

Home Safety Modification Pilot Program Metrics

November 2020 – December 2024



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Program Metrics – Client Overview



Program Metrics	Since Inception
Number of clients referred /applications completed	169/152
Average age of clients & range	79 average age (61-102)
Median income	\$63,972
Location of clients	Aquinnah - 3 Chilmark - 4 Edgartown - 56 Oak Bluffs - 29 Tisbury - 47 West Tisbury - 30
Household size	1-82; 2-83; 3-2; 4-1; 5-1
% who qualified for full subsidy (100%)	72%
% who qualified for partial subsidy (paid 10% of total)	11%
% who qualified for partial subsidy (20% of total)	12%
% who paid 100%	4%
Other (funding from other sources)	1%

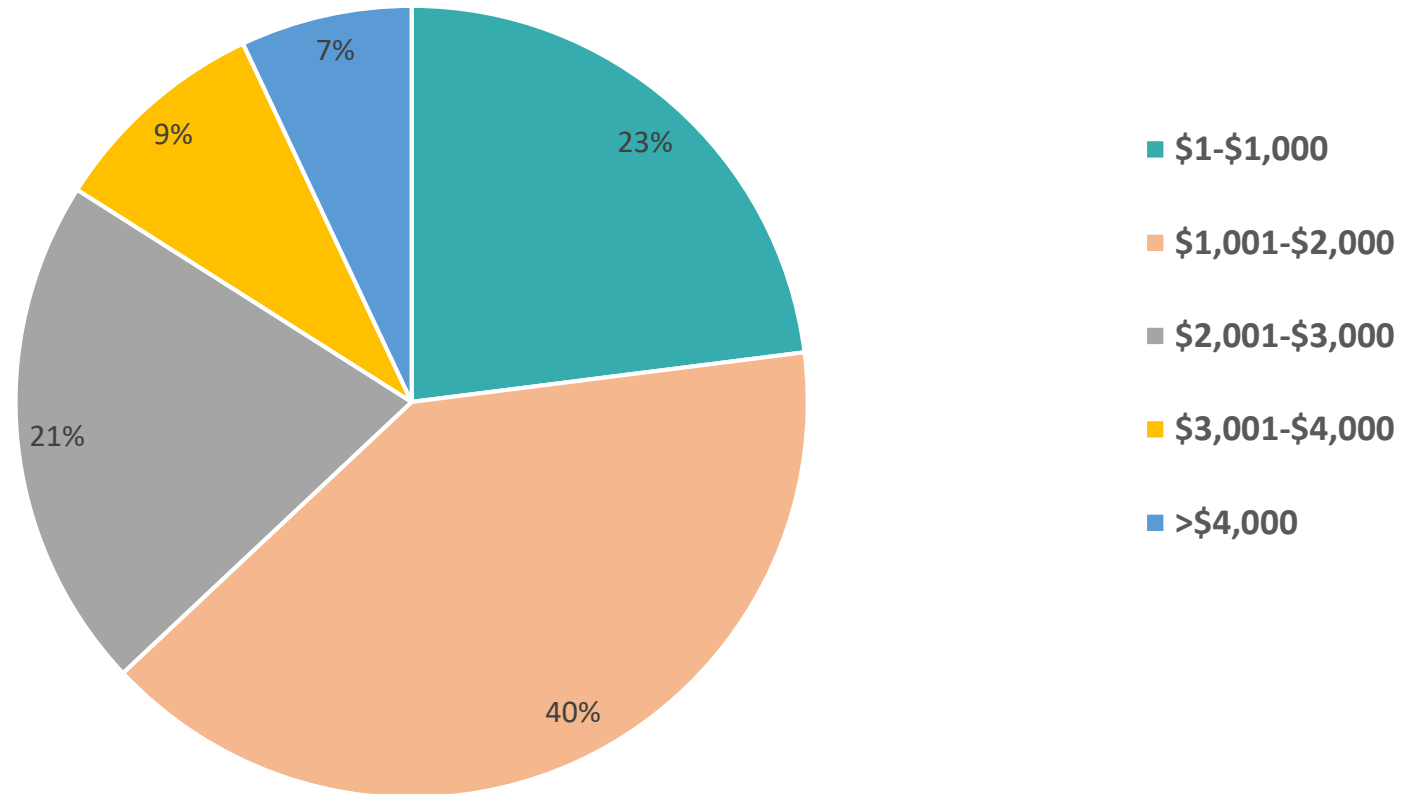
Program Metrics – Program Status

	Since Inception
Work completed	152*
Work to-be-completed	No significant delays
Modifications fall outside program scope and referred to other programs	3 referrals
Average project cost and range	\$1,723 (\$120 - \$6,066)
Average time to complete work (from application to complete)	1.8 months (1 week - 6 months)
Average age of home	53 years

* Includes additional projects for former clients

63% of projects fall under \$2,000

Project Cost



Program metrics – Modification types

Type of modification (completed projects)	% of participants since inception
Grab bars	87%
Stairwell Banisters	59%
Outdoor Railings	65%
Lighting	12%
Smoke/fire detectors	14%
Taping down rugs	13%
Other*	53%
% who had outside work completed (includes railings)	92%

* includes: secure bookshelves to wall, build terraced walkway with handrails, secure wheelchair ramp, non-skid stair strips, install metal wheelchair ramp, build short/straight ramps, install bench in outside shower, install hand-held shower, removed and replaced rotten decking

Program metrics- Client Survey results*

Post Modification Survey results – Since Inception (n=73)	% of participants
Reported falls on property before modification completed	54%
Reported falls on property since modification completed	12%
Ever treated for a fall either as an outpatient or hospitalized	44%
Experience with project (strongly agree with the following statements)	
-I was kept informed	98%
-I was treated with respect by everyone	99%
-Modifications made to my home have increased my safety	99%
-I believe these modifications will allow me to stay in my home as I age	98%
-I would recommend this program to my friends and homeowners who are 65 and older	99%

*These results are based on the initial surveys conducted after work was completed

