



2023 Evaluation and Outcomes Report
Analysis of the 2023 Participant Health and Life (PHL)
Survey Data

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By:

Alex Schuppert

Owner and Principal Consultant



Lighthouse Nonprofit Consulting

"Shine a light on your mission"

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PHL Survey Methodology and Dataset Notes

The following evaluation and outcome results are based on the survey responses to the Chanda Center for Health’s 2023 Participant Health and Life (PHL) Survey.

The survey was conducted November through December 2023 using SurveyPlanet. All active CCFH onsite participants received an invitation to respond via an email that contained the survey link. Multiple reminders were made via email, auto-calls, and in person during participant visits. The survey was closed on December 31, 2023.

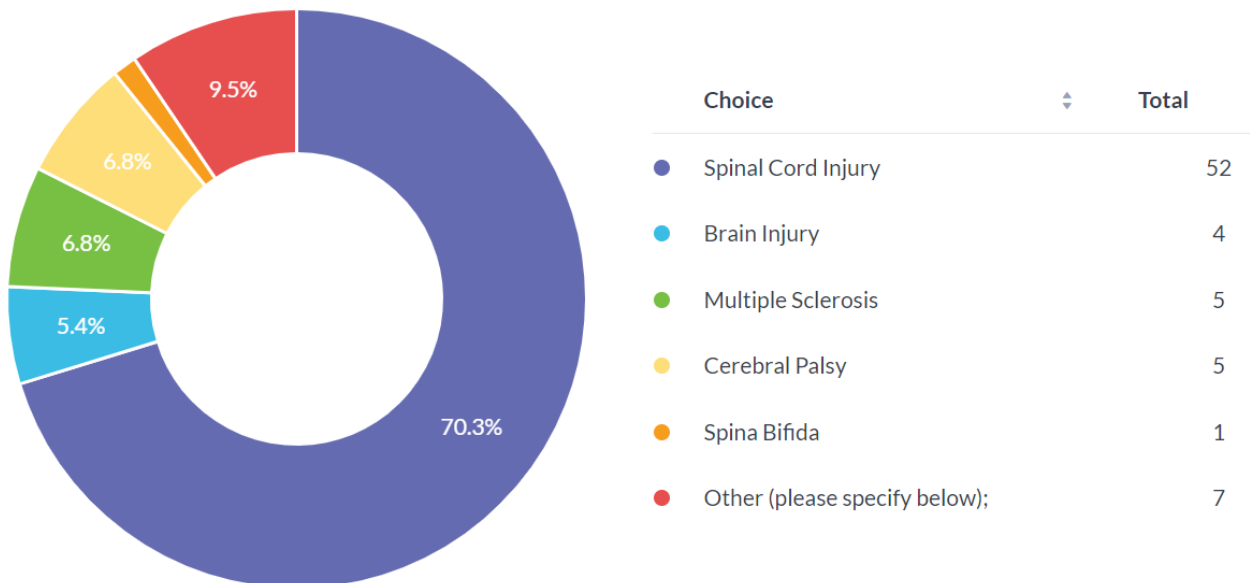
Seventy-four (74) participants responded*, which is a response rate of 43%, based on the total number of 2023 CCFH participants who received the survey. Based on this above-average response rate and assuming the respondent pool is a representative sample of the total CCFH participant population, we will presume the satisfaction and outcomes are representative of those of the overall participant population and extrapolate accordingly; thus, for the purposes of this report, “respondents” and “participants” will be used interchangeably.

*The dataset was cleaned and multiple responses by the same participant were deleted.

SECTION 1: PARTICIPANT DEMOGRAPHICS

Long-Term Physical Disability Diagnosis

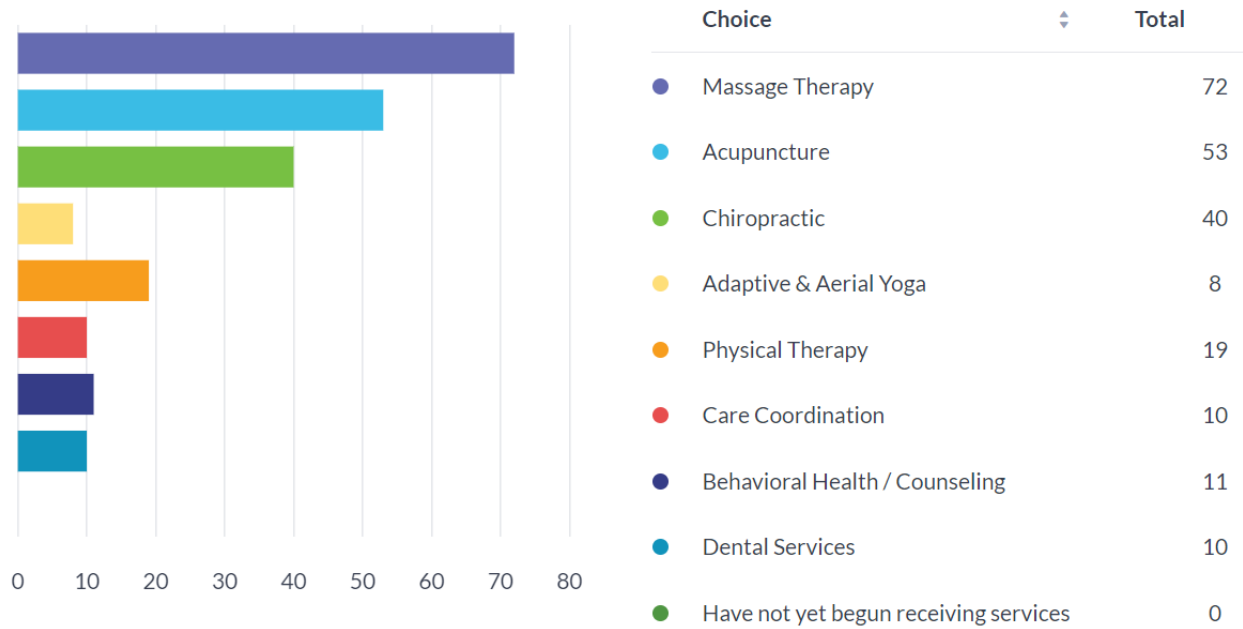
The following is the breakdown of participants’ diagnosis, based on their response to the multiple choice question “What is your primary long-term physical disability diagnosis?”



