



## ConstructionCare Q2 Pilot Project Results

Thank you for being part of the ConstructionCare Pilot Program. In the first 2 quarters, a combined total of 64 Workers were referred to Construction Care. Below is an analysis of the 29 Workers that were discharged from the program in the second quarter. We had 5 Workers referred to our Program Physician and 1 Worker referred for formal return to work planning. There were 2 Workers who received only assessment services, for reasons of being out of town and for returning to work without the need for further treatment. The following information provides explanations and circumstances related to the Key Performance Indicators that did not meet targets:

- **Timely PT Assessment:** The main reason for booking outside the 1 day window was the preference for a specific clinic location, with 1 booking delayed due to the pre-reserved slot being already booked by another Worker in the project. Additional reserved PT appointments were added to our busier locations midway through this quarter, in November, to increase timely appointment availability.
- **Timely Physician Assessment:** For those booked outside the 1 day window, the majority were assessed within 1-2 days, with the delay due to physician availability.
- **Stay at Work:** Considerations for why Workers were not able to return to work the day after the injury included: 1) requirement for seeing the Program Physician, based on Physiotherapist recommendations; 2) requirement for diagnostic imaging; and, 3) severity of injury. In all cases, there was no availability of appropriate light duties to perform while gaining clarity on diagnosis.
- **Timely Return to Work:** Only 2 Workers (who required time off) did not return to work within 2 weeks, due to severity of their injury, and lack of availability of clinically appropriate modified or light duties.

The following table provides details of ConstructionCare Pilot Project results for Q2.



Key Performance Indicators Report Card - 2021/2022

MEASURE	TARGET	Q1 July-Sept	Q2 Oct-Dec	Q3 Jan-Mar	Q4 Apr-Jun
Assess Only	N/A	33%	7%		
Facility Accessibility	≥ 90%	100%	100%		
Timely PT Assessment	≥ 95%	70%	72%		
Timely Physician Assessment	≥ 95%	40%	40%		
Stay at Work	≥ 70%	88%	66%		
Timely Return to Work	≥ 80%	100%	78%		
Durable Return to Work	≥ 80%	92%	92%		
Worker Satisfaction	≥ 90%	96%	95%		
Recommend to a Friend	≥ 90%	83%	100%		
Employer Satisfaction	≥ 90%	80%	88%		
Recommend to an Employer	≥ 90%	90%	100%		

Note: Red numbers in the KPI Report Card indicate a result with a statistically significant difference, compared to the target.



### 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 = $\geq 90\%$ )
Timely PT Assessment	Percentage of Workers appropriate for services who accessed a PT Assessment on Same Day as the injury (Target = $\geq 95\%$ )
Timely Physician Assessment	Of Workers referred for Physician Assessment, percentage who accessed the Assessment within 1 Business Day of the PT referral (Target = $\geq 95\%$ )
Stay at Work	Percentage of Workers who were able to Stay at Work with no time loss (Target = $\geq 70\%$ )
Timely Return to Work	Percentage of Workers requiring time off who RTW within 2 weeks (Target = $\geq 80\%$ )
Durable Return to Work	Percentage of Workers who remain at work for 30 days following services (Target = $\geq 80\%$ )
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 = $\geq 90\%$ )



### Comments from Client Satisfaction Questionnaires

*“Same day assessments are a big win!”*

*“Geoff at Back in Motion Victoria should be recognized for his dedication to this program.”*