



Thank you for being part of the ConstructionCare Pilot Program. In the first quarter 42 workers attended our program, 9 workers were referred to our program physician and 3 workers received formal RTW Coordination. Below is an analysis of the 27 workers that were discharged from the program in the first quarter. We had 9 workers who received assessment services only. The reasons for not attending treatment sessions included moving out of town, attending treatment with another clinic and choosing not to have physiotherapy treatment. These workers returned to work the next day following assessment.

The preference of employers and workers for appointments convenient to their location lead to the scheduling of some workers outside the 1 day window, as reflected in the numbers below. The other reason for booking outside the window was that the pre-reserved timeslot was already booked by another participant. To adjust for these situations we will be adding additional reserved PT appointments at our busier locations.

### Key Performance Indicator Report Card - 2021/2022

MEASURE	TARGET	Q1 July-Sept	Q2 Oct-Dec	Q3 Jan-Mar	Q4 Apr-Jun
Assess Only	N/A	33%			
Facility Accessibility	≥ 90%	100%			
Timely PT Assessment	≥ 95%	70%			
Timely Physician Assessment	≥ 95%	40%			
Stay at Work	≥ 70%	88%			
Timely Return to Work	≥ 80%	100%			
Durable Return to Work	≥ 80%	92%			
Worker Satisfaction	≥ 90%	96%			



Recommend to a Friend	≥ 90%	83%			
Employer Satisfaction	≥ 90%	80%			
Recommend to an Employer	≥ 90%	90%			

### Data Definitions

MEASURE	DEFINITION
Assess Only	Percentage of Workers assessed by a PT who elected not to participate in the program
Facility Accessibility	Percentage of Workers who scored 3 or 4 on Worker Satisfaction question, <i>Back in Motion's facilities were easy for me to access</i> (Target = ≥ 90%)
Timely PT Assessment	Percentage of Workers appropriate for services who accessed a PT Assessment on Same Day as the injury (Target = ≥ 95%)
Timely Physician Assessment	Of Workers referred for Physician Assessment, percentage who accessed the Assessment within 1 Business Day of the injury (Target = ≥ 95%)
Stay at Work	Percentage of Workers who were able to Stay at Work with no time loss (Target = ≥ 70%)
Timely Return to Work	Percentage of Workers requiring time off who RTW within 2 weeks (Target = ≥ 80%)
Durable Return to Work	Percentage of Workers who remain at work for 30 days following services (Target = ≥ 80%)



Worker Satisfaction	Average score on Worker Satisfaction Survey (Target = $\geq 90\%$ )
Recommend to a Friend	Percentage of Workers who responded “YES” to this question (Target = $\geq 90\%$ )
Employer Satisfaction	Average score on Employer Satisfaction Survey (Target = $\geq 90\%$ )
Recommend to an Employer	Percentage of Employers who responded “YES” to this question (Target = $\geq 90\%$ )

“The ability to get an injured worker in for an evaluation the same day or next day has significantly helped with assigning modified or alternate work.”

“The process has helped with mitigating our WCB premiums for sure. Now we just need to reduce the amount of injuries occurring. Thank you for all the hard work you guys do.”