

# Program Evaluation Summary 2023-24

Formal program evaluations are an important part of quality assurance at Wellspring. This document includes a summary of our formal Program Evaluations from Fiscal 2023-24.

Wellspring conducts program evaluations throughout the course of the year. Typically, approximately five programs are selected for evaluation each month. In addition, if adaptations to a program have happened or a new Program Leader is engaged, a program evaluation is triggered.

Wellspring's Program Managers monitor program evaluations on an ongoing basis and share aggregate results with Program Leaders.

Program Evaluations collect quantitative and qualitative feedback. Qualitative feedback is not provided in this summarized report in order to maintain participant anonymity. Starting September 2024, we will include a question within the survey that asks if the participant will grant us permission to share their feedback externally.

In addition to program evaluations, Wellspring conducts evaluation in three other ways:

1. **Ongoing monitoring of programs:** This includes monitoring specific data, including the number of individuals served, average attendance, waitlists, and interest lists; having regular check-ins with Program Leaders; and receiving informal feedback from members. All of these factors are used to determine how many and how often specific programs are offered, and if changes are required.
2. **Mission Survey:** The Mission Survey is conducted annually across the network. It is sent to all active members who have taken a program with Wellspring in the past year, and looks at participants' experience with Wellspring as a whole. It includes questions ranging from demographics to service quality to broader quality-of-life measures. High-level results from the survey are shared in the Our Impact section of Wellspring's website.
3. **System Performance Review:** Every three years, each Wellspring organization participates in a System Performance Review (SPR). The SPR is a comprehensive evaluation that assesses the strength of a Wellspring organization. These findings are used to identify ways of improving the organization's strategies to maximize mission impact, system efficiencies, reach, growth, and long-term sustainability. The primary goal of the SPR is to create and support a shared learning process that strengthens the inner workings of individual Wellspring organizations and the Wellspring network as a whole.

The SPR is conducted by an independent review panel of external advisors and experts who conduct interviews with people who have first-hand knowledge of the Wellspring organization and review documented evidence sources related to the KPIs outlined in the Wellspring Manual.

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## Education and Self-Development

### Healing Journey Levels 1-5:

Question	Total Respondents	Total Affirmative Responses	Percent of Affirmative Responses
Overall, how satisfied are you with your experience with this program?	125	114	91%
The program leader was knowledgeable and helpful.	126	119	94%
I was treated with compassion and respect.	126	121	96%
I was comfortable sharing my experiences and feelings.	125	109	87%
I felt a sense of connection with the other members of the group.	125	111	89%
From participating in the group, I gained useful information.	126	120	95%
From participating in the group, I learned helpful coping strategies.	126	119	94%
Participating in the group helped me to feel heard and understood	119	110	92%
Participating in the group helped me to feel less alone	122	110	90%
Participating in the group helped me to feel less anxious	120	110	92%
Participating in the group helped me to feel less depressed	109	95	87%
Participating in the group helped me to feel less overwhelmed	120	107	89%
Participating in the group helped me to feel more confident	123	110	89%
Participating in the group helped me to feel more in control	123	113	92%
I am coping better now than before the group.	126	113	90%
This program met my needs.	122	107	88%
I would recommend the program to others.	125	117	94%

## Exercise and Movement

### Cancer Exercise Programs:

Question	Total Respondents	Total Affirmative Responses	Percent of Affirmative Responses
Overall, how satisfied are you with the program?	75	73	97%
The program leader was knowledgeable and helpful.	75	75	100%
The program leaders provided adaptations to the program that allowed me to participate at my own level.	75	75	100%
I felt comfortable participating in the Cancer Exercise environment.	38	38	100%
Being with others in the program helped motivate me to exercise.	74	74	100%
From participating in the program, I have a better understanding of how exercise can help me maintain or improve my health and wellness.	74	74	100%
The program gave me confidence to exercise on my own.	73	71	97%
Did you experience an improvement in stamina from the start to the end of the program?	72	67	93%
Did you experience an improvement in strength from the start to the end of the program?	73	66	90%
Did you experience an improvement in balance from the start to the end of the program?	69	57	83%
Did you experience an improvement in range of motion from the start to the end of the program?	70	58	83%
Did you experience an improvement in fatigue from the start to the end of the program?	73	65	89%
Did you experience an improvement in pain from the start to the end of the program?	53	39	74%
Did you experience an improvement in shortness of breath from the start to the end of the program?	45	34	76%
Did you experience an improvement in general mood from the start to the end of the program?	68	64	94%
Did you experience an improvement in stress level from the start to the end of the program?	69	60	87%
This program made me feel better about my body.	71	70	99%
This program met my needs.	75	73	97%

