



2024 Evaluation and Outcomes Report

Analysis of the 2024 Participant Health and Life (PHL)

Survey Data

Prepared:

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PHL Survey Methodology and Dataset Notes

The following evaluation and outcomes results are based on the survey responses to the Chanda Center for Health’s 2024 Participant Health and Life (PHL) Survey.

The survey was conducted September 10th through December 5th, 2024 using SurveyPlanet, an online survey tool. 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.

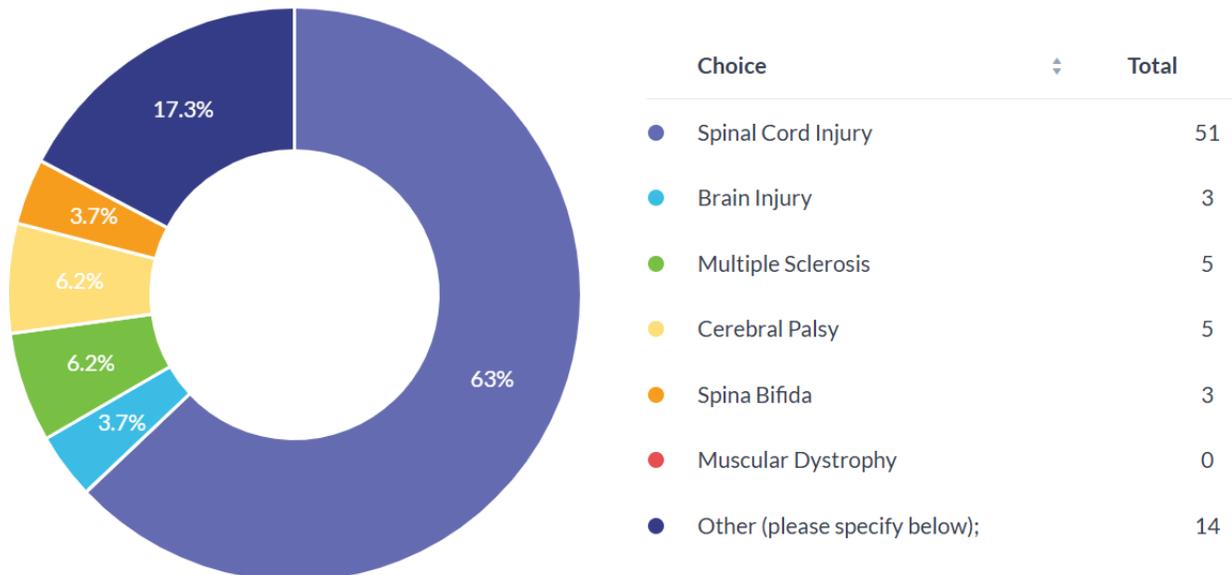
Eighty-three (83) participants responded*, which is a response rate of 69.2% based on the total number of 2024 CCFH participants who received the survey; this is a significant improvement over last year’s response rate of 43%. Based on this above-average response rate and assuming the respondent pool is a representative sample of the total CCFH participant population, we will presume the satisfaction rates 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?”

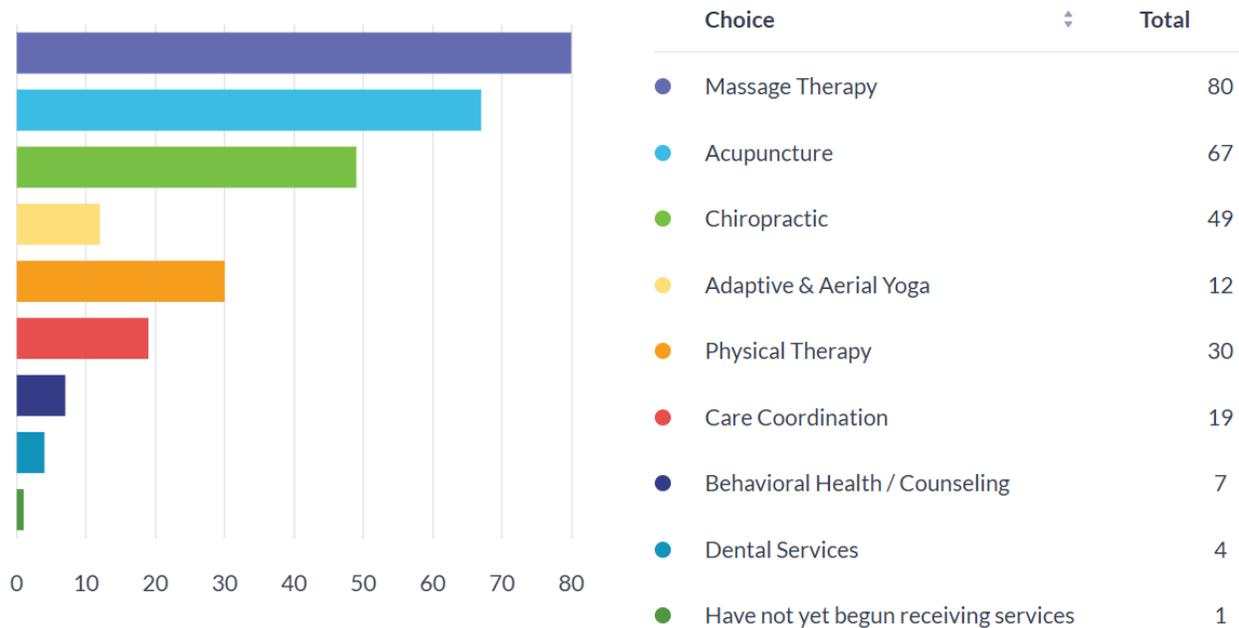


For those who selected “Other,” write-in specifications included: “CSF leaks, EDS, strokes, clots, MCAS,” “Osteogenesis Imperfecta” (x2), “Poland syndrome,” “Strokes” (x3), “Glioblastoma,”

“Ehlers-Danlos syndrome” (x2), “Multiple diagnoses” (x3), and “I have no disability but I am a long time caregiver for my daughter and need to stay healthy and mobile in order to best support her.”