Longer Term Fall Data – We are seeing fall rates staying lower than pre-modification*

Post Modification Survey results – Since Inception (n=18)	% of participants
Reported falls at home in the past 12 months	33%
Reported falls outside the home in past 12 months	39%
Ever treated for a fall either as an outpatient or hospitalized	28%
Home modifications impact on quality of life on a scale of 1 to 5	5 - 61%
	4 – 11%
22% did not fill in	3 – 6%
Home modifications impact on your ability to age in place on scale 1 to 5	5 – 56%
	4 – 39%
22% did not fill in	

*These results are follow-up surveys 24 months or longer after work was completed

Client Testimonials

Thank goodness 1000 times that the grab bars were installed. The Island is a great place to grow old because of programs like these.

Very pleased and grateful. I have recommended the program to other elderly people. Thank you for keeping us safe.

Thank you Diane for your prompt response and approval of my application. I am grateful to Catie Blake for her assistance.

The railings and shower bars are wonderful. Thank you.

The access ramp has helped greatly with my wife's mobility and access to our car.

The whole process was beautifully & professionally executed. Have recommended it to several friends. Many thanks!

You are doing a necessary and great job!

The bars in the tub were the best of all. The rest were good too. Thank you.

The project was done quickly and efficiently.

Thank you for installing the railings and the grab bars. I use them all the time.

The modifications have increased the safety of my husband, especially in the bathroom and our entry way.

The modifications program on MV is tremendous and has given me peace of mind.

Client Testimonials

The process was seamless. Everyone involved was wonderful; courteous and went beyond my expectations. I couldn't be happier.

Everything was perfect. Jack and the 2 workmen were great, on time, made good suggestions, and brought good materials. I am so glad I/they did this. Bless this Island!

It's very gratifying & empowering to have aging issues recognized and helped.

I am very grateful for this program. The generosity of this community is one important reason that my recovery has been as successful as it has been for someone my age.

I really did not want grab bars, but I love them, use them like an old friend.

Now I feel safer living alone in my home. Thank you so much.

Was very impressed with the entire process. The final product has left me feeling much safer in my home. The workmanship was excellent. Everyone was polite and helpful.

