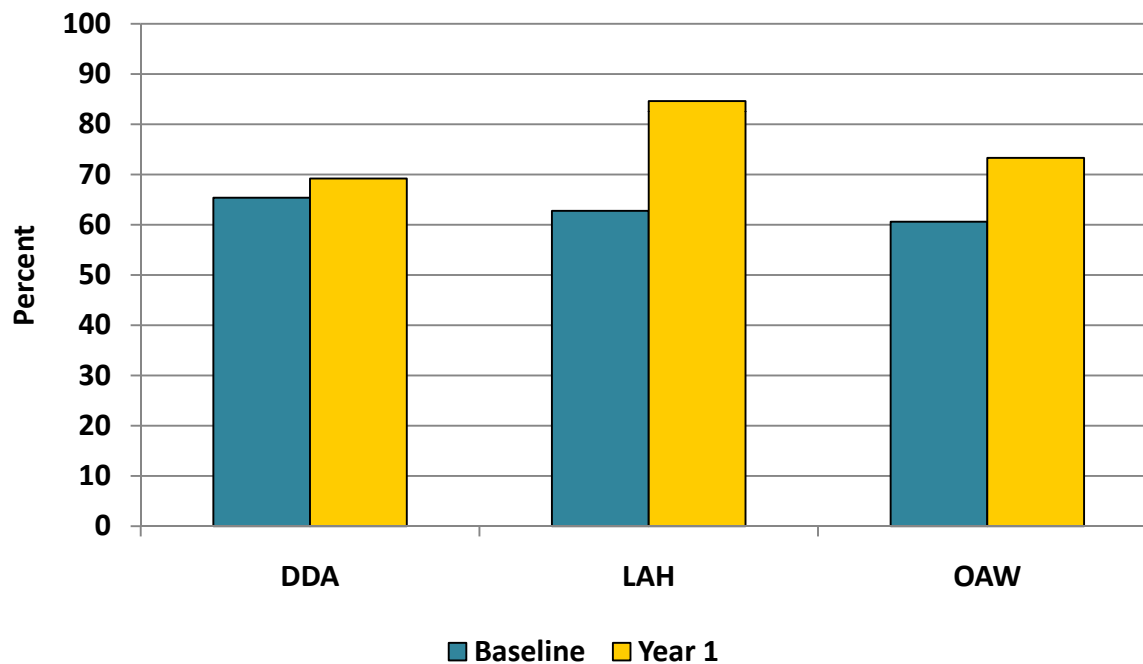
For the OAW destination cohort, the percentage of “Yes” responses decreased from baseline to Year 1 by 3 percentage points.

The increase from baseline to Year 1 for the DDA and LAH destination cohorts was 15 and 4 percentage points, respectively.

Source: MFP Administrative Data

**Figure 16. Question 14 Baseline and Year 1 “Yes” Responses as a Percentage of Total Destination Cohort Responses, by Survey Time Point**

*Question 14: Does anyone help you with things like bathing, dressing, or preparing meals?*



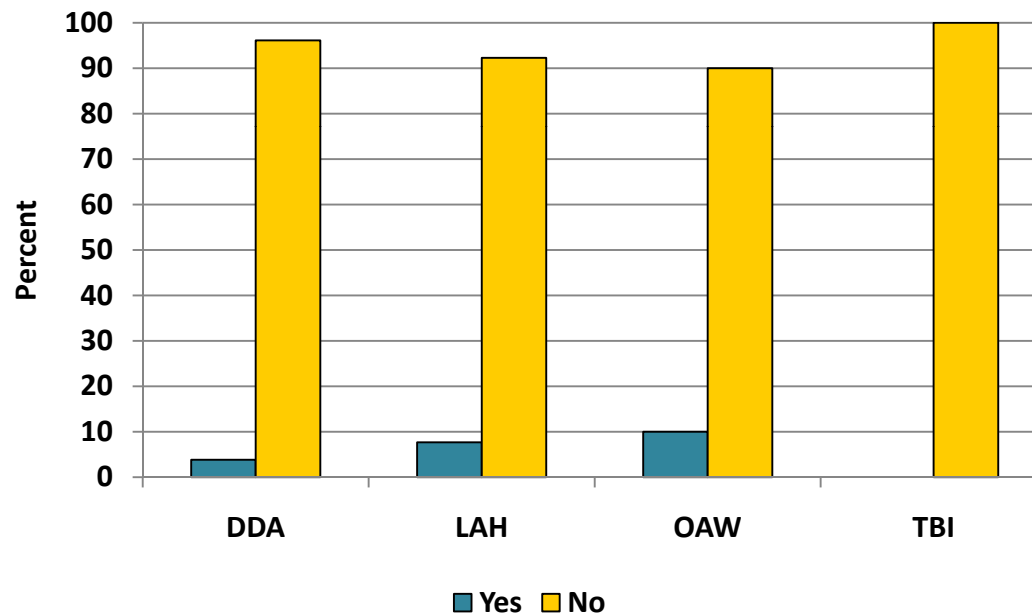
For each destination cohort, the percentage of “Yes” responses increased from baseline to Year 1.

