



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

April, 2010

PPSIC 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

In efforts to increase your feedback to us we have enhanced our website to include online satisfaction questionnaires for you and your physician. Please visit us at www.leadtheway.ca to complete a questionnaire or request a paper copy from our staff.

Overall satisfaction ratings continue to be high since our last report card. With a response rate of 70 percent you rated us as excellent, scoring an average rating of 30.4 out of a possible 32.

We value your feedback.

Our Treatment Outcomes – MVA Injuries

- 60 percent of clients with MVA injuries were capable of returning to full time regular work duties or pre-accident function following treatment, 20 percent returned to modified work, and 20 percent required further investigation.
- 20 percent of discharged MVA clients treated were male and 80 percent were female.
- Average number of treatments per claim was 14 over an average duration of 12.5 weeks.
- 60 percent of MVA injuries were whiplash associated and 40 percent were related to other musculoskeletal injuries (fractures, extremity strains, contusions).

Responsiveness – Wait Times

- The clinic average for days from referral to assessment for **all** clients was 4.9 days for the last quarter (Jan. – Mar. 2010). We continue our efforts to be responsive to client needs and do provide assessments within 24 hours for acute injuries and conditions.