



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

October 22, 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 Motor Vehicle Accident client 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 31 out of a possible 32.

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

Our Treatment Outcomes – Motor Vehicle Accident Injuries

- 36 percent of clients with MVA injuries returned to their pre-accident work or functional status following treatment. 36 percent returned to modified work or function, 9 percent required further investigation and 18 percent had reached their maximal medical recovery.
- Average number of treatments for clients that were receiving income replacement benefits (IRB), (off work as a result of the MVA) was 16. Average number of treatments for non-IRB clients was 16.
- 46 percent of clients received IR benefits versus 54 percent who did not.
- 36 percent of MVA clients treated were male and 64 percent were female.

Responsiveness – Wait Times

- The clinic average for days from referral to assessment for all clients was down to 3 days from 5 for the previous period (April – June).