

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

January, 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 **WSIB** (work related injuries) client treatment outcomes over the past few months.

### **Your Feedback**

Overall satisfaction ratings at discharge continue to be high since our last report card. With a response rate of 72 percent, you rated us as excellent, scoring an average rating of 30.65 out of a possible 32.

We continue to have a good response rate with our new intake questionnaire, with an overall satisfaction score of 19.2 out of a possible 20. Our clients have also indicated a high level of satisfaction at the time of discharge from an MVA or WSIB program, with an average score of 30.7 out of a possible 32. Average scores are high indicating a very positive experience throughout the rehabilitation experience.

Thank you for your feedback.

### **Our Treatment Outcomes –WSIB**

- 68 percent of clients with work related injuries were capable of returning to full time, regular duties, 7 percent returned to work part-time with regular duties and 3.5 percent returned to work part-time with modified duties following treatment.
- Average number of treatments per claim was 16.4.
- 10 percent of WSIB clients participated in the Upper Extremity Program of Care and 90 percent participated in the Traditional WSIB Program.

### **Who Do We Treat?**

- 44 percent of **all** discharged clients treated were male and 56 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 rotator cuff.

### **Responsiveness – Wait Times**

- The clinic average for days from referral to assessment for **all** clients was 8.45 days for this quarter (November 2010- January 2011). We continue our efforts to be responsive to client needs and do provide assessments within 24 hours for acute injuries and conditions.