Service Utilization

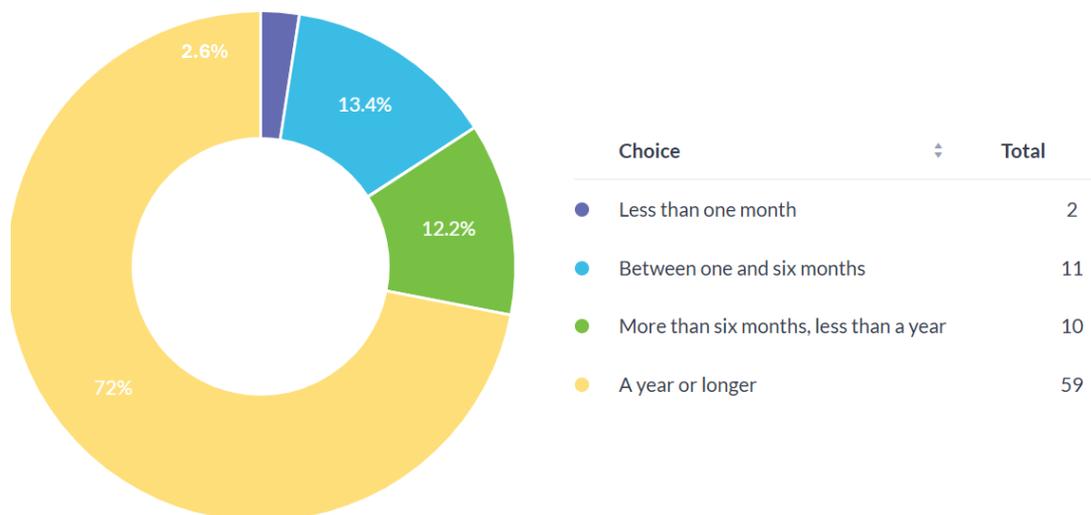
The following is a breakdown of service utilization among respondents.



The total number of services utilized among respondents is 268. Note: this number exceeds the total number respondents as the majority of participants utilize more than one service at the CCFH.

Length of Service

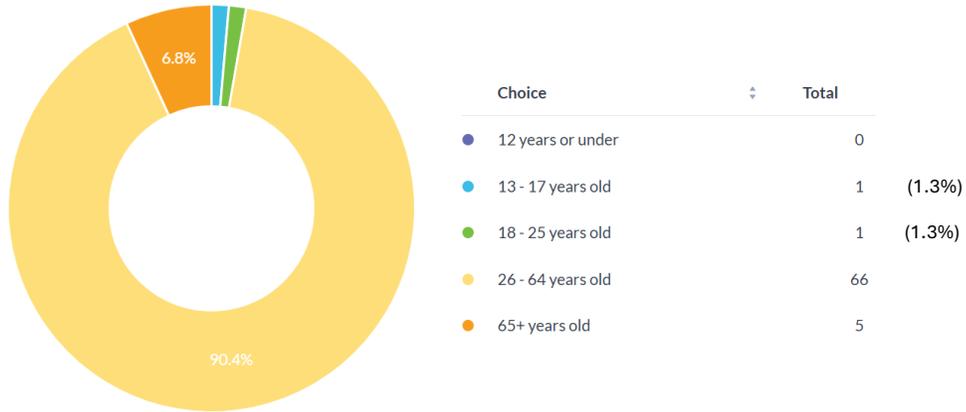
The majority of respondents (72%) have been receiving services at the CCFH for more than a year. Last year this figure was 86.5%, indicating a higher percentage of newer participants this year. The full breakdown for length of service in 2024 is as follows:



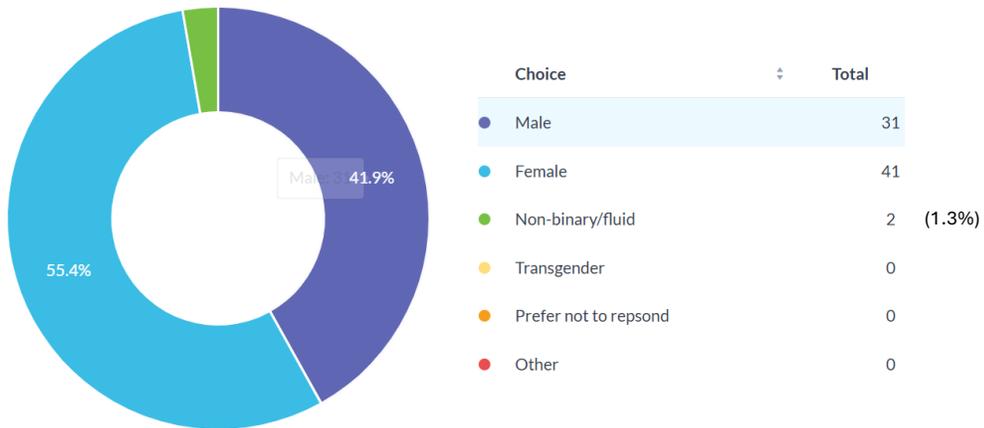
Other Participant Demographics

The following demographic information is based on the 73 (89%) survey respondents who agreed to answer additional demographic questions:

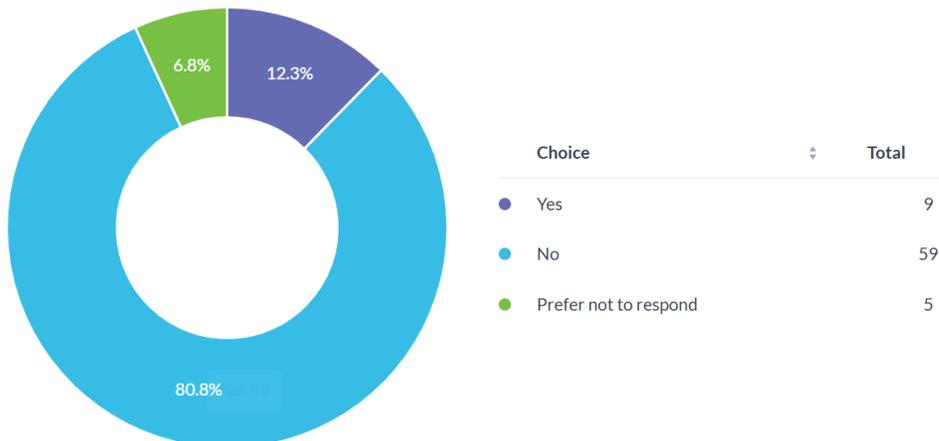
Age Group



Sex/Gender Identification:

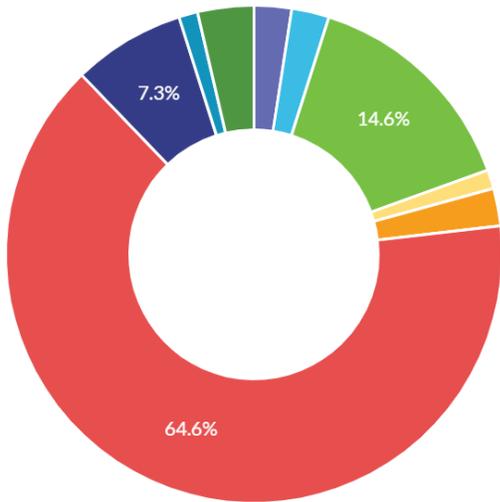


Percent LGBTQAI+



Race / ethnicity

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



Choice	Total
American Indian or Alaskan	2 (2.7%)
Black or African America	2 (2.7%)
Latinx or Hispanic	12
Middle Eastern or Northern African	1 (1.4%)
Native Asian or Pacific Islander	2 (2.7%)
White (not of Hispanic origin)	53
Two or more races/ethnicities	6
Prefer not to respond	1 (1.4%)
Other	3 (4.1%)

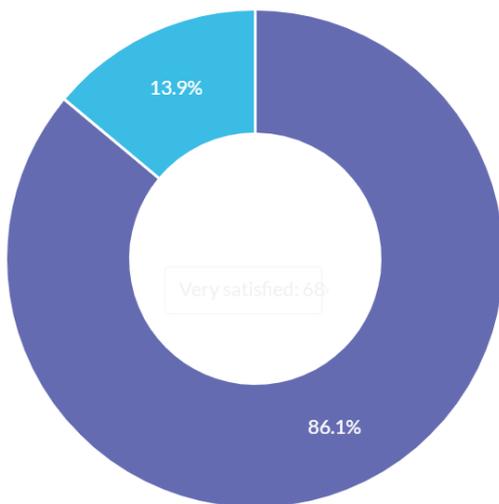
Medicaid status

Of respondents, 90.4% (66) stated they are enrolled in Medicaid, 6.8% (5) said they are not eligible, 1.4% (1) responded they are in the process of determining eligibility, and 1.4% (1) preferred not to respond.

SECTION 2: PARTICIPANT SATISFACTION

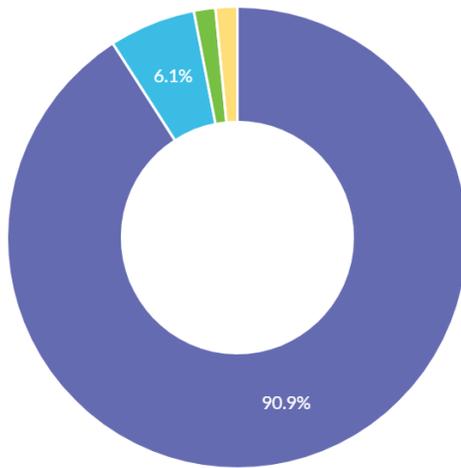
The following demonstrates participants' level of satisfaction with each service. Survey respondents were only asked to rate satisfaction of services they had previously indicated they were utilizing.