The largest increase—22 percentage points—was for the LAH destination cohort.

Source: MFP Administrative Data

## Figure 17. Question 20 Year 1 Responses as a Percentage of Total Destination Cohort Responses for Year 1 Surveys Only

**Question 20: Do you need more help with things around the house than you are currently receiving? [AFTER TRANSITION ONLY]**



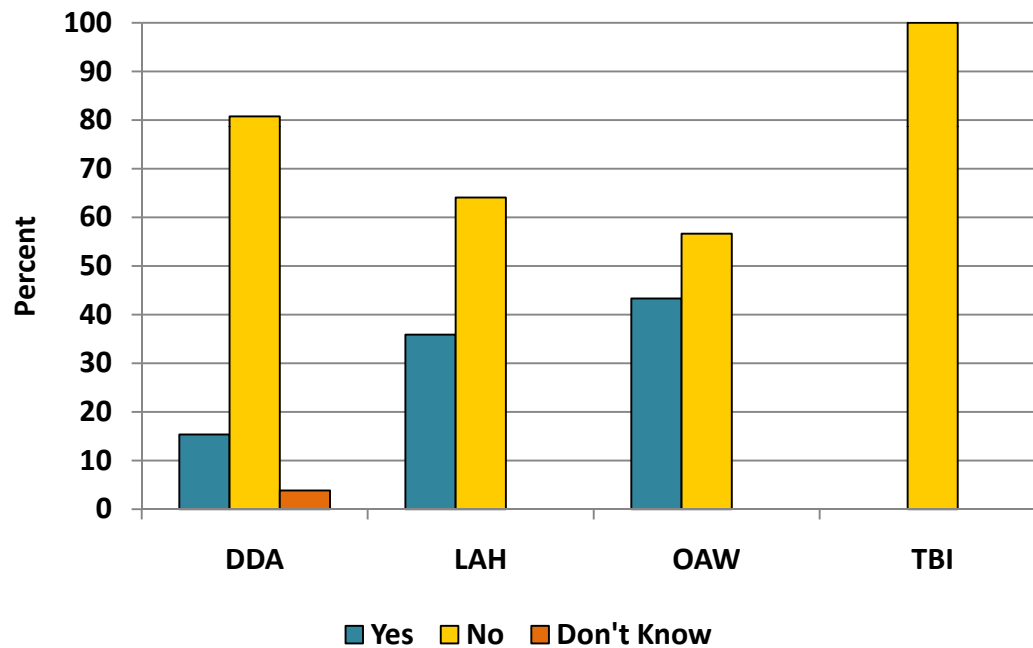
At the Year 1 time point, 94% of total survey respondents reported that they did not need additional help around the house.

Ten percent of OAW cohort respondents reported that they needed additional help around the house, compared to 8% of LAH cohort respondents and 4% of DDA cohort respondents.

Source: MFP Administrative Data

## Figure 18. Question 21 Year 1 Responses as a Percentage of Total Destination Cohort Responses for Year 1 Surveys Only

**Question 21: During the last week, did any family member or friends help you with things around the house? [AFTER TRANSITION ONLY]**



At the Year 1 time point, 67% of all survey respondents reported that they had not received help with things around the house from family members or friends.