Uenes did an outstanding job. I feel much safer. My daughter and I have been using the handrails every day.

Workmen were very polite and thoughtful. I couldn't be happier with the result.

Thank you! The modifications have made a big difference.

Thank you for this extraordinary program. Everything about it exceeded expectation. It enables me to get around with daily life. The carpenters were exceptional

Thank you, you made my life so much easier and safer.

Client Testimonials reveal 3 key messages

Responsive

Everything was perfect. Jack and the 2 workmen were great, on time, made good suggestions, and brought good materials

The process was seamless

Feeling Safer

Now I feel safer living alone in my home.

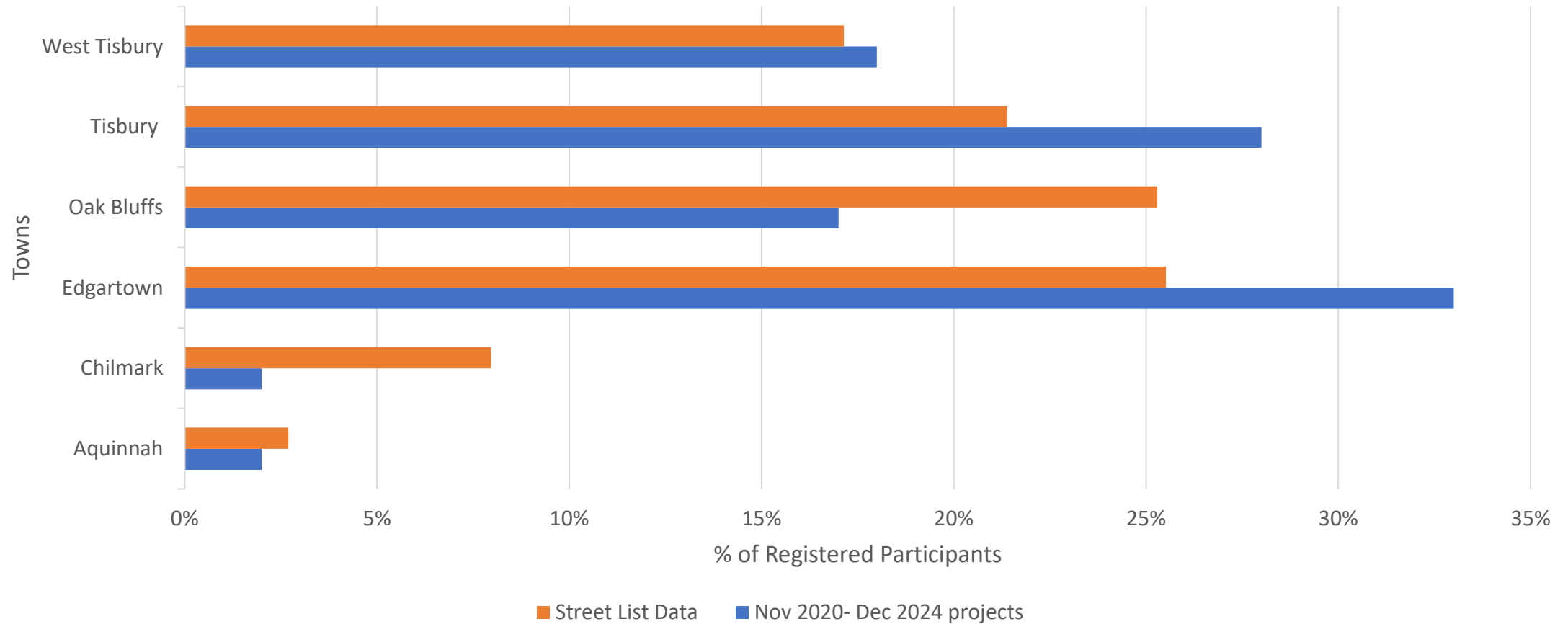
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Work Product

