

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

October, 2009

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 continue to be high since our last report card. With a response rate of 90 percent 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.

Our Treatment Outcomes –MVA Injuries

- 35 percent of clients with MVA injuries were fit to work or returned to pre-accident work following treatment, 30 percent of clients were fit to work modified duties or returned to work with modified duties following treatment.
- 10 percent of clients reached their maximal medical recovery, 10 percent required further investigation and 5 percent withdrew from treatment program.
- 40 percent of discharged MVA clients treated were male and 60 percent were female.
- Average number of treatments per claim was 15 over an average duration of 12 weeks.
- 40 percent of MVA injuries were whiplash related and 60 percent were other types of musculoskeletal injuries (fractures, extremity strains, contusions).

Responsiveness – Wait Times

- The clinic average for days from referral to assessment for **all** clients was 6.8 days for the last quarter (July-Sept. 2009). We continue our efforts to be responsive to client needs and do provide assessments within 24 hours for acute injuries and conditions.