## Finance & Workplace Strategies

### Money Matters Programs:

Question	Total Respondents	Total Affirmative Responses	Percent of Affirmative Responses
Making a Money Matters appointment was easy	60	58	97%
Overall, how satisfied are you with the program?	64	62	97%
The program leader was knowledgeable and helpful.	64	63	98%
I learned what financial resources are available to me (if any).	60	57	95%
I received help in completing necessary forms.	39	32	82%
Participating in the program helped me to alleviate some of my financial worries	60	52	87%
Participating in the program helped me to make more informed financial decisions	60	52	87%
Participating in the program helped me to manage my financial, workplace or insurance issues.	59	51	86%
This program met my needs.	63	54	86%
I would recommend this program to others	60	57	95%

## Individual and Group Support

### Support Groups:

Question	Total Respondents	Total Affirmative Responses	Percent of Affirmative Responses
Overall, how satisfied are you with the program?	108	103	95%
The program leader(s) was knowledgeable and helpful.	108	108	100%
I was treated with compassion and respect.	108	107	99%
I was comfortable sharing my experiences and feelings.	108	107	99%
I felt a sense of connection with the other members of the group.	108	104	96%
From participating in the group, I gained useful information	107	101	94%
From participating in the group, I learned helpful coping strategies	104	98	94%
Participating in the group helped me to feel heard and understood	105	102	97%
Participating in the group helped me to feel less alone	105	99	94%
Participating in the group helped me to feel less anxious	105	95	90%
Participating in the group helped me to feel less depressed	105	92	88%
Participating in the group helped me to feel less overwhelmed	104	92	88%
Participating in the group helped me to feel more confident	104	94	90%
Participating in the group helped me to feel more positive	105	96	91%
I am coping better now than before the group.	108	95	88%
This program met my needs.	107	97	91%
I would recommend the program to others.	105	100	95%

### Individual and Familial Support (Short-Term Counselling, Family Counselling, Paeds and Parents Counselling, Peer Support):

Question	Total Respondents	Total Affirmative Responses	Percent of Affirmative Responses
Overall, how satisfied are you with your interaction with the counsellor/peer support volunteer?	103	100	97%
The counsellor/volunteer was compassionate and listened.	101	99	98%

I was provided with helpful suggestions for programs or services to address my concerns.	99	97	98%
I learned of coping strategies that were helpful from my counsellor/volunteer.	100	97	97%
Speaking to the counsellor/volunteer helped me to feel heard and understood	99	96	97%
Speaking to the counsellor/volunteer helped me to feel less alone	98	95	97%
Speaking to the counsellor/volunteer helped me to feel less anxious	98	94	96%
Speaking to the counsellor/volunteer helped me to feel more confident to access Wellspring programs	99	95	96%
How helpful did you find your interaction with the counsellor/volunteer?	100	99	99%
This program met my needs.	100	94	94%

**Cancer Coaching (Cancer Coaching: Transition & Cancer Coaching: Chronic Cancer):**

<b>Question</b>	<b>Total Respondents</b>	<b>Total Affirmative Responses</b>	<b>Percent of Affirmative Responses</b>
Overall, how satisfied are you with your interaction with your coach?	15	14	93%
The process to be matched with a coach was easy	14	14	100%
The volunteer coach was knowledgeable and made appropriate recommendations	14	14	100%
I received useful information	14	13	93%
I learned helpful coping strategies.	14	14	100%
Speaking to the volunteer helped me to feel heard and understood	14	14	100%
Speaking to the volunteer helped me to feel less alone	14	14	100%
Speaking to the volunteer helped me to feel less anxious	14	14	100%
Speaking to the volunteer helped me to feel better able to cope	14	14	100%
Creating a plan with my coach helped me to feel more in control	13	13	100%
Creating a plan with my coach helped me to feel more confident to transition away from the cancer centre	14	13	93%
I am following my wellness plan	14	14	100%
Overall, how helpful did you find the Coaching program?	15	15	100%
This program met my needs	15	14	93%
I would recommend this program to other members	15	14	93%

## Symptom Management

### Nourish Programs:

Question	Total Respondents	Total Affirmative Responses	Percent of Affirmative Responses
Overall, how satisfied are you with the program?	37	35	95%
The program leader was knowledgeable and helpful.	36	36	100%
The information was provided in a way that was easy to follow.	36	36	100%
The food demonstration helped to motivate me to try the recipes at home.	35	35	100%
From participating in the program, I have a better understanding of how nutrition can help me maintain or improve my health and wellness	36	36	100%
From participating in the program, I have a better understanding of how I can use simple techniques to prepare nutritious foods	36	36	100%
From participating in the program, I have a better understanding of how a healthy diet can minimize cancer risk	36	36	100%
I can manage my symptoms better using what I learned at the Nourish Program.	37	36	97%
I have used what I learned through Nourish to make changes to my diet.	37	35	95%
I feel more confident that I can improve my nutrition at home.	37	36	97%
This program met my needs.	37	36	97%

