

Volunteer Driver TurnKey Kit

Planning Implementation Evaluation



Quality of Life Assessment Instruments

Quality of life among older persons has been examined from the perspectives of general health and well-being, psychological and mental health status, social functioning, and life satisfaction. Based on these four perspectives, key standardized assessment instruments relevant to volunteer transportation programs are identified below. In addition to standardized quality of life measures, the Beverly Foundation has developed several sets of indicators which can be used to evaluate the satisfaction of participants about the programs.

The Beverly Foundation identified the “5 A’s of Senior Friendly Transportation” after conducting extensive focus group and survey research with senior drivers, seniors riders and caregivers concerned about senior mobility. The 5A’s have been adapted as criteria for standards in senior transportation by government and non-profit agencies at the national and local level. The 5 A’s are: availability, acceptability, accessibility, adaptability and affordability.



Senior Friendliness Calculators

Standardized Measures. Validated instruments to measure physical, mental and social health and well-being can be administered to participants of volunteer transportation programs for the purpose of assessing the impact of the programs.

1. Assessment of General Health and Well-being

a. General Health and Well-being Survey (SF-36)

Source: Ware, J.E. 1998. The SF-36 Health Survey. In M.E. Maruish (Ed.) *The Use Of Psychological Testing For Treatment Planning And Outcome Assessment* (Second Ed.) Mahwah, N.J.: Lawrence Erlbaum Associates.

Description: The SF-36 is a self-reporting multipurpose scale used for assessing health-related quality of life for eight concepts of physical and mental health: physical functioning, role limitations due to physical health problems, role limitations due to emotional health problems, social functioning, emotional well-being, pain, energy and/or fatigue, and general health perceptions. Outcome measures are scored from 0 to 100 representing optimal health and 0 representing the poorest health on the scale. This scale has been modified into several versions.

b. Older Americans Resources and Services Multidimensional Functional Assessment Questionnaire (OARS MFAQ OR OARS)

Source: Laurie, W. F. 1978. The Cleveland Experience: Functional Status and Services Use, in *Multidimensional Functional Assessment: The OARS Methodology*, Duke University Center for the Study of Aging and Human Development, Durham, N.C. Duke University.



Description: This questionnaire is used for general multidimensional assessment of the elderly (overall personal functional status and service use). The questionnaire yields information about functional activity in five domains:

- Social resources: quantity and quality of relationships with friends and family; availability of care in time of need
- Economic resources: adequacy of income and resources
- Mental health: extent of psychiatric well-being.
- Physical health: presence of physical disorders participation in physical activities.
- ADL: capacity to perform various instrumental and physical (or bodily care) tasks that permit individuals to live independently.

2. Assessment of Psychological and Mental Health Status

a. Center of Epidemiological Studies Depression Scale (CES-D)

Source: Hooker, K., Monahan, D., Shifren, K., & Hutchinson, C. 1992. Mental and physical health of spouse caregivers: the role of personality. *Psychology and Aging* 7(3):367-375.

Description: The CES-D is designed to measure depressive symptomatology in the general population. It measures current levels of depression with an emphasis on the affective component. The CES-D was developed from a pool of items from previously validated depression scales and has been used with older adults as well as spouse caregivers. The CES-D can be utilized at the time of initiation of intervention (e.g. receiving transportation service) and three months after the intervention.

b. Quality of Life Inventory (QOLI®)

Source: Michael B. Frisch, PhD. Pearson Assessments.
pearsonassessment@pearson.com

Description: The QOLI test is a measure of positive psychology and mental health. In assessing the older individuals, the instrument can be used to help measure "successful aging" as defined by leaders in the field. Brief but comprehensive, the QOLI assessment from Pearson Assessments yields an overall score and a profile of problems and strengths in 16 areas of life such as love, work and play. The QOLI test is a measure of positive psychology and mental health.



3. Assessment of Social Functioning

Lubben Social Support Network Scale (LSNS)

Source: Lubben, J.E. and M. Gironda. 1997. Social support among elderly people in the United States. In *The social networks of elderly people*, ed. Litwin, H. 143-61. Westport, CT. Praeger.

Description: The LSNS measures the social relationships and is widely adopted for measuring the social aspect of quality of life among older adults. The scale measures three dimensions of social networks and support: family, friends, and mutual support. Three items address the individual's family relationships such as size of active family network, size of intimate family network, and frequency of contact with family. Three items similarly address relationships with friends and another four items evaluate interdependent relationships. The LSNS can be administered at initial assessment, and one week and three months intervals to track changes in social support level of volunteer transportation participants (e.g. as a result of getting rides to the senior center, the participant's social network scale is higher due to the chance to see her friends more frequently.)

4. Assessment of Life Satisfaction:

Life Satisfaction Index (LSI).

Source: Havighurst, R.J.; Neugarten, B.L.; and Tobin, S.S. The measurement of life satisfaction. *Journal of Gerontology* . 16 (1961): 134-143.

Description: This index was designed to rate 5 dimensions of life satisfaction: zest versus apathy; resolution and fortitude; congruence between desired and achieved goals; self-concept; and mood tone. Several versions of this scale have been developed. Following are some sample statements about life to be checked by respondents as "agree", "disagree" or "don't know".

- As I grow older, things seem better than I thought they would be.
- This is the dreariest time of my life.
- I am just as happy as when I was younger.
- Most of the things I do are boring or monotonous.
- The things I do are as interesting to me as they ever were.
- I feel old and tired.
- As I look back on my life, I am fairly well satisfied.
- I've gotten pretty much what I expected out of life.
- Compared to other people my age, I make a good appearance.
- I have made plans for things I'll be doing a month or a year from now.



References:

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Websites:

www.pearsonassessment.com

www.qolid.org

www.qualitymetric.com