The contractors did a terrific job

The workmanship was excellent

Participant Distribution by Town is growing closer to Older Adult population



2024 Stretch Objectives (Calendar year)

Criteria	Goal	2024 Results
NUMBER OF PARTICIPANTS		
	-50 registered participants & 35 completed projects	-Exceeded goal (58 registered (+8), 51 completed (+16))
REACH		
-Improve geographic diversity	-balanced utilization across towns	Continuing to improve
-Improve income diversity	-15% of participants pay 100%	6% (up from 5% in 2023)
-Develop goodwill ambassadors	-1-2 organizations “adopt us”	-exploration underway
OPERATIONAL		
-Look for cost reduction opportunities	-Establish discounts with local suppliers	-exploration underway
-Broaden scope of our program	Identify and trial cost-effective wheelchair ramp options	-trialing model of loaners and metal ramps are being used when appropriate
-Out-of-program scope options	Explore partnerships/hand-offs to other providers	Test case underway with CEDAC for out of scope programs

2024 Success Metrics

Criteria	2024 Results	Insight
Number of participants and average cost of modifications (50/35)	Exceeded goal : 58/51 Average cost of modification - \$1,972 (2023 = \$1,933)	Slight increase in average cost of modification due to complexity of work in a few cases
Satisfaction/impact on quality of life for participants (pre/post surveys)	2 satisfaction measures (increase in safety, likelihood to age-in-place); >+ 98%	Consistent high marks since program inception
Reduction of falls (in-home)	Pre/Post Surveys – 54% previous; 12% post	Pre falls slightly up; well below national average for falls post
Cost savings of falls reduction (against national norms) based on pre/post survey data	Cost of falls to our participants pre-modification = \$2.94M Cost of falls for our participants post modification = \$650,894 First year program savings demonstrated = >\$2.278M	January 20, 2023 Cost of Inpatient Falls and Cost-Benefit Analysis of Implementation of an Evidence-Based Fall Prevention Program (\$35,685 per fall = direct costs)
Increase in awareness of the program	Change in mix of participants by geography (support by all COAs)	Has become more aligned with town population

Our clients have a much higher likelihood to have fallen than the general MVH Older Adult population before modification*



2024 65+ Island Data

Question 1 have you fallen and hurt yourself in the past year?

Yes = **9.4%**

Question 2 Have you fallen 2 or more times in the past year?

Yes = **8%**

Question 3 Are you afraid you might fall because of balance or walking problems?

Yes = **11%**



Potential referrals to Matter of Balance program



HSMP Participant Data (pre/post survey responses thru Dec 2024)

Q1:

54% HMP participants pre-modification (44% required outpatient or hospitalization)

12% post-modification which is less than general OA national population (see next page)

Note HSMP data includes only falls at home

*MVH STRIDE Data



The CDC weighs in; falls are serious and costly*

Each year, millions of older people—those 65 and older—fall. **In fact, more than one out of four older people falls each year, but less than half tell their doctor.** Falling once doubles your chances of falling again.

- One out of 10 falls results in an injury that causes the older adult to restrict their activities for a day or more or to seek attention from the healthcare system.
- Each year, there are about 3 million emergency department visits due to older people falls.
- Each year, there are about 1 million fall-related hospitalizations among older adults.
- In 2019, 83% percent of hip fracture deaths and 88% of emergency department visits and hospitalizations for hip fractures were caused by falls.
- Each year, nearly 319,000 older people are hospitalized for hip fractures.
- Falls are the most common cause of traumatic brain injuries (TBI).



EXAMPLE OF FINISHED WORK

- Installed handrails on both sides of stairs and extended railing to the front door with a grab bar next to door

ANOTHER EXAMPLE OF FINISHED WORK

This participant had no safe way to walk up to her house. The contractor built this walkway with handrails



GRAB BAR EXAMPLES

Bars were added to two places in the tub/shower. Grab bars in the bathroom were a common request by participants



ANOTHER GRAB BAR EXAMPLE

Grab bars were added
next to the toilet on
two sides



HANDRAIL EXAMPLE

Handrails added to a winding staircase.
Handrails – inside or outside, and sometimes both - were provided to 75% of the participants.



