



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

April 30<sup>th</sup>, 2007

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 treatment outcomes over the past few months.

### **Patient Feedback**

Overall satisfaction ratings are high. On your satisfaction surveys completed at discharge you rated us as excellent scoring an average rating of 31 out of a possible 32. You consistently indicated staff were knowledgeable, kind and caring and service was exceptional from the reception staff to physiotherapists. A good number of you indicated you are repeat patients because of the service and effective outcomes and would continue to recommend LRC to friends and family.

**Physician Feedback** – we distributed a survey to 38 area physicians and we received a response from over 40 percent. Below is what they said about us.

*1 = very dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, 5 = very satisfied*

### **Average Response Scores**

#### **Admin/Clerical Services:**

Calling to make an appointment .....4.5  
Level of knowledge/courtesy of our front desk staff .....4.5  
Prompt handling of referrals .....4.5

#### **Physiotherapy/Massage Therapy Services:**

Level of professionalism/knowledge of therapists .....4.6  
Feedback/communication from therapist about your patients .....4.6  
Feedback from patients about therapists .....4.6  
Patient Outcomes .....4.6  
Days/hours of service .....4.6

Your comments regarding the inclusion of date of birth on correspondence forwarded to you is being implemented and we continue to look at opportunities to expand hours of service.

Thank-you.

### **Funder Feedback**

Although the response rate to our survey was low, responses received indicated a high level of satisfaction with our services.

### **Our Treatment Outcomes – WSIB (all programs)**

- 93 percent of injured workers returned to their jobs in some capacity following treatment.
- Average number of treatments = 19
- Injured workers reported very high rates of satisfaction scoring services at LRC **31** out of a possible **32** on the discharge questionnaire.