



## ConstructionCare Q3 2023 Pilot Project Results

Thank you again for being part of the ConstructionCare Pilot Program. A combined total of 285 Workers have been referred to Construction Care since the start of the program. Below is an analysis of the 32 Workers that were discharged from the program between July and September 2023. In this quarter, 4 Workers were referred to our Program Physician and we had 6 Workers who received assessment services only. 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 preference for a specific clinic location, followed by referrals received after the 2pm pre-reserved timeslot.
- **Timely Physician Assessment:** Of the 4 workers who were assessed by the physician, 2 were booked outside the window due to physician availability. All physician appointments were in person assessments.
- **Timely Return to Work:** Of the 3 workers who did not stay at work, 2 workers returned to work within 2 weeks.

The following table provides details of ConstructionCare Pilot Project results for Q1-3 2023.



Key Performance Indicators Report Card - 2023

| MEASURE                     | TARGET | Q1 Jan-Mar | Q2 Apr-Jun | Q3 Jul-Sep | Q4 Oct-Dec |
|-----------------------------|--------|------------|------------|------------|------------|
| Assess Only                 | N/A    | 21%        | 29%        | 19%        |            |
| Facility Accessibility      | ≥ 90%  | 100%       | 100%       | 88%        |            |
| Timely PT Assessment        | ≥ 95%  | 63%        | 63%        | 63%        |            |
| Timely Physician Assessment | ≥ 95%  | 50%        | 100%       | 50%        |            |
| Stay at Work                | ≥ 70%  | 83%        | 92%        | 91%        |            |
| Timely Return to Work       | ≥ 80%  | 100%       | 50%        | 67%        |            |
| Durable Return to Work      | ≥ 80%  | 87%        | 87%        | 90%        |            |
| Worker Satisfaction         | ≥ 90%  | 99%        | 100%       | 98%        |            |
| Recommend to a Friend       | ≥ 90%  | 100%       | 100%       | 100%       |            |
| Employer Satisfaction       | ≥ 90%  | 94%        | 98%        | 91%        |            |
| Recommend to an Employer    | ≥ 90%  | 100%       | 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 5 Business Days 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

“This program is a great support and resource in our injury management program. When our workers are referred to Back in Motion after a sprain/strain injury, they have informed us that they feel the company truly cares about their health, well-being, and recovery.”