OUTSIDE WORK

New step added to the stairs and handrails on both sides with grab bar by the door



ANOTHER EXAMPLE OF OUTDOOR WORK

Grab bars and new
bench for the outdoor
shower



EXAMPLE OF BATHROOM SAFETY WORK

Toilet Paper holder
changed to a grab bar
and toilet paper
holder



BATHROOM SAFETY

Grab bars installed from bedroom all the way to the shower and in the shower



HANDRAIL EXAMPLE

Handrails added to both sides of the basement staircase.



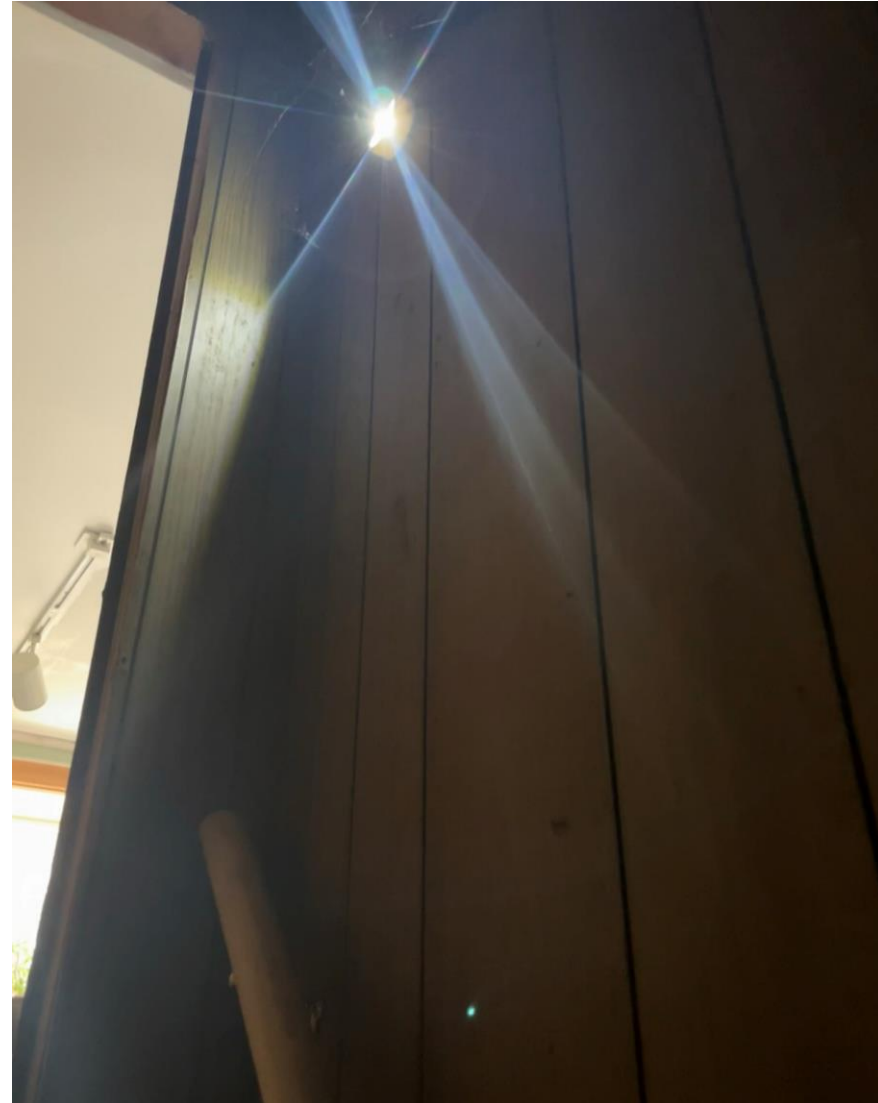
ANOTHER HANDRAIL EXAMPLE

Handrails added to
the staircase



SAFETY WORK

Light was added to
the top of dark
basement stairs



WHEELCHAIR RAMP

Owner supplied metal ramp was installed for wheelchair access



MORE HANDRAILS

Handrails added to
basement stairs

A much safer way to
get to the basement
to do laundry



ADDITIONAL WORK

Contractors removed and replaced old bathroom tile with a new shower surround

