



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

October 22, 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 Motor Vehicle Accident client 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 32 out of a possible 32. There was a 75 percent participation rate in survey completion.

Thank-you to all those who provided us feedback if there is any way we can improve the way we collect this information from you please let us know.

Our Treatment Outcomes – Motor Vehicle Accident Injuries

- 77 percent of clients with MVA injuries returned to their pre-accident work or functional status following treatment. 5 percent returned to modified work, 11 percent required further investigation, and 5 percent withdrew from the program.
- Average number of treatments for clients that were receiving income replacement benefits (IRB), (off work as a result of the MVA) was 15.5. Average number of treatments for non-IRB clients was 7.
- 20 percent of clients received IR benefits versus 80 percent who did not.
- 28 percent of MVA clients treated were male and 72 percent were female.

Responsiveness – Wait Times

- The clinic average for days from referral to assessment for all clients was 2.5 days.