



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

July 30, 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.

Your Feedback

Overall satisfaction ratings continue to be high since our last report card. On your satisfaction surveys completed at discharge you rated us as excellent scoring an average rating of 31 out of a possible 32.

We understand from your comments that you would recommend us to your friends and family. Thank-you and please continue to give us your feedback and suggestions for improvement.

Our Treatment Outcomes – WSIB

- 100 percent of injured workers returned to their jobs in some capacity following treatment (69% full time regular duties, and 31% part-time modified duties)
- Average number of treatments = 18
- Outcome scores for the Rolland Morris questionnaire (a tool we use to measure change in low back injuries) improved on average from **15** at initial assessment to a score of **5.6** at discharge (**-9.3**). A change of **5** is considered a clinically significant difference.
- Injured workers reported very high rates of satisfaction scoring services at PPSIC **31** out of a possible **32 points** on the discharge questionnaire.
- 52 percent of injured workers treated were men versus 48% who were women.

Our Treatment Outcomes – Motor Vehicle Accident Injuries

- 90 percent of clients with MVA injuries returned to their pre-accident work or functional status following treatment. 3 percent required further investigation and 7 percent required program extensions.
- Average number of treatments for clients that were receiving income replacement benefits (IRB), (off work as a result of the MVA) was 33. Average number of treatments for non-IRB clients was 14.
- 15 percent of clients received IR benefits versus 85 percent who did not.
- 26 percent of MVA clients treated were male and 74 percent were female.

Responsiveness – Wait Times

- The clinic average for days from referral to assessment for all clients was 2.1 days.