



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

May, 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 **MVA** (motor vehicle accident) client treatment outcomes over the past few months.

Your Feedback

We continue to have a good response rate with our intake questionnaire, which captures our client's first impression of our clinic. The average satisfaction score on the intake questionnaire was 96%.

A discharge questionnaire was completed by 60% of MVA and WSIB discharge clients this quarter. Average scores are high (96%) indicating a very positive experience.

We value your feedback.

Our Treatment Outcomes

- 67 percent of clients with MVA injuries were capable of returning to full time regular work duties or pre-accident function following treatment, 22 percent withdrew from the program and 11 percent required further investigation.
- Average number of treatments per claim was 18 over an average duration of 16 weeks.
- 66 percent of MVA injuries were whiplash associated and 34 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 3.2 days for the last quarter (February – April 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?

- 42 percent of discharged clients treated were male and 58 percent were female. The ages of discharged clients range from 18-65 year old.
- Last quarter, the most common site of injury for **all** clients was the shoulder.