### Single Symptom Management (Brain Fog and Cancer Related Fatigue):

Question	Total Respondents	Total Affirmative Responses	Percent of Affirmative Responses
Overall, how satisfied are you with the program?	51	47	92%
The program leaders were knowledgeable and helpful.	51	49	96%
I have a better understanding of (brain fog/fatigue) and the factors that contribute to it	51	49	96%
I learned helpful strategies to cope with my (brain fog/fatigue).	51	49	96%
I have used the strategies that I learned through the program to address my (brain fog/fatigue).	50	48	96%
This program met my needs.	50	47	94%



**Relaxation and Visualization:**

<b>Question</b>	<b>Total Respondents</b>	<b>Total Affirmative Responses</b>	<b>Percent of Affirmative Responses</b>
Overall, how satisfied are you with your experience with this program?	52	50	96%
The program leader was knowledgeable and helpful.	52	52	100%
I was treated with compassion and respect.	51	51	100%
I was comfortable sharing my experiences and feelings.	52	51	98%
I felt a sense of connection with the other members of the group.	52	50	96%
From participating in the group, I learned techniques to help when I am feeling stressed or overwhelmed	51	51	100%
From participating in the group, I learned helpful coping strategies from my peers	50	45	90%
Participating in the group helped me to feel less alone	52	51	98%
Participating in the group helped me to feel less anxious	51	51	100%
Participating in the group helped me to feel less overwhelmed	51	51	100%
Participating in the group helped me to feel more confident	51	50	98%
Participating in the group helped me to feel more positive	49	49	100%
I am using the techniques I learned in Relaxation & Visualization	51	48	94%
This program met my needs.	51	50	98%
I would recommend the program to others.	50	50	100%

**Energy Programs (Reiki + Healing Touch + Therapeutic Touch):**

<b>Question</b>	<b>Total Respondents</b>	<b>Total Affirmative Responses</b>	<b>Percent of Affirmative Responses</b>
Overall, how satisfied are you with your experience with the appointment(s)?	108	103	95%
The energy practitioner was knowledgeable and helpful.	108	106	98%
I was comfortable with the energy practitioner.	107	107	100%
I was treated with compassion and respect.	108	108	100%
I felt supported and cared about by the energy practitioner.	108	108	100%
The energy appointment(s) helped me feel emotionally better	108	102	94%
The energy appointment(s) helped me feel physically better	106	102	96%

The energy appointment(s) helped me feel relaxed	108	105	97%
The energy appointment(s) helped me sleep better	106	94	89%
This program met my needs.	108	104	96%
I would recommend the program to others.	106	103	97%

## Therapeutic Arts

### Journal Writing Workshops and Music Workshops:

Question	Total Respondents	Total Affirmative Responses	Percent of Affirmative Responses
Overall, how satisfied are you with your experience with this program?	35	34	97%
I was comfortable sharing my experiences and feelings.	35	35	100%
I felt a sense of connection with the other members of the group.	35	33	94%
The program leader was knowledgeable and helpful.	35	35	100%
I learned new ways to express my feelings.	35	34	97%
I learned new skills	35	33	94%
I feel I have a new tool that I can use when I am feeling anxious or overwhelmed	35	32	91%
Participating in the workshop helped me to gain new personal insights	35	33	94%
Participating in the workshop helped me to process some of the difficult emotions I was feeling	35	33	94%
Participating in the workshop helped me to feel a sense of calm	34	33	97%
Participating in the workshop helped me to feel more motivated	34	32	94%
This program met my needs.	35	34	97%

### Wellness Workshops:

Question	Total Respondents	Total Affirmative Responses	Percent of Affirmative Responses
Overall, how satisfied are you with this program?	22	21	95%
The leader created a safe space for me to practice these new skills	22	22	100%
The program leader was knowledgeable and helpful.	22	22	100%
I learned new skills	22	20	91%
I understand how to use these strategies to manage my stress	22	21	95%
I feel I have a new tool that I can use when I am feeling anxious or overwhelmed	22	20	91%
Participating in the program helped me to be more self-aware	21	20	95%

Participating in the program helped me to feel more self-compassion	21	20	95%
Participating in the program helped me to feel a sense of calm	23	22	96%
Participating in the program helped me to feel a sense of well-being	22	21	95%
Participating in the program helped me to sleep better	23	21	91%
This program met my needs.	22	21	95%