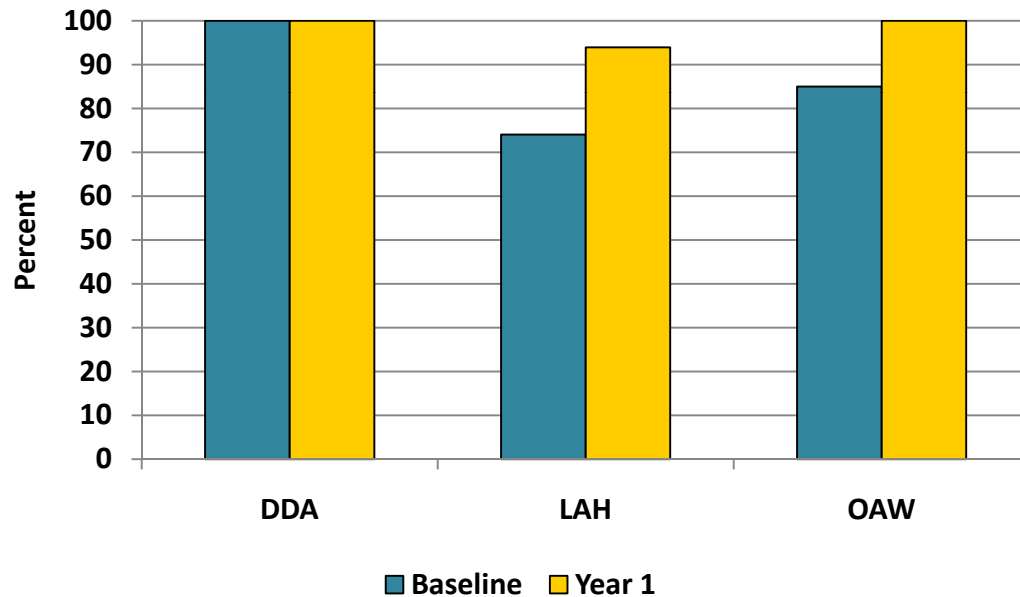
Forty-four percent of the OAW cohort reported that they had received help, compared to 36% of the LAH cohort and 16% of the DDA cohort.

Source: MFP Administrative Data



**Figure 19. Question 22 Baseline and Year 1 “Yes” Responses as a Percentage of Total Destination Cohort Responses, by Survey Time Point**

*Question 22: Do the people who help you treat you the way you want them to?*

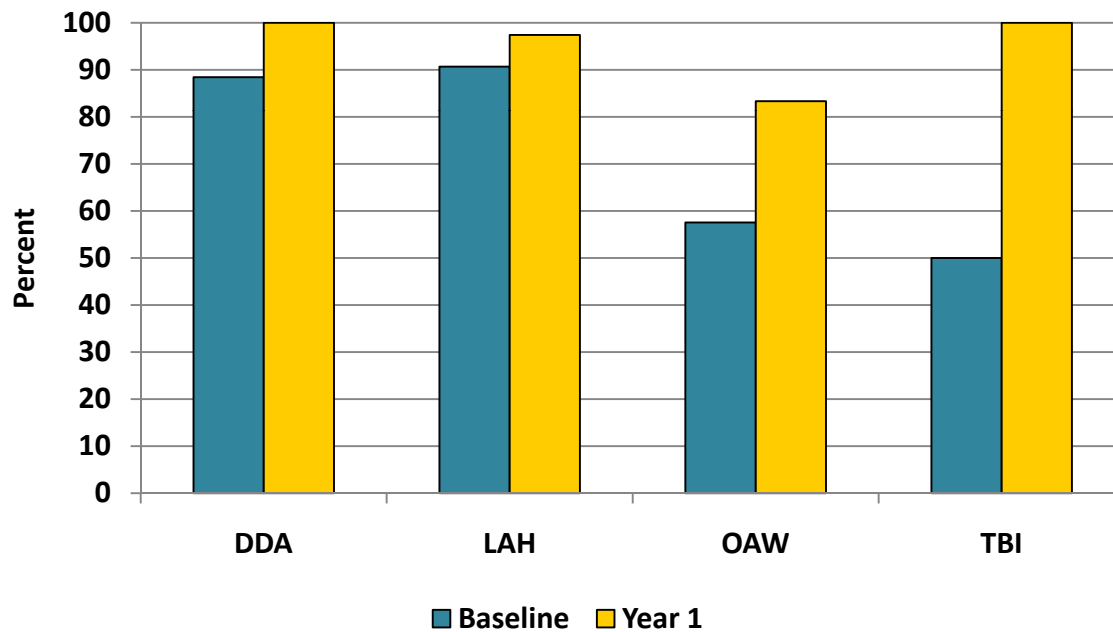


The percentage of “Yes” responses increased from baseline to Year 1 for the LAH and OAW destination cohorts by 20 and 15 percentage points, respectively.

