

## Chanda Center for Health: A Snapshot of the Annual Evaluation Report 2020

The Chanda Center for Health (CCFH) partnered with Research Evaluation Consulting (REC) to evaluate the programs and services offered to CCFH participants. This snapshot document highlights key findings from this evaluation project, which will be used to improve advocacy, systems change, and offerings to CCFH participants. However, REC encourages individuals to read the full report for more details and charts. Also, please note that many of the programs and services that REC evaluated took place during the COVID-19 pandemic. To ensure the safety of their participants, CCFH reduced in-person service offerings since the pandemic began. As such, current participants may still be facing a disruption in the frequency of their appointments. This disruption likely influenced the findings below and it will be important to continue monitoring participant health outcomes as the pandemic continues to evolve.

### **Participant Health and Life Survey**

CCFH and REC administered the Participant Health and Life (PHL) Survey to 116 CCFH participants in March 2020. Based on the findings from this survey, REC updated the PHL Survey for the next cycle of data collection. This revised survey collected data from 109 CCFH participants in August and September of 2020. About 87% of these CCFH participants provided data on both surveys, so REC examined some participant changes over time. This snapshot primarily focuses on key findings from the September 2020 survey, but also includes some comparisons with the March 2020 data.

### ***About the Participants***

- The majority of participants had a spinal cord injury diagnosis (76%) and were funded through a Spinal Cord Injury Waiver (61%).
- Participants had an average age of 43 years and most were White or Caucasian (71%). About half identified as male (55%).
- Participants (57%) often had an income between \$0 and \$19,999.
- All participants lived in Colorado (100%) with the most frequent counties of residence including Denver (35%), Arapahoe (24%), and Jefferson (23%).

### ***Participation in CCFH Services and Satisfaction***

- Most participants had been receiving services from CCFH for over 2 years (55%) or between 1 and 2 years (29%).
- Over the past six months, participants received services most often from massage therapy (81%), acupuncture (59%), chiropractic care (39%), and primary care (17%).
- On average, participants reported high satisfaction with these health services. Ratings for all services ranged between Satisfied and Very Satisfied. Across all services, participants expressed the highest satisfaction with feeling safe while receiving care. Overall:

- 95.3% - 100% of participants were satisfied with acupuncture;
  - 97.6% - 100% of participants were satisfied with chiropractic care;
  - 95.4% - 98.9% of participants were satisfied with massage therapy; and
  - 84.2% - 100% of participants were satisfied with primary care.
- Participant satisfaction with these services remained stable compared to data collected in March 2020 (i.e., typically between Satisfied and Very Satisfied).

### *Participant Health Outcomes*

- 99% of participants reported that care from CCFH at least somewhat improved their quality of life.
- 83% of participants rated their overall health as Good or better.
- The majority of participants (78%) said that care from CCFH at least somewhat increased the time they were able to spend participating in social activities.
- When asked to rate their health now compared to six months ago, 42% of participants said their health was about the same, 35% reported better health, and 23% reported worse health.
- CCFH participants reported a somewhat positive level of health self-efficacy or the belief that they can produce the health outcomes that they desire. Specifically, participants felt most that they could figure out effective solutions to issues related to their disability or injury, but least that they could keep their health condition or disability from being the center of their life.

### *Participant Pain*

- Participants rated their overall pain in the last week using a scale from 0 (i.e., No Pain) to 10 (i.e., Worst Pain). Participants' average rating fell between 3 and 4, suggesting Mild to Moderate pain levels.
- Average pain slightly increased compared to data collected in March. This may be a function of the pandemic and decreased access to some services.
- 59% of participants agreed with the statement, "I believe that I can be pain free." This means that about 41% of participants felt that they cannot be pain free, which is a key area for improvement.
- About 53% of participants took medication to address pain and about half of this group took one or more opioids for pain. When asked about how CCFH could support them with their medication usage, participants (75%) most frequently said that they did not need help or did not take medication. A group of participants (9%), however, highlighted the help that CCFH already provided, such as the following quote: *"My number of med[ications] are at the lowest possible because of the services I receive from the CCFH"*. Likewise, one participant stated: *"Finding the best alternatives for my body that are safe, healthy, and a natural alternative. The Chanda Plan Foundation has supported me through this and has given me plenty of examples that I can work with to help alleviate my pain"*.

### *Behavioral Health*

- 24% of participants received behavioral health services in the last six months.
- On average, participants reported high satisfaction with behavioral health services, with responses, on average, ranging between Satisfied and Very Satisfied. Participants were most satisfied with the availability of behavioral health appointments.

### *Care Coordination*

- 14% of participants received care coordination services in the last six months.
- On average, participants reported high satisfaction with care coordination services, with responses typically ranging between Satisfied and Very Satisfied. Participants were most satisfied with how care coordination improved their access to basic needs such as food or housing and the quality of care coordination services.
- Participants wanted more access with the following services: None of the Services listed (49%), Assistive Technologies (20%), and Transportation (14%).

### *Final Thoughts*

- When asked how CCFH could better to serve them and address their overall needs, participants typically said that there was nothing else CCFH could do (55%). Participants also offered praise for CCFH's efforts (20%), such as the following quote: *"Words cannot do you guys [CCFH] justice, these services have dramatically improved my quality of life! I don't know where I would be without your support."* Another participant wrote, *"I'm very satisfied with the services and lucky CCFH is a part of the community and available to me. Two thumbs up!"* Only 10% of participants discussed wanting additional healthcare or service needs.