



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

July 30, 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 continue to be high since our last report card. On your satisfaction surveys completed at discharge you rated us as excellent scoring an average rating of 30 out of a possible 32.

We understand from your comments that you would recommend us to your friends and family.

Thank-you and please continue to give us your feedback and suggestions for improvement.

### Our Treatment Outcomes – WSIB

- 97 percent of injured workers returned to their jobs in some capacity following treatment (66% full time regular duties, 26% full-time modified duties, 5% part-time modified duties)
- Average number of treatments = 22
- Outcome scores for the Quick DASH D (a tool we use to measure change in upper extremity injuries) improved on average from **36** at initial assessment to a score of **21** at discharge (**-15**). The Quick DASH is scored out of 100, the higher the score the greater the level of disability.
- Injured workers reported very high rates of satisfaction scoring services at LRC **30** out of a possible **32 points** on the discharge questionnaire.
- 49 percent of injured workers treated were men versus 51% who were women.

### Our Treatment Outcomes – Motor Vehicle Accident Injuries

- 57 percent of clients with MVA injuries returned to their pre-accident work or functional status following treatment. 18 percent returned to modified work or function, 10 percent required further investigation and 10 percent required program extensions and 5 percent withdrew from the program.
- Average number of treatments for clients that were receiving income replacement benefits (IRB), (off work as a result of the MVA) was 20. Average number of treatments for non-IRB clients was 17.
- 33 percent of clients received IR benefits versus 66 percent who did not.
- 29 percent of MVA clients treated were male and 71 percent were female.

### Responsiveness – Wait Times

- The clinic average for days from referral to assessment for all clients was 5 days.