Massage Therapy



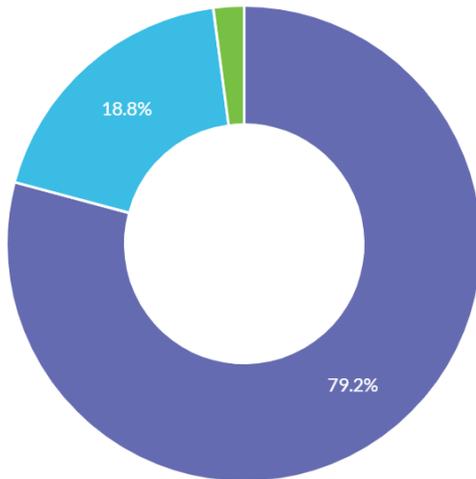
Choice	Total
Very satisfied	68
Satisfied	11
Unsatisfied	0
Very unsatisfied	0

Acupuncture



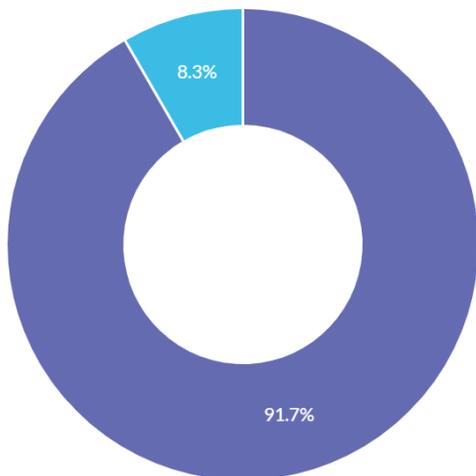
Choice	Total
Very satisfied	60
Satisfied	4
Unsatisfied	1
Very unsatisfied	1

Chiropractic



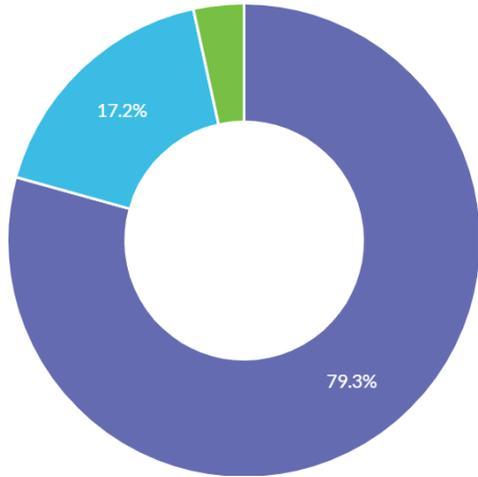
Choice	Total
Very satisfied	38
Satisfied	9
Unsatisfied	1
Very unsatisfied	0

Yoga



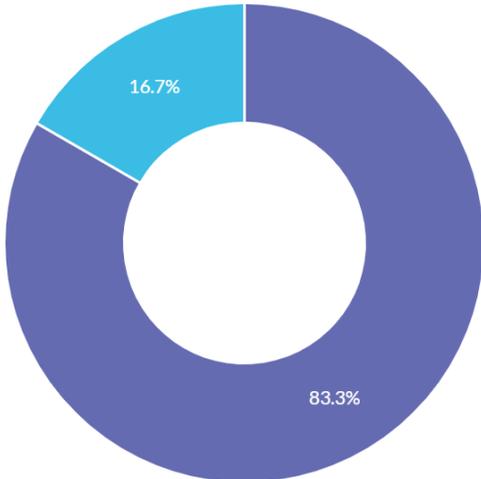
Choice	Total
Very satisfied	11
Satisfied	1
Unsatisfied	0
Very unsatisfied	0

Physical Therapy



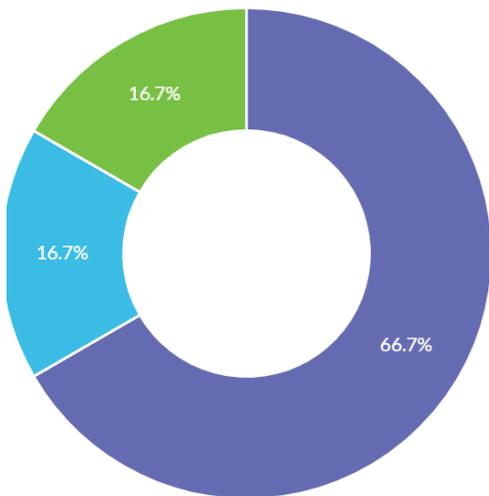
Choice	↕	Total
Very satisfied		23
Satisfied		5
Unsatisfied		1
Very unsatisfied		0

Care Coordination



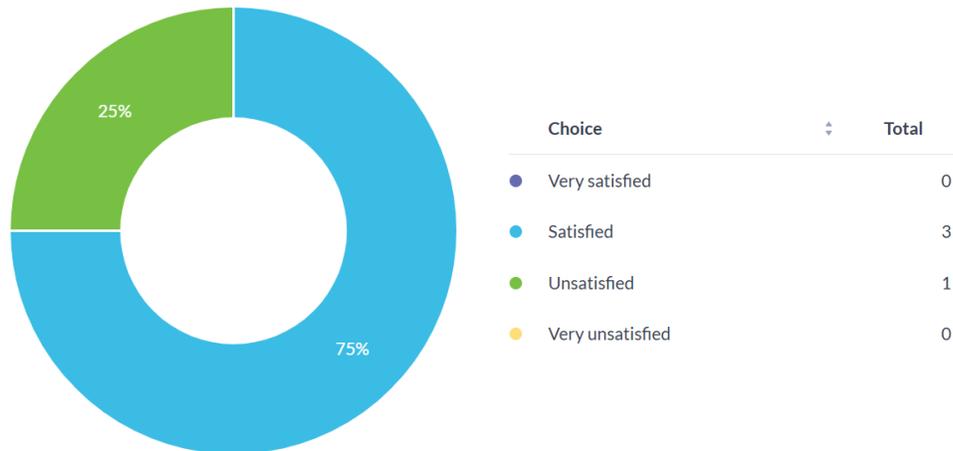
Choice	↕	Total
Very satisfied		15
Satisfied		3
Unsatisfied		0
Very unsatisfied		0

Behavioral Health Services



Choice	↕	Total
Very satisfied		4
Satisfied		1
Unsatisfied		1
Very unsatisfied		0

Dental Services



2a: Written 2024 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 yoga services.
- 100% of participants indicated they are satisfied with their care coordination.
- 98% of participants indicated they are satisfied with their chiropractic services
- 98% of participants indicated they are satisfied with their physical therapy services.
- 97% of participants indicated they are satisfied with their acupuncture services.
- 83% of participants indicated they are satisfied with their behavioral health services.
- 75% of participants indicated they are satisfied with their dental services.