For those who selected “Other,” write-in specifications included: “SCI brain injury and neuromuscular disease,” “Osteogenesis Imperfecta and Non-traumatic SCI,” “Whiplash muscle and ligament damage,” “GBS,” and “spinal cord stroke.”

Service Utilization

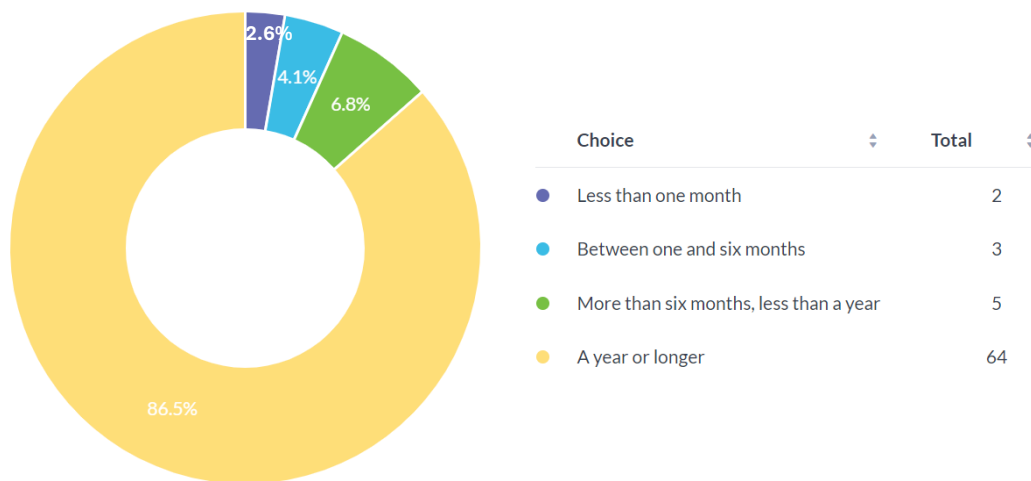
The following is a breakdown of service utilization among respondents.



The total number of services utilized among respondents is 223. Note: this number exceeds the total number respondents as the majority of participants utilize more than one service at the CCFH.

Length of Service

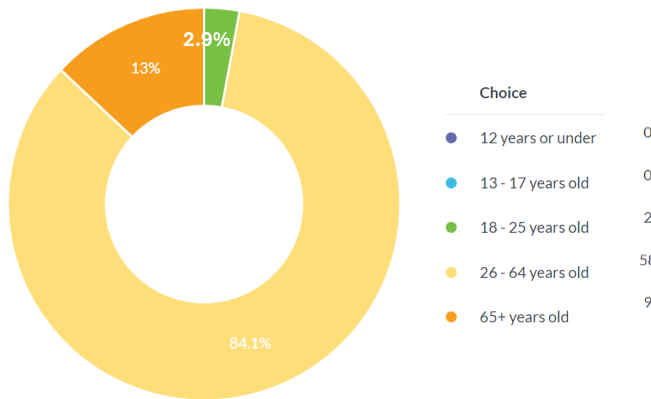
The majority of respondents (86.5%) have been receiving services at the CCFH for more than a year. The full breakdown for length of service is as follows:



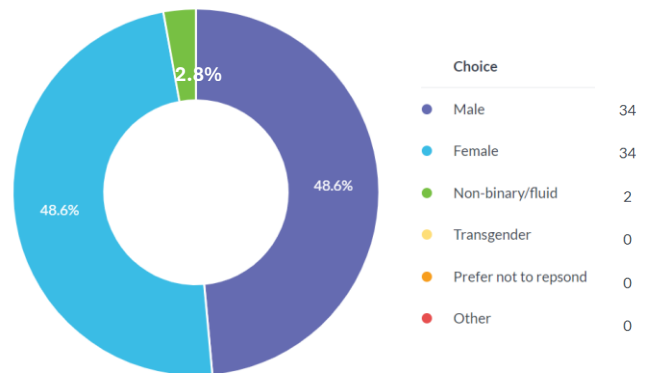
Other Participant Demographics

The following demographic information is based on the 69 (93.3%) survey respondents who agreed to answer additional demographic questions:

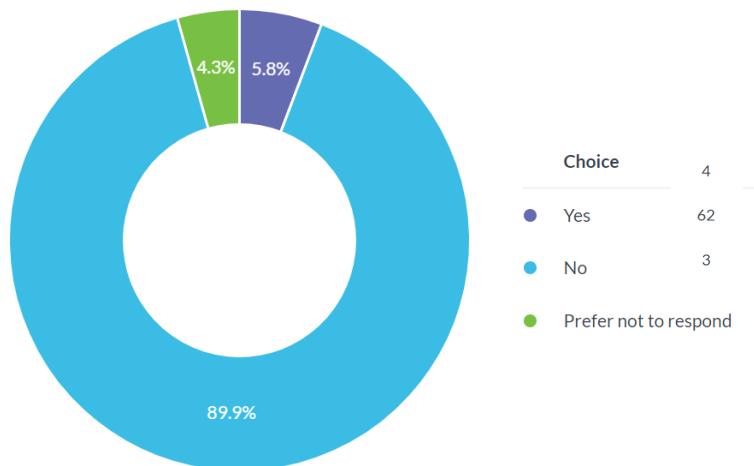
Age Group



Sex/Gender Identification:

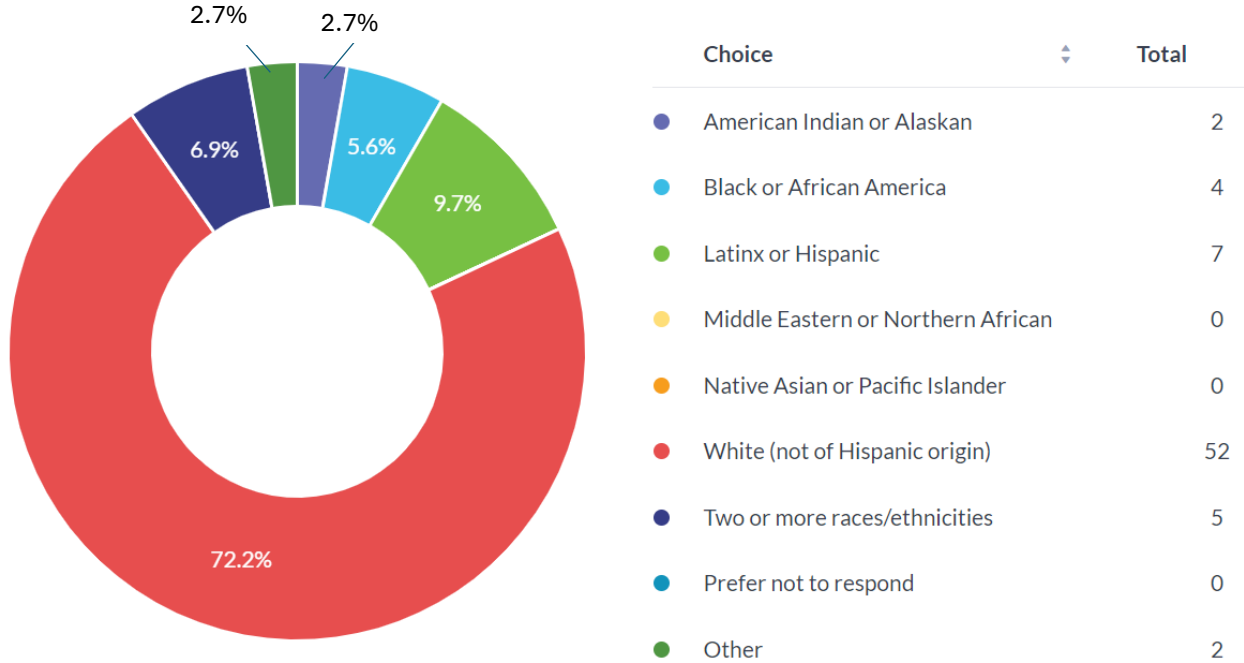


Percent LGBTQAI+



Race / ethnicity

The following is how participants identify in terms of race and ethnicity (percentage total = 100%).



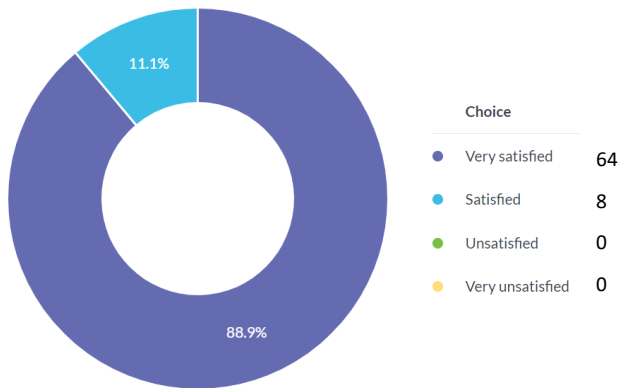
Medicaid status

Of respondents, 88.4% (66) stated they are enrolled in Medicaid, 7.2% (5) said they are not eligible and 4.3% (3) preferred not to respond; no one responded they are in the process of determining eligibility.