Source: MFP Administrative Data

**Figure 20. Question 28 Baseline and Year 1 “Yes” Responses as a Percentage of Total Destination Cohort Responses, by Survey Time Point**

*Question 28: Can you get to the places you need to go, like work, shopping, or to the doctor’s office?*

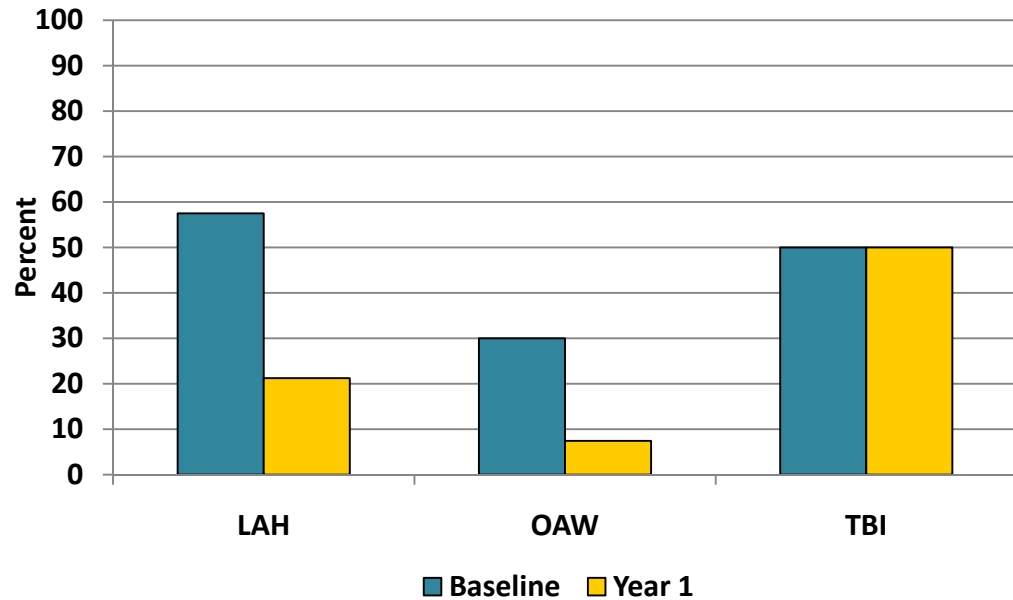


The percentage of “Yes” responses increased from baseline to Year 1 for each destination cohort. The TBI cohort had the largest increase (50 percentage points).

Source: MFP Administrative Data

**Figure 21. Question 30 Baseline and Year 1 “Go Out Independently” as a Percentage of Total Destination Cohort Responses, by Survey Time Point**

*Question 30: When you go out, can you go out by yourself or do you need help?*

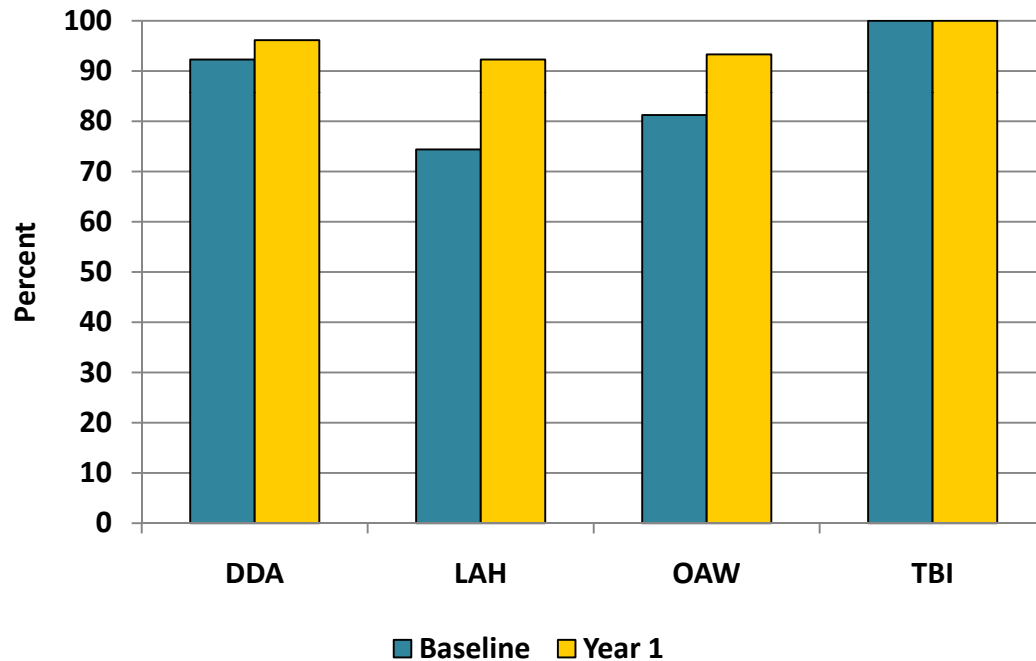


The percentage of “Go Out Independently” responses decreased from baseline to Year 1 for the LAH and OAW destination cohorts by 36 and 23 percentage points, respectively.

