



LRC Report Card.....How are we doing?

April 17, 2008

LRC collects input from patients, physicians and referral agencies and uses it to critique its performance. Information we gain through this analysis is then re-directed at creating and improving our services and service delivery. The following is a summary of this feedback and our **WSIB** client treatment outcomes over the past few months.

Patient Feedback

Overall satisfaction ratings continue to be high since our last report card. On your satisfaction surveys completed at discharge you rated us as excellent scoring an average rating of 31 out of a possible 32.

Thank-you and please continue to give us your feedback and suggestions for improvement. You can now provide feedback online at www.leadtheway.ca

Our Treatment Outcomes – WSIB Injuries

- 48 percent of clients with work related injuries returned to full time regular duties following treatment. 40 percent returned to full time modified work, in 4 percent of cases no modified duties were available and re-training was required, 8 percent were transferred from a program of care to further a traditional program as they required further treatment.
- 50 percent of WSIB discharged clients treated were male and 50 percent were female.
- Average number of treatments per claim was 18.5
- Quick DASH scores (a measure of improvement in function over the course of treatment for workers with upper extremity injuries) improved from 50 at assessment to 38.8 at discharge.

Responsiveness – Wait Times

- The clinic average for days from referral to assessment for **all** clients was down to 2.4 days from 4 for the last quarter (Oct – Dec 2008).