

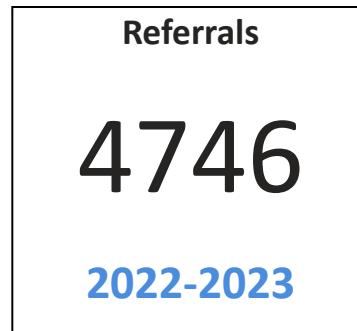
Clinical Services Year End Report 2022-2023



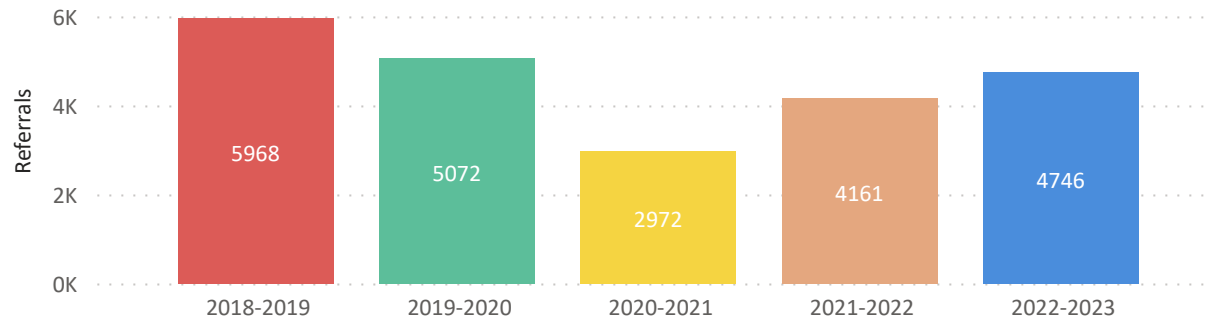
The following year end report is a summary of the trends in our clinical data over the last 5 years from 2018-2023. The report includes information about referrals, number of visits, client hours provided, clients served and waiting time. If you are viewing this in PowerBi, you can click on the year or years on filter you can display one or multiple years at once.

Referrals

Referrals in 2022-2023 have returned to pre-pandemic levels. TVCC referrals across counties we serve remain relatively constant with 50% in Middlesex county followed by Grey/Bruce, Oxford and Huron/Perth in the range of 10-15%.



Referrals by Year



- Filter ▼
- Select all
 - 2018-2019
 - 2019-2020
 - 2020-2021
 - 2021-2022
 - 2022-2023

Referral by County

Year	Middlesex	Grey/Bruce	Oxford	Elgin	Essex	Huron/Perth	Lambton	Chatham-Kent	Other Area
2018-2019	42%	19%	8%	9%	2%	17%	1%	1%	1%
2019-2020	48%	15%	15%	7%	1%	11%	1%	1%	1%
2020-2021	49%	16%	11%	8%	2%	11%	1%	1%	1%
2021-2022	50%	16%	11%	8%	2%	10%	1%	1%	1%
2022-2023	50%	15%	12%	8%	2%	10%	1%	1%	2%

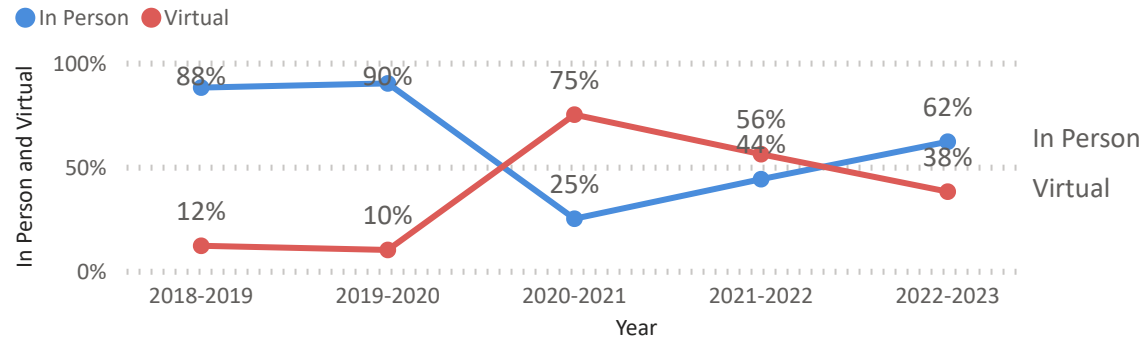
Client Visits



Along with many other health care settings, TVCC has gradually increased the number of in person services provided. In this past year, we provided 62% of services in person and 38% virtually. We also seeing more clients at schools and daycares and are gradually seeing our clients return to TVCC locations.