Satisfaction across all services was 97% (weighted for participation/number of respondents utilizing each service).

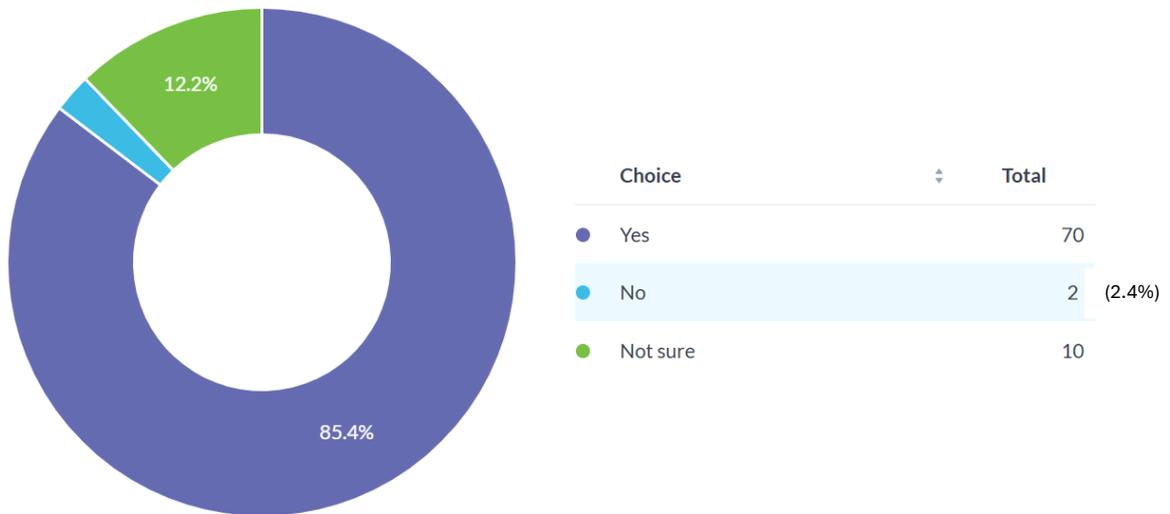
For purposes of comparison, 2023 satisfaction rates were as follows:

- 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.

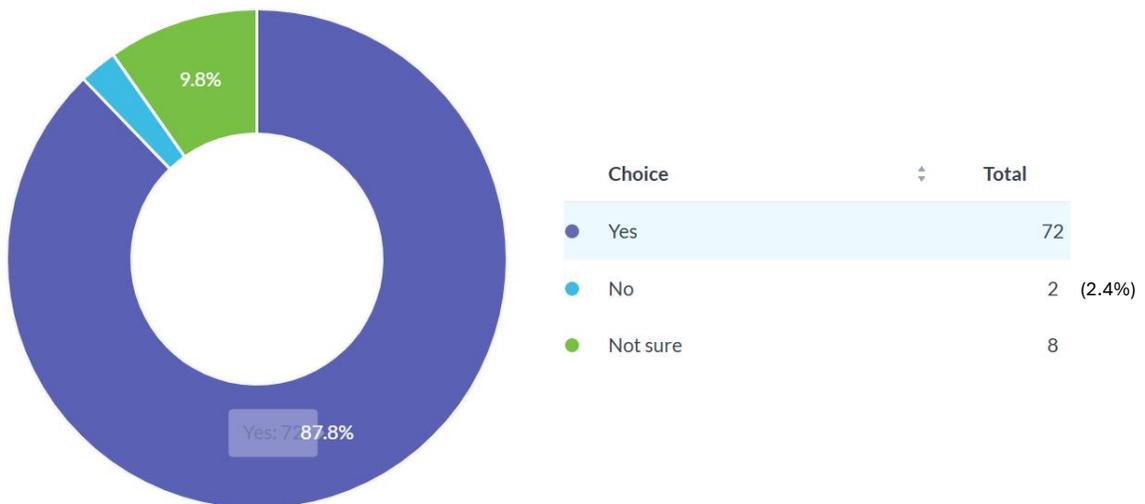
SECTION 3: PARTICIPANT OUTCOMES

To assess participant outcomes, participants were asked to respond to questions on the 2024 PHL Survey regarding their self-assessment of the extent to which services impacted their: mobility, pain levels, overall quality of life, utilization and money spent on traditional health care services, number of ER visits, ability to be social and involved in the community, and level of independence. The following depicts the breakdown of results for each of the outcomes questions (for exact question phrasing, see Appendix A).

