

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

October, 2010

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**

Overall satisfaction ratings at discharge continue to be high since our last report card. With a response rate of 82 percent, you rated us as excellent, scoring an average rating of 31.6 out of a possible 32.

LRC has developed a new questionnaire for clients to capture your first impression of our clinic, following the initial assessment. The questionnaire scores indicate our new clients have had a positive experience at our clinic, with an average satisfaction rating of 19.4 out of a possible 20.

Thank you for your feedback.

### **Our Treatment Outcomes –Motor Vehicle Accidents**

- 22 percent of clients with injuries sustained in an MVA were fit to return to work (pre-accident or modified) following treatment.
- 55 percent of clients returned to work (pre-accident or modified) following treatment.
- 11 percent required further investigations after discharge.
- 11 percent reached their maximal medical recovery although did not return to previous work or function.

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

- 50 percent of discharged MVA clients treated were male and 50 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 low back and rotator cuff.

### **Responsiveness – Wait Times**

- The clinic average for days from referral to assessment for **all** clients was 10.6 days for this quarter (August-October 2010). We continue our efforts to be responsive to client needs and do provide assessments within 24 hours for acute injuries and conditions.