



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

January, 2011

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 **WSIB** (work related injury) client treatment outcomes over the past few months.

Your Feedback

We continue to have a good response rate with our new intake questionnaire, with an overall satisfaction score of 19.3 out of a possible 20. Our clients have also indicated a high level of satisfaction at the time of discharge from an MVA or WSIB program, with an average score of 30.9 out of a possible 32. Average scores are high indicating a very positive experience throughout the rehabilitation experience.

We value your feedback.

Our Treatment Outcomes –Work Related Injuries

- 97.6 percent of clients with work related injuries were capable of returning to full time regular duties following treatment.
- Average number of treatments per claim was 11.
- 16 percent of WSIB clients participated in the Upper Extremity Program of Care, 5 percent participated in the Lower Back Program of Care and 79 percent participated in the Traditional WSIB Program.

Responsiveness – Wait Times

- The clinic average for days from referral to assessment for **all** clients was 6.6 days for this quarter (Nov 2010-Jan 2011). We continue our efforts to be responsive to client needs and do provide assessments within 24 hours for acute injuries and conditions.

Who Do We Treat?

- 47 percent of discharged WSIB clients treated were male and 53 percent were female.
- This quarter, the most common sites of injury for **all** clients included back, shoulder and neck.
- Most of our discharged clients were in the 18-34 age group.