



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

April 30th, 2007

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 treatment outcomes over the past few months.

Patient Feedback

Overall satisfaction ratings are high. On your satisfaction surveys completed at discharge you rated us as excellent scoring an average rating of 31 out of a possible 32. You consistently indicated staff were knowledgeable, professional, friendly and helpful.

Two of your comments resulted in recent changes/improvements. Thank-you!

1. The addition of water cooler on main floor
2. Further clarity has been provided in our communication regarding Physiotherapy Student Interns. See "Client Orientation Booklet"

Physician Feedback – we distributed a survey to 67 area physicians and we received a response from over 40 percent. Below is what they said about us.

1 = very dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, 5 = very satisfied

Average Response Scores

Admin/Clerical Services:

- Calling to make an appointment4.75
- Level of knowledge/courtesy of our front desk staff4.75
- Prompt handling of referrals4.5

Physiotherapy/Massage Therapy Services:

- Level of professionalism/knowledge of therapists4.7
- Feedback/communication from therapist about your patients4.25
- Feedback from patients about therapists4.25
- Patient Outcomes4.25
- Days/hours of service4.15

Your comments regarding the inclusion of date of birth on correspondence forwarded to you is being implemented and we continue to look at opportunities to expand hours of service. Thank-you.

Our Treatment Outcomes – WSIB (all programs)

- 94 percent of injured workers returned to their jobs in some capacity following treatment.
- Average number of treatments = 19
- Outcome scores for the Rolland Morris questionnaire (a tool we use to measure change) improved on average from **14.25** at initial assessment to a score of **5** at discharge (**-9.25**). A change of **5** is considered a clinically significant difference.
- Injured workers reported very high rates of satisfaction scoring services at PPSIC **32** out of a possible **32** on the discharge questionnaire.