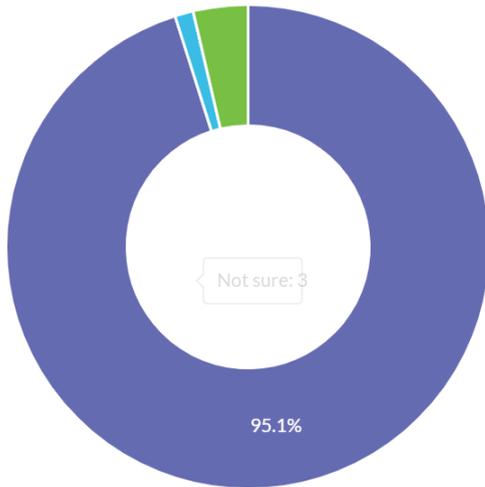
Improved Mobility



Decreased Pain Levels

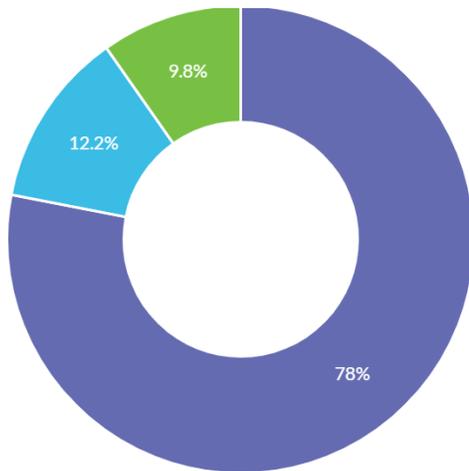


Improved Quality of Life



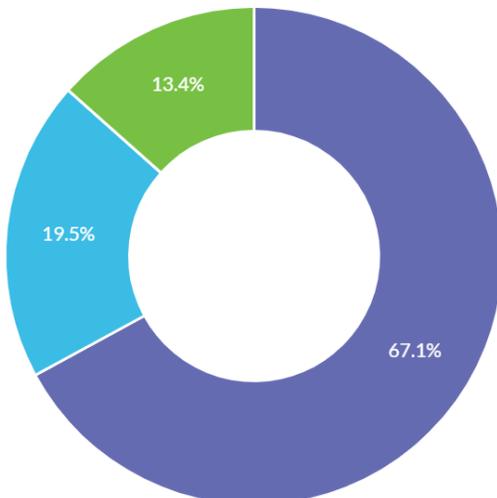
Choice	↓	Total
● Yes		78
● No		1 (1.2%)
● Not sure		3 (3.7%)

Decreased time and cost on traditional health care



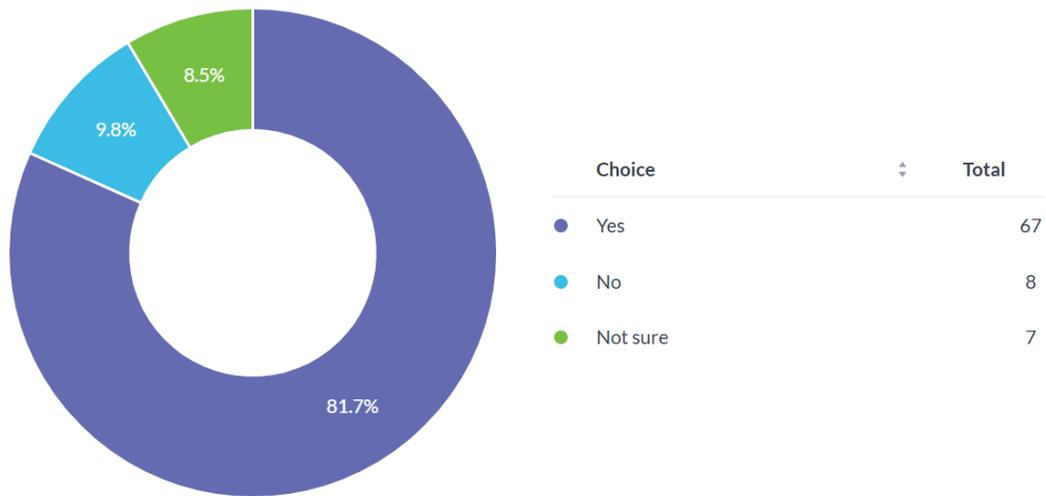
Choice	↓	Total
● Yes		64
● No		10
● Not sure (please explain if possible)		8