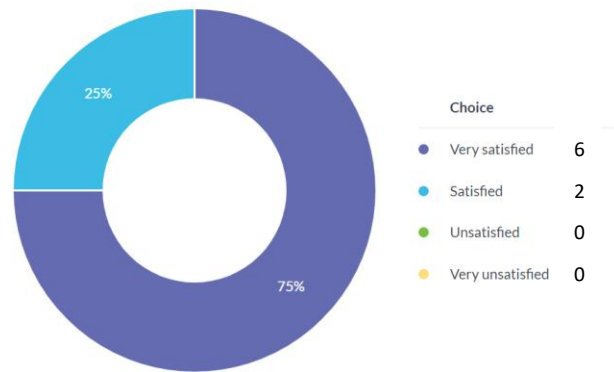
SECTION 2: PARTICIPANT SATISFACTION

The following demonstrates participants' level of satisfaction with each service. Survey respondents were only asked to rate satisfaction of services they had previously indicated they were utilizing.

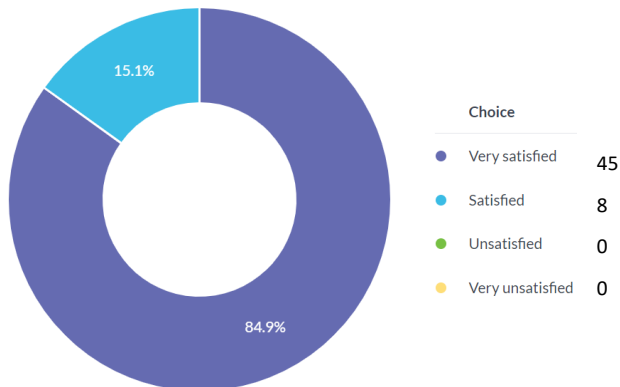
Massage Therapy



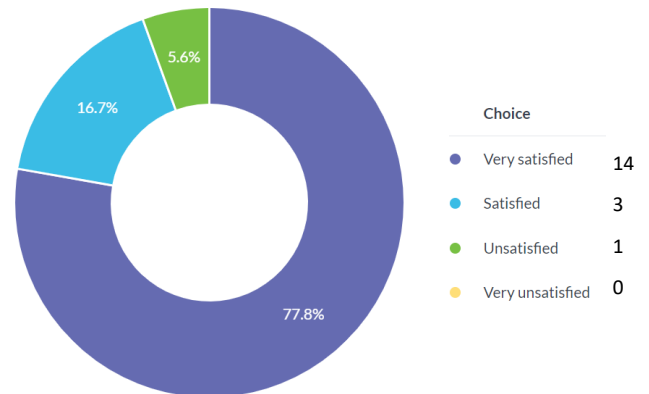
Yoga



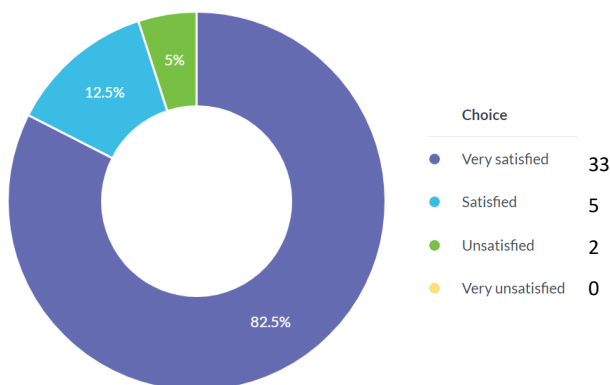
Acupuncture



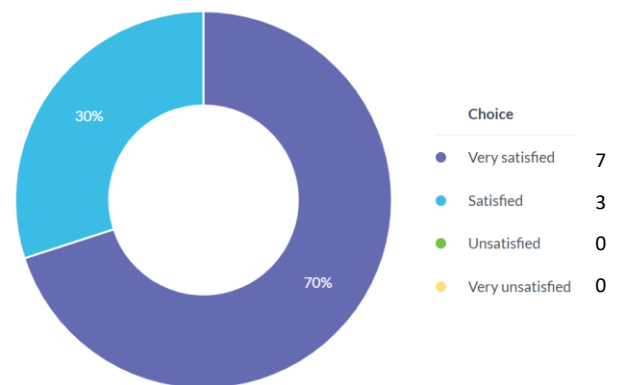
Physical Therapy



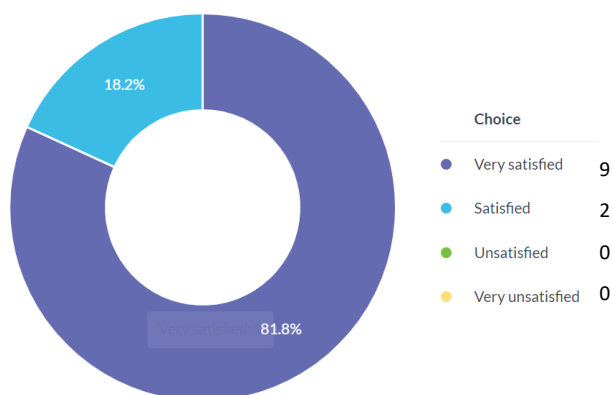
Chiropractic



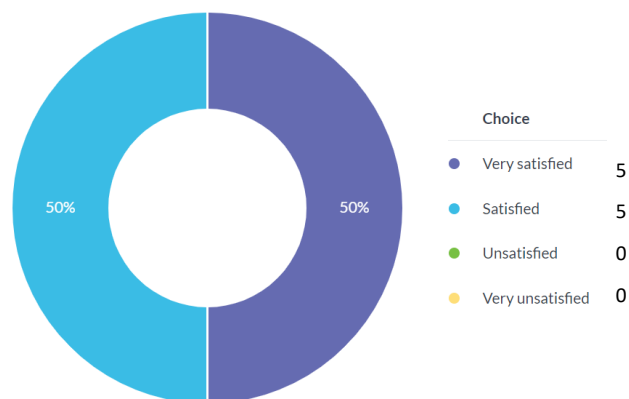
Care Coordination



Behavioral Health Services



Dental Services



2a: Written 2023 Satisfaction Results

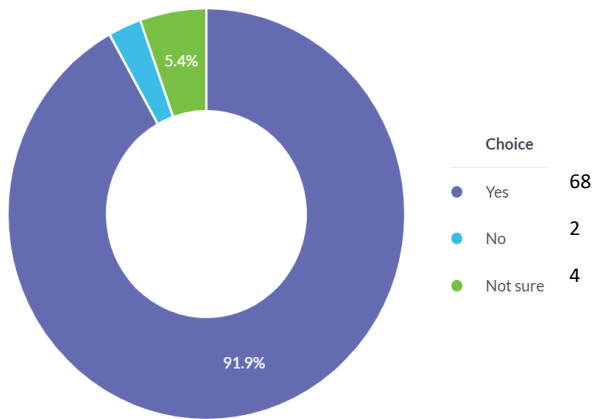
For purposes of grants and other fundraising, marketing, etc., CCFH has traditionally combined “Very Satisfied” and “Satisfied” responses to indicate satisfaction and “Unsatisfied and “Very Unsatisfied” responses to indicate lack of satisfaction for its written satisfaction ratings, in large part because it results in less wordy, more elegant phrasing.

- 100% of participants indicated they are satisfied with their massage therapy services.
