

Chanda Center for Health: A Snapshot of the March Evaluation Report 2021

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The Chanda Center for Health (CCFH) partnered with Research Evaluation Consulting LLC (REC) to evaluate the programs and services offered to CCFH participants between September 1, 2020 and February 28, 2021. This snapshot report summarizes key findings from this evaluation project. These findings can be used to improve advocacy, systems change, and offerings to CCFH participants. **In the last six months, CCFH fully achieved 13 out of 15 outcome goals, demonstrating tremendous success in helping participants improve their health and wellbeing!** For more information about the results of this evaluation and the status of outcome goals, please see the full evaluation report. Please note that due to the COVID-19 pandemic, CCFH reduced in-person service offerings during this time period. Thus, while CCFH has provided most pre-pandemic services, the evaluation may reflect the ways in which participants are still experiencing lasting impacts from the pandemic.

Participant Health and Life Survey March 2021

CCFH and REC administered an updated Participant Health and Life (PHL) Survey to 105 participants in March 2021. Of these individuals, 84 participants (80%) also had data from the September 2020 PHL Survey, so REC examined some participant changes over time. This snapshot primarily focuses on key findings from the March 2021 Survey, but also includes some comparisons with the September 2020 data.

About the Participants

- Most participants had a spinal cord injury (80%) and were funded through a Spinal Cord Injury (SCI) Waiver (65%).
- On average, participants were 44 years old, White (71%), and female (52%).
- Most often, participants (35%) had an income between \$10,000 and \$19,999.
- All participants lived in Colorado (100%) with the most frequent counties of residence including Denver (40%), Jefferson (24%), and Arapahoe (21%).

Participation in CCFH Services and Satisfaction

- Most participants had received services from CCFH for over 2 years (61%) or between 1 and 2 years (26%).
- Over the past six months, participants most frequently utilized massage therapy (87%), acupuncture (60%), and chiropractic care (42%), behavioral health (21%), physical therapy (16%), care coordination (15%), primary care (12%), and dental care (7%).
- On average, participants reported high satisfaction with these health services. Ratings for all services ranged between Satisfied and Very Satisfied. Specifically:

- 97.8% - 100% of participants were satisfied with massage therapy
 - 97.7% - 100% of participants were satisfied with chiropractic care
 - 96.8% - 100% of participants were satisfied with acupuncture
 - 93.3% - 93.7% of participants were satisfied with care coordination
 - 91.7% - 100% of participants were satisfied with primary care
 - 90.4% - 95.5% of participants were satisfied with behavioral health
 - 85.7% - 100% of participants were satisfied with dental care
 - 75% - 100% of participants were satisfied with physical therapy
- Participant satisfaction with all services remained high compared to data collected in September 2020.

Participant Health Outcomes

- 100% of participants reported that care from CCFH at least somewhat improved their quality of life.
- Most participants (87%) reported the same or better quality of health as compared to six months ago.
- 82% of participants rated their health as Good or better.
- Compared to September 2020, March 2021 participants felt much more that the care that they received from CCFH allowed them to spend less money on traditional health care (2.82 vs. 2.58).

Participant Pain

- Participants rated their overall pain in the last week and the last month using a scale from 0 (i.e., No Pain) to 10 (i.e., Worst Pain). Participants' average weekly ratings were about 4, suggesting Moderate pain levels. Participants' average monthly pain ratings were between 3 and 4, suggesting Mild to Moderate pain. Average weekly pain levels decreased slightly compared to September 2020.
- 99% of participants reported that care from CCFH at least somewhat improved the severity of their pain and lessened the number of days they were in pain.
- 65% of participants agreed with the statement, "I believe that I can be pain free." This means that about 35% of participants felt that they cannot be pain free, which is a key area for improvement. On average, participants believed slightly more that they could be pain free compared to September 2020.
About 57% of participants took medication to address pain and about half of this group took one or more opioids for pain. The use of pain medication slightly decreased compared to September 2020.
- When asked about how CCFH could support them with their medication usage, participants (77%) most frequently said that they did not need help or did not take medication. Some participants (10%) requested consultation from CCFH to reduce their

medication usage, and other participants (9%) described how CCFH already helped them manage their medication. For example, as one individual shared, *“Thanks to the foundation, I don't take any medication,”* while another participant wrote, *“Receiving these treatments, acupuncture, chiropractic care, and massage has assisted me a great deal. I have decreased the amount of medications [I take].”*

Additional Findings

- Participants were most interested in CCFH’s support with Assistive Technologies (34%), Financial Services (30%), and Housing (22%).
- When asked how CCFH could better to serve them and address their overall needs, participants typically said that there was nothing more CCFH could do (67%). However, many participants (32%) also praised CCFH for their efforts or expressed gratitude. As one individual shared, *“I can't do justice in writing. They all go above and beyond to help improve my quality of life.”* Another participant expressed, *“Thank you Chanda for having such amazing courage starting this foundation that has changed my life for the better!!!”* Some participants (13%) offered constructive feedback such as more flexibility in scheduling appointments and another 10% described other health needs such as additional information about finding caregivers, how to choose a home and home modifications, access to transportation, finding job opportunities, and access to in-home services.