Reduction in health emergencies

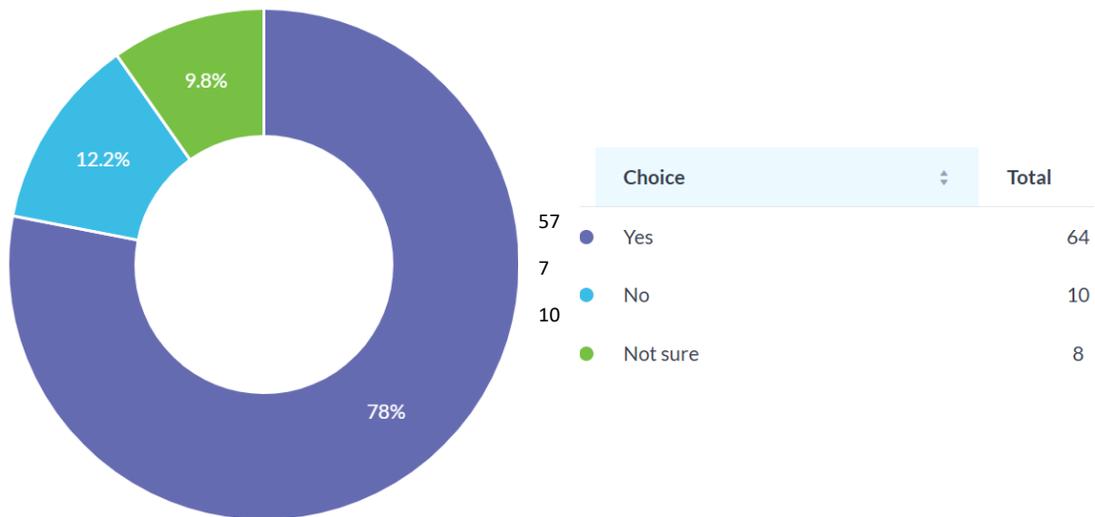


Choice	↓	Total
● Yes		55
● No		16
● Not sure		11

Increased community involvement



Increased independence



3a: Written 2024 Participant Outcomes

The following written participant outcomes are based on the percentage of “yes” responses to each of the outcomes question. These written outcomes can be used for grant proposals and reporting, other fundraising, annual reports, the website and other marketing materials, etc.

- 95.1% of participants reported that care from the Chanda Center for Health improved their overall quality of life.
- 87.8% reported improved physical mobility.
- 87.8% experienced a reduction in their pain levels.
- 81.7% reported increased ability to be social and involved in the community.

- 78.0% reported decreased time and/or money spent on traditional health care services.
- 77.0% improved their ability to function independently.
- 67.1% reported a decrease in medical emergency visits to the ER or urgent care.

Written participant outcomes with “Not Sure” responses excluded

The following written participant outcomes are based on the percentage of “yes” responses to each of the outcomes questions out of all “yes” and “no” responses; “not sure” responses were excluded. By excluding those who are uncertain, outcomes become more positive. It is worth noting that many in the subset of “not sure” responders are those who have been receiving services for six month or less and therefore may understand they have not yet reaped the full benefit of treatments. You may choose to use these written outcomes when appropriate for grant proposals and reporting, other fundraising, annual reports, the website and other marketing materials, etc., however it should be notated that “not sure” responses were omitted.

- 98.7% of participants reported that care from the Chanda Center for Health improved their overall quality of life.
- 97.2% reported improved physical mobility.
- 97.2% experienced reduction in their pain levels.
- 89.3% reported increased ability to be social and involved in the community.
- 86.5% reported decreased time and/or money spent on traditional health care services
- 86.4% improved their ability to function independently
- 77.5% reported a decrease in medical emergency visits to the ER or urgent care.

2024 Target Outcomes

For purposes of comparison, these were the target outcomes for 2024 which were derived from 2023 survey and shared in the 2023 Outcomes and Evaluation Report

- 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.

SECTION 4: ADDITIONAL INFORMATION AND ANALYSIS

Suggested 2025 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.
- 88% will experience improved mobility.
- 88% 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

Chanda Center for Health continues to demonstrate strong and praise-worthy satisfaction ratings and participant outcomes.

Chanda Center for Health met or exceeded most of its 2024 target outcomes, which were developed based on 2023 survey data:

Target: 95% of participants will experience improved quality of life as a result of their participation in Chanda Center for Health services.

Actual: 95.1% of participants reported that care from the Chanda Center for Health improved their overall quality of life.

Target: 95% of participants will be satisfied with the services they receive.

Actual: 97.1% of participants were satisfied with the services they received.

Target: 85% of participants will experience reduced pain.

Actual: 87.8% of participants experienced reduced pain.

Target: 80% will increase time spent in social activities and the community.

Actual: 81.7% increased time spent in social activities and the community.

Target: 75% will experience increased ability to function independently.

Actual: 77.0% improved their ability to function independently.

Target: 70% will reduce the time and money they spend on traditional health care.

Actual: 78.0% decreased time and/or money spent on traditional health care services.

Chanda Center for Health did not achieve the following target outcomes:

Target: 90% of participants will experience improved physical mobility.

Actual: 87.8% experienced improved physical mobility.

Target: 75% will experience fewer medical emergencies.

Actual: 67.1% reported a decrease in medical emergencies.

For any target outcomes not achieved, it could indicate an opportunity for service improvement, making alterations to services that are likely to have a positive effect on those outcomes. However, it may also simply be indicative of changes in the participant population being surveyed. To this effect, there are two points to highlight about this survey respondent population compared to last year:

- 1) More, and a greater percentage of, participants responded overall in 2024 compared to 2023.
- 2) There was a greater percentage of participants who have been receiving services “6 months and less” and “6 months – 1 year” compared to last year. This in particular could have an impact on outcomes, and is one of the reasons why the written outcomes with “not sure” responses excluded were provided in this report.

Additionally, the datasets we are working with are aggregate. They are not designed to allow for year-to-year comparison of outcomes on the individual level. Thus, data cannot be analyzed for statistical significance. In other words, small differences in aggregate outcomes may or not or may not indicate a meaningful difference, especially since we are working with a relatively small dataset. So, any outcome changes by one or two percentage points, including target outcomes not achieved, should be taken with a grain of salt.

SECTION 5: 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.

Suggestions and Other Feedback:

I wonder if you'd consider using scent-free soaps in the bathrooms and treatment rooms? I am sensitive to the scent that is currently there and wonder if it might more accessible if you used fragrance-free options?

Very upset that yet another provider is no longer there!

Positive Reviews and Testimonials:

Lovely and inviting space for treatment. Absolutely love Yvonne and her acupuncture treatment is top notch.

I have been off all medications because of coming here and getting these services! Pain and discomfort levels are significantly decreased.

Chanda, the staff and the therapist are amazing! Great facility and great people equals healthy outcomes

A very amazing special place. Positive calming peaceful energy.

