



## ConstructionCare Q3 Pilot Project Results

Thank you again for being part of the ConstructionCare Pilot Program. In the first 3 quarters, a combined total of 102 Workers were referred to Construction Care. Below is an analysis of the 30 Workers that were discharged from the program in the third quarter. In this quarter 3 Workers were referred to our Program Physician and we had 7 Workers who received assessment services only. The main reason for not attending treatment sessions was 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 2 bookings delayed due to the pre-reserved slot being already booked by another Worker in the project and 2 bookings received after the 2pm pre-reserved timeslot. Additional reserved PT appointments were added to our busier locations in November, to increase timely appointment availability.
- **Timely Physician Assessment:** Of the 3 workers who were assessed by the physician, 2 were booked 1 day outside the window due to physician availability and 1 was delayed due to inability to reach the worker to confirm their appointment.

The following table provides details of ConstructionCare Pilot Project results for Q3.



### 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%	23%	
Facility Accessibility	≥ 90%	100%	100%	100%	
Timely PT Assessment	≥ 95%	70%	72%	63%	
Timely Physician Assessment	≥ 95%	40%	40%	0/3	
Stay at Work	≥ 70%	88%	66%	90%	
Timely Return to Work	≥ 80%	100%	78%	100%	
Durable Return to Work	≥ 80%	92%	92%	90%	
Worker Satisfaction	≥ 90%	96%	95%	93%	
Recommend to a Friend	≥ 90%	83%	100%	100%	
Employer Satisfaction	≥ 90%	80%	88%	88%	
Recommend to an Employer	≥ 90%	90%	100%	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 Employer Satisfaction Questionnaire

*“Treating MSI right away has led to better outcome for workers”*