- 100% of participants indicated they are satisfied with their acupuncture services.
- 100% of participants indicated they are satisfied with their yoga services.
- 100% of participants indicated they are satisfied with their care coordination.
- 100% of participants indicated they are satisfied with their behavioral health services.
- 100% of participants indicated they are satisfied with their dental services.
- 96% of participants indicated they are satisfied with their physical therapy services.
- 95% of participants indicated they are satisfied with their chiropractic services.

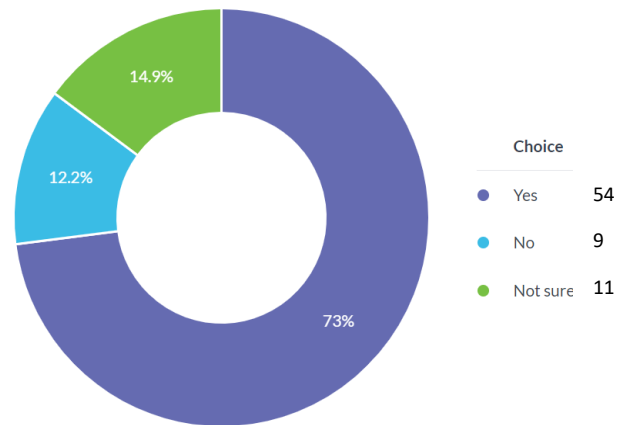
SECTION 3: PARTICIPANT OUTCOMES

To assess participant outcomes, participants were asked to respond to questions on the 2023 PHL Survey regarding their self-assessment on the extent to which services impacted their: pain levels, mobility, utilization and money spent on traditional health care services, level of independence, ability to be social and involved in the community, and overall quality of life. The following depicts the breakdown of results for each of the outcomes questions:

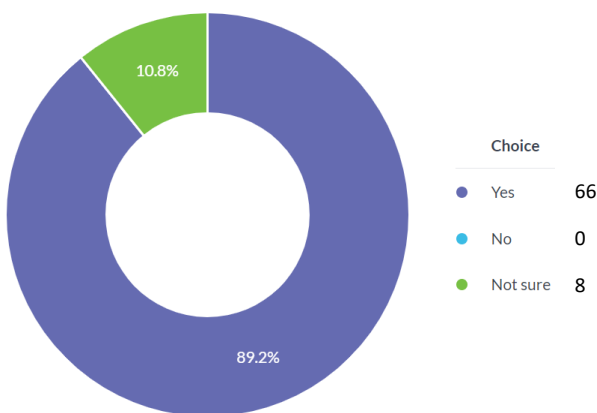
Improved Mobility



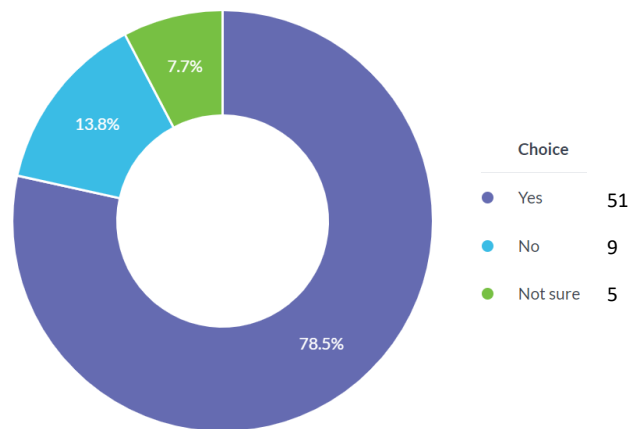
Decreased time and cost on traditional health care



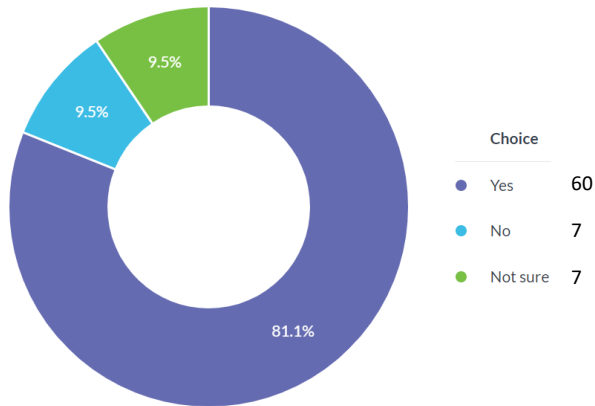
Decreased Pain Levels



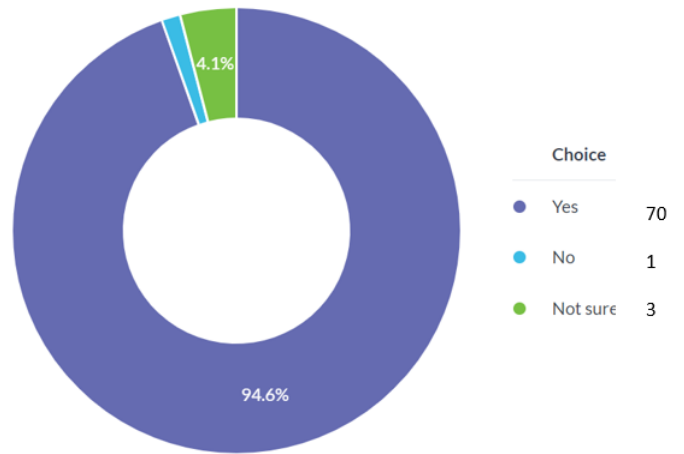
Reduction in health emergencies



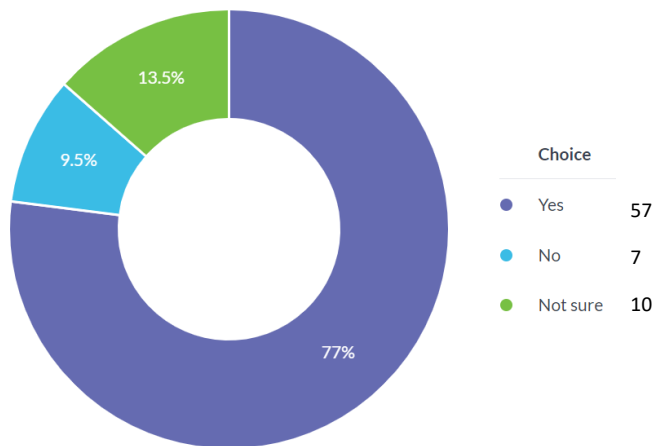
Increased community involvement



Improved quality of life



Increased independence



3a: Written 2023 Participant Outcomes

The following written participant outcomes are based on the percentage of “yes” responses to each of the outcomes questions; note percentages have been rounded to the nearest full number. These written outcomes can be used for grant proposals and reporting, other fundraising, annual reports, the website and other marketing materials, etc.

- 95% of participants reported that care from the Chanda Center for Health improved their overall quality of life.
- 92% reported improved physical mobility.
- 89% experienced reduction in their pain levels.
- 81% reported increased ability to be social and involved in the community.
- 79% reported a decrease in medical emergencies necessity visits to the ER or urgent care.
- 77% improved their ability to function independently.
- 73% reported decreased time and/or money spent on traditional health care services.

SECTION 4: ADDITIONAL INFORMATION AND ANALYSIS

Suggested 2024 Target Outcomes:

Based on the above participant satisfaction and outcomes results, the following are some suggested target outcomes and metrics for 2024 that the Chanda Center for Health can use for grant proposals and purposes of continuous quality improvement.