Thank you for all that you do Chanda Center.

I love Chandita!!!

It has changed my overall quality of life physically and mentally with my daily activities of living and in the community!

I love the Center and the services! Thank you for everything!

I love it here. Life changing being a part of this community.

I love coming to the Chanda Center for Health, it has helped me a lot with my pain in my back and shoulders

I don't think I've been a participant long enough to tell if I've had an overall improvement in health but everyone has been extremely helpful!

As a caregiver I have seen how my daughter with an SCI has been able to maintain her independence and stay as pain free as possible with the goal of regaining some of the mobility she had in the past. The care and support she has received from Chanda Center is amazing and we feel blessed to be able to participate in all the Center has to offer her as well as others. As a caregiver I have been allowed to share in the massage modality to my benefit as I work to stay healthy enough to support my daughter. Chanda Center not only cares for their direct clients but also supports those of us that care for their clients outside of Chanda. This is truly an amazing opportunity.

The ongoing services are amazing, and I truly appreciate how the Chanda Center for Health strives to make more and more services available.

Wonderful caring staff!

The therapists and staff at Chanda Center have given me a community to be understood within and that has made a huge difference in my life. With my condition has come a greater experience of isolation and not being understood and I now feel that there are people who understand me and care to help me to improve my quality of life, and that can effectively do so. I've gained so many tools to function better in my daily life through behavioral health and physical therapy, and feel comforted in being able to receive the integrative therapies such as massage, acupuncture and chiropractic that not only help me to feel positive touch but improve how I feels, function and rest. I feel very lucky to have the Chanda Center and am happy for myself and others to receive such quality care when experiencing the physical and emotional challenges that have come with these health conditions.

Thank you Chanda Center!

I have enjoyed and benefitted from Chanda services for 8 yrs

THANK YOU 👍

Others around me have noticed and stated I look like I am doing well and better than before. This is accurate as I do still deal with daily health challenges and mobility issues, my overall quality of life has improved and I am able to get back to being more active and involved in activities I just couldn't before, plus I've recovered from surgeries a bit quicker and better because of the care I've received from Chanda Center for Health. The services provided here are what work for me personally and help improve my overall body function and wellbeing waaaaaay better than any medication or physician visit ever could. Don't get me wrong I still see all my physicians but I spend way less time in a doctor's office with no answers and more time on a path of recovery and better well being with the Chanda Center for Health.

I would not be where I am today without Chanda. These services has helped improve my overall quality of life and expanded what I am able to do in the community as well as activities. Having less physician appointments because of Chanda greatly increases my quality of life. I am thankful for the improvement I have experienced and the amazing community that Chanda Center has.

I've been coming since they opened this center and it has significantly improved my health, I can move my right arm stretch my fingers out now. I don't feel like a prisoner in my own body. I love this place.

My entire life has changed, I get so much muscular / spine/nerve pain relief. Depression decreased also. Absolutely love Chanda center and it's staff

I absolutely love the Chanda Center family, they make me feel welcome and help me with every need. I used to lay in bed all day in pain. But now I see every room in my home and my yard. I am able to love on my pups and give them more attention instead of focusing on the pain.

These services are a blessing. I'm able to enjoy more rooms in my home other than my bedroom, I'm able to get to my backyard to enjoy sunshine. Thanks to your services I experience my pain levels going down I'm able to rest in less discomfort. I feel like I can finally get a fresh breath of life as the stagnant pain is released through treatment! I love love this place

The Chanda Center has been a huge resource for me. Mel helps me understand complex issues with the waiver, as I am in process of getting enrolled. I feel safe with all of the staff members and welcomed.

Thank you

WE are delighted to be affiliated with The Chanda Center. It is a blessing for my son to receive services there.

Melissa has helped me tremendously with care coordination. I'm extremely grateful for her support. Every single provider has been a huge blessing to me. My life has been surgeries and recoveries for so many years. It's absolutely wonderful to be caring for my body in a new way. I'm so very grateful for all of the help that the Chanda Center provides. It's so far been a game changer.

So appreciative of Carrie for helping me sort out the CIH waiver issues I had in January! Thank you!!

These services allow me be a way more productive member of my community by greatly.!!!

I love Chanda center sooooo much!!!!!! So grateful Chanda opened this place and all that she has given to this community. My therapists are so wonderful as is all of the staff. I can't imagine the number of lives Chanda changes on a daily basis. I only wish I had found it before I had. :) Thank you for allowing me to be in the waiver program. I can cry with emotion thinking about the amount of good it has given me and will refer anyone I can as long as I live. :)

I really enjoy coming to the Chanda center for health. I believe coming to the center has improved my overall lifestyle and me as a person. Thank you so much for fighting and what you all do!

This is such an amazing service. No where else would anything be available to me. I don't know what my life would be like without it. Definitely much worse, thank you very much.

We love coming to the Chanda Center. Everyone there is amazing and helpful. It is truly the highlight of our week. Thank you for everything you do. We are so incredibly lucky to have found you.

Treatments have helped strengthen arms and legs and also enabled me to maintain a more positive attitude.

I'm very thankful for all the help that I received from Chanda Center

Love you :) lol thanks for everything

Love Yvette!

Without Canda treatment, life would not be the same.

The center is terrific. It's filled with like-minded people. I love the sense of community here.

I want to thank Brian & Joby for their services, they have been more than helpful.

I'm so grateful for the services and support I've received throughout the years.

I love this place. I would highly recommend it to anybody with mobility issues!"

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*