



# BACK in MOTION

OR1 (Abbotsford, Coquitlam, North Vancouver, Richmond, Surrey, Vancouver) | Apr - Jun 2021

## How Did We Do?

In Quarter 2, 106 Clients completed the OR1 Program.

## Who Did We Serve?

- The average age of OR1 Clients was 44, ranging from 20 to 69 years old
- The most common industries were Trades/Construction/Transportation (52.4%) followed by Sales & Service (16.2%), and Health (15.2%)
- OR1 Clients participated in an average of 27 clinic days
- The most common Injury Type treated was Sprains/Strains/Tears (78.3%)
- The most common Injury Area seen was the Lumbar Spine/Sacrum (37.7%); followed by Multiple Areas (14.2%), and Cervical/Thoracic Spine (11.3%)

## How Satisfied and Included Did They Feel?

- 93.1% was the overall Client satisfaction score
- 98.1% of Clients would recommend Back in Motion to a friend
- 92.4% of Clients felt that the facilities were easy to access
- 91.9% of Clients felt included in the services received
- 93.6% of Clients felt prepared for the services received

## How Did We Help?

- 97.1% of Clients were fit to return to work upon program completion
- 67.6% of Clients were working at discharge with:
  - 84.5% of those working full-time in the pre-accident job OR in a new job; and
  - 15.5% of those still on GRTW or working with modified duties

*“They all were awesome including the receptionist”  
~Coquitlam, Jun 2021*

*“Jackie, Samantha, and Adam were excellent. Very helpful, knowledgeable and supportive throughout my entire process.”  
~North Van, Jun 2021*

*“Peter addressed setbacks and suggested ways to navigate them. Jeff provided traction treatments to affected areas to promote healing.”  
~Richmond, Apr 2021*

*“Bob (physio) was very engaged in my clinical course and provided a excellent support.”  
~Surrey, Jun 2021*

*“Melissa and Harvinder were very thorough and understanding, and made my return to work process comfortable ... Thank you both so much for helping me along the way.”  
Surrey, May 2021*

Helping people work.

Helping people live.