Source: MFP Administrative Data

**Figure 22. Question 37 Baseline and Year 1 “Happy” Responses as a Percentage of Total Destination Cohort Responses, by Survey Time Point**

*Question 37: During the past week have you been happy or unhappy with the help you get with things around the house or getting around your community?*

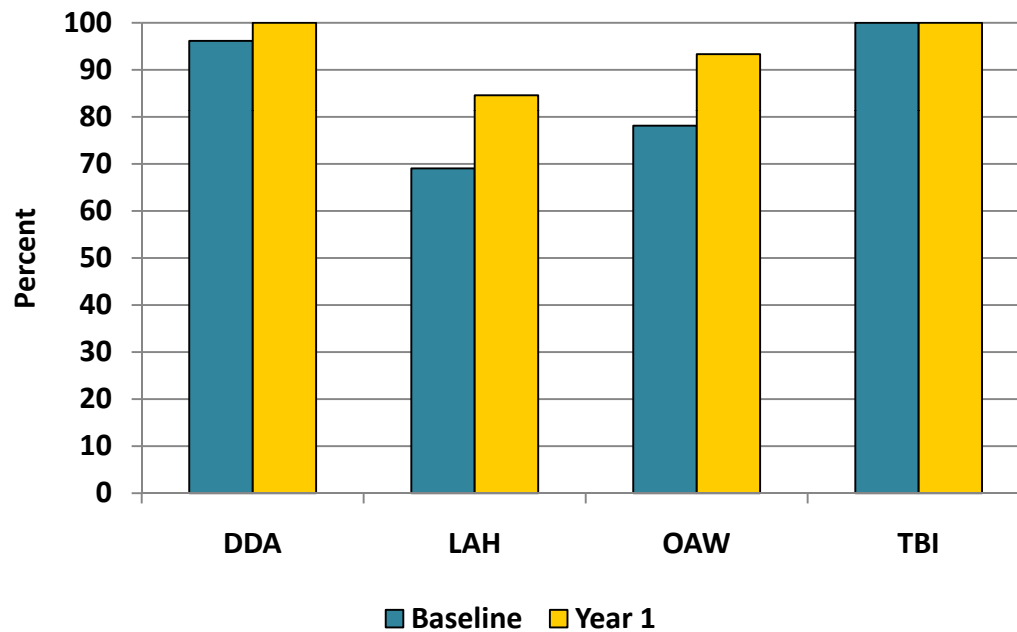


The percentage of “Happy” responses for the DDA, LAH, and OAW destination cohorts increased from baseline to Year 1 by 4, 18, and 12 percentage points, respectively.

Source: MFP Administrative Data

## Figure 23. Question 38 “Happy” Responses as a Percentage of Total Destination Cohort “Happy” Responses, by Survey Time Point

**Question 38: During the past week have you been happy or unhappy with the way you live your life?**



For the DDA, LAH, and OAW destination cohorts, the percentage of “Happy” responses increased from baseline to Year 1 by 4, 16, and 15 percentage points, respectively.

Source: MFP Administrative Data

## Summary of Preliminary Analysis

**Q3:** A greater percentage of respondents reported that they liked living in their community-based residence compared to their institutional residence.

**Q5:** For the DDA and LAH cohorts, a greater percentage of respondents felt safe living in the community compared to living in the institutions.

**Q14:** For each destination cohort, a greater percentage of respondents reported that they received more help with things like bathing, dressing, or preparing meals while residing in the community than while residing in the institution.

**Q20:** After transition, the majority of respondents reported that they did not need more help than they were receiving at that time.

**Q21:** After transition, the majority of respondents reported that they did not receive help from a family member or friend with things around the house.

## Summary of Preliminary Analysis

**Q22:** The majority of respondents in each destination cohort reported that they were being treated the way they wanted to be treated by individuals who help them. A greater percentage of respondents reported their satisfaction at Year 1 than at baseline.

**Q28:** For each destination cohort, a greater percentage of respondents reported that they were better able to get to the places they needed to go while residing in the community than while residing in the institution.

**Q30:** For the LAH and OAW cohorts, fewer respondents reported that they were able to go out independently at Year 1 compared to at baseline.

**Q37:** A greater percentage of respondents reported being happy with the help they received around the house or getting around the community at Year 1 compared to at baseline.

**Q38:** A greater percentage of respondents reported being happy with the way they were living their life at Year 1 compared to at baseline.



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