



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

May, 2011

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 **MVA** (motor vehicle accident) client treatment outcomes over the past few months.

Your Feedback

We continue to have a good response rate with our intake questionnaire, which captures our client's first impression of our clinic. The average satisfaction score on the intake questionnaire was 96%.

A discharge questionnaire was completed by 73% of MVA and WSIB discharge clients this quarter. Average scores are high (97%) indicating a very positive experience.

We value your feedback.

Our Treatment Outcomes –Motor Vehicle Accidents

- 77.7 percent of clients with injuries sustained in an MVA were fit to return to work or had returned to work (pre-accident or modified) following treatment.
- 11 percent required further investigations after discharge.
- 11 percent of client's outcomes were unknown due to attendance problems

Who Do We Treat?

- 22 percent of discharged MVA clients treated were male and 78 percent were female.
- The most common age range for **all** discharged clients was 45-54 years old.
- This quarter, the most common sites of injury for **all** discharged clients included neck and shoulder.

Responsiveness – Wait Times

- The clinic average for days from referral to assessment for **all** clients was 8.6 days for this quarter (February- April 2011). We continue our efforts to be responsive to client needs and do provide assessments within 24 hours for acute injuries and conditions.