



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

October, 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

Our response rate is 76.5% for MVA and WSIB discharge client satisfaction surveys this quarter. Average scores are high (98.4%) indicating a very positive experience.

PPSIC has developed a new orientation package for clients, which is provided during the initial assessment. A questionnaire is included in the package and has provided valuable feedback about our client's first impressions of the clinic, with an average satisfaction score of 19.7 out of 20.

We value your feedback.

Our Treatment Outcomes –MVA Injuries

- 67 percent of clients with MVA injuries were capable of returning to full time regular work duties or pre-accident function following treatment, 11 percent returned to modified function, 11 percent withdrew from the program and 11 percent required further investigation.
- Average number of treatments per claim was 16 over an average duration of 17.5 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 7.9 days for the last quarter (August – October 2010). 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?

- 29 percent of discharged clients treated were male and 71 percent were female. 35 percent of this group was over 55 years of age.
- Last quarter, the most common site of injury for **all** clients was the back