- 95% of participants will experience improved quality of life as a result of their participation in Chanda Center for Health services.
- 95% of participants will be satisfied with the services they receive.
- 90% will experience improved mobility.
- 85% will experience reduced pain.
- 80% will increase time spent in social activities and the community.
- 75% will experience increased ability to function independently.
- 75% will experience fewer medical emergencies.
- 70% will reduce the time and money they spend on traditional health care.

Chanda Center for Health staff should examine these target outcomes and adjust them accordingly in light of any service improvements or changes that are likely to contribute to improved or reduced participant outcomes, keeping in mind that outcome measurements are based on participant self-assessment.

Data Highlights and Considerations

Consistent with historical findings, Chanda Center for Health's participant satisfaction ratings and outcomes are strong and praise-worthy.

Deeper comparisons of this year's PHL survey data and aggregate results to that of past years should NOT be made due to the fact that the survey itself changed somewhat significantly. Even subtle differences in the surveys such as small changes to phrasing and the order in which questions are asked can change responses on the individual and aggregate level.

One of the largest changes made to this survey compared to the previous survey was the multiple-choice options for the participant outcomes questions. Past PHL surveys used a four-point Likert scale with the options "Not at all," "Somewhat," "Significantly," and "Completely," wherein three of the four responses were counted as a positive outcome. The current survey provides "yes/no/not sure" multiple choice options, wherein only a "yes" response is considered a positive outcome. Thus, a decrease in any aggregate positive outcomes could simply be attributable to the response options rather than being due to an actual decline in outcomes and/or service effectiveness. However, there is no way we can know this is the case with certainty, which exemplifies why year-to-year comparisons should not be made between these outcomes results and past outcomes results.

The fact that respondents were given the option of anonymity for the first time on this 2023 PHL survey is another potential factor that could influence responses and further inhibits the ability to make year-to-year comparisons to past survey responses and aggregate results.

Future year-to-year comparisons of aggregate satisfaction and outcomes measures are possible, assuming the survey does not change.

Qualitative Feedback

Qualitative feedback lends important additional insight into satisfaction, quality of services, participant outcomes, and potential areas of improvement. The survey included one open-ended question that provided a space for respondents to offer feedback, suggestions, and other comments on their experience. This question was optional, but the majority of participants responded; the comments were overwhelmingly positive. Below are all the write-in responses.

Positive Reviews and Testimonials:

“Chanda Center and the staff have been critical in my recovery and ongoing treatment plans. Therapies at the Chanda Center are an integral part of my health and independence. I am more than grateful that they are part of my medical team. I am experiencing success as a result of this invaluable component of my care.”

“Chanda plan is amazing! It makes my life better!”

“I truly enjoy going, receiving services, and interacting at the Chanda center for health. I have been a patient...for over five years, and I believe it has vastly improved my health. I have noticed an increase in my overall wellbeing, mentally, and physically. I am able to interact in the community for extended hours in my wheelchair, which helps my overall mental health. Thank you Chanda Plan service providers, you are truly appreciated!”

“My overall quality of life physically and mentally has improved significantly!”

“The Chanda Center for Health is absolutely amazing! First it’s a human center approach that treats individuals as a human being Not an injury or illness. The therapists are amazing with great expertise and compassion to deliver care to a unique population. The CCFH Is a model of what healthcare should and can be. Thank you for doing amazing work in the community.”

“I appreciate the emotional as well as the physical support. Everyone is professional and very caring.”

“I think the Chanda Center provides amazing opportunities for care. My daughter partakes in several modalities that have all benefited her and kept more mobile and with lower pain. We share information about Chanda Center anytime we can. The staff is always polite, supportive and welcoming. It’s a wonderful facility. We are very thankful for the opportunity to participate.”

“I love going to the Chanda Center for Health. I don’t have any pain since I started going.”

“After the first visit...I am already improving and dealing with less problems in regards to my joints and ligaments. It’s noticeable after 3 weeks as well how the Chanda Center has had an impact on my life and independence.”

“I don’t know what I’d do without the Chanda Center, I’m still pain-pill free!”

"I have really enjoyed going to the Chanda Center, I recommend it to everyone I feel like I'm home when I come here the therapist are very informative but mostly you can see and FEEL love they have."

"Grateful for Chanda, Chanda Center and all the supporting therapists and team that make the Chanda Center what it is. Thankful for each and every provider I see and their desire to help me."

"I think it's also helped create a community who understands your needs and support network."

"Thank you for the sacred space to gather and heal."

"10/10 I always recommend Chanda Center ♥"

"Getting services from the Chanda Center have been the best thing to happen to me. Physical, mentally, and emotional health is super good. Without services I don't know where I would be in life."

"I find the services at [the Chanda Center] have served as adjunct to medical services and helped measurably."

"If it was not for the Chanda Center and the resources they provide, I do not think I would be where I'm at today in life!"

"The Chanda Center has helped me not feel trapped in my body, mind and in the community."

"I am very grateful for the continuing care and services of the Center and providers. Thank you!"

"I look forward to going to the Chanda center every Tuesday and Thursday! They do a really great job there and I enjoy going there!"

"The SCI waiver covered services at Chanda Center have improved my pain and quality of life and the Center has been very helpful to me post injury."

"Thank you to everyone at Chanda, they are ALWAYS available. You are so much more than what will ever be on paper."

"Having regular massages and acupuncture has allowed me to help manage my pain and spasticity. I had my baclofen pump removed last year and I found myself not needing any oral medication."

"It is hard to quantify the value of the services at the Chanda center, but it does make a physical difference for me."

"Love everything about this place. Helped my mind and body. Always spreading the word."

"You guys have been there for me and I wouldn't miss going and participating."

"Keep doing what you're doing, it's working."

"Love it."

"Really am grateful for all the Center does for us!"

"I am very satisfied with the staff and service I get."

"I wouldn't have the life I have now without these services."

"A blessing."

"Thank you."

"Since going to the Chanda Center for Health my quality of life has improved. Thank you so much!"

Suggestions and Other Feedback:

"I would love a location that is closer to Green Valley Ranch."

"It would be nice to have more availability for acupuncture. Currently if an acupuncture gets cancelled, more often than not there is not a possibility for rescheduling."

"Improvement the last month or so, well needed. Purveyors are leaving and have trouble replacing them."

"I hope more chiropractors join the team as those appointment slots are usually booked up."

"The Chanda Center is great, I don't agree with some of the rules that you guys have to us as clients or patients or whatever you might say but overall a good place to come if you have the ability to."

Appendix A

Chanda Center for Health Participant Health and Life Survey Questions

- Q1 Which Chanda Center for Health services do you use (check all that apply)? *
Multiple Choice
- Q2 How satisfied are you with the quality and effectiveness of your massage therapy services?
Multiple Choice: Very Satisfied Satisfied Unsatisfied Very Unsatisfied
- Q3 How satisfied are you with the quality and effectiveness of your acupuncture services?
Multiple Choice: Very Satisfied Satisfied Unsatisfied Very Unsatisfied
- Q4 How satisfied are you with the quality and effectiveness of your chiropractic services?
Multiple Choice: Very Satisfied Satisfied Unsatisfied Very Unsatisfied
- Q5 How satisfied are you with the quality and effectiveness of your yoga services?
Multiple Choice: Very Satisfied Satisfied Unsatisfied Very Unsatisfied
- Q6 How satisfied are you with the quality and effectiveness of your physical therapy services?
Multiple Choice: Very Satisfied Satisfied Unsatisfied Very Unsatisfied
- Q7 How satisfied are you with the quality and effectiveness of your care coordination services?
Multiple Choice: Very Satisfied Satisfied Unsatisfied Very Unsatisfied
- Q8 How satisfied are you with the quality and effectiveness of your behavioral health services?
Multiple Choice: Very Satisfied Satisfied Unsatisfied Very Unsatisfied
- Q9 How satisfied are you with the quality and effectiveness of your dental services?
Multiple Choice: Very Satisfied Satisfied Unsatisfied Very Unsatisfied
- Q10 Do you believe the services you receive at the Chanda Center for Health have improved your mobility? * Multiple Choice: Yes No Not Sure
- Q11 Do you believe the services you receive at the Chanda Center for Health have decreased your overall pain levels? * Multiple Choice: Yes No Not Sure
- Q12 In your estimation, have you needed to spend less time and/or money on other medical treatment, including emergency services, as a result of receiving services at Chanda Center for Health? * Multiple Choice: Yes No Not Sure (please specify)
- Q13 Have you experienced fewer medical emergencies / visits to the ER or urgent care since receiving services at the Chanda Center for Health? Multiple Choice: Yes No Not Sure
- Q14 Do you believe the services you receive at the Chanda Center for Health have helped you be more social or involved in the community? * Multiple Choice: Yes No Not Sure
- Q15 Do you believe the services you receive at the Chanda Center for Health have helped you live more independently? * Multiple Choice: Yes No Not Sure
- Q16 Do you believe the services you receive at the Chanda Center for Health have improved your overall quality of life? * Multiple Choice: Yes No Not Sure

- Q17 What is your primary long-term physical disability diagnosis? Multiple Choice: Spinal Cord Injury Brain Injury Multiple Sclerosis Cerebral Palsy Spina Bifida Other (please specify below)
- Q18 How long have you been receiving services at the Chanda Center for Health? Multiple Choice: Less than one month Between one and six months More than six months, less than a year A year or longer
- Q19 Would you be willing to answer a few more questions to provide demographic information? These are optional but will greatly contribute to our understanding of who our services are benefiting the most and how we can improve. * Multiple Choice: Yes No
- Q20 What is your age group? Multiple Choice
- Q21 How do you identify (check all that apply)? Multiple Choice
- Q22 Do you identify as LGBTQ2S+? Multiple Choice
- Q23 What race/ethnicity do you identify with (check all that apply)? Multiple Choice
- Q24 Are you eligible for Medicaid? Multiple Choice
- Q25 Please share any other feedback or comments you have here! You can also use this space to share a testimonial of how the Chanda Center for Health has supported your health, wellness, or quality of life. (optional) Essay
- Q26 Would you like to be entered into the drawing for a chance to win a gift card? If so, please enter your email here (if you wish to remain anonymous, you do not need to enter your email or the drawing) Essay

**denotes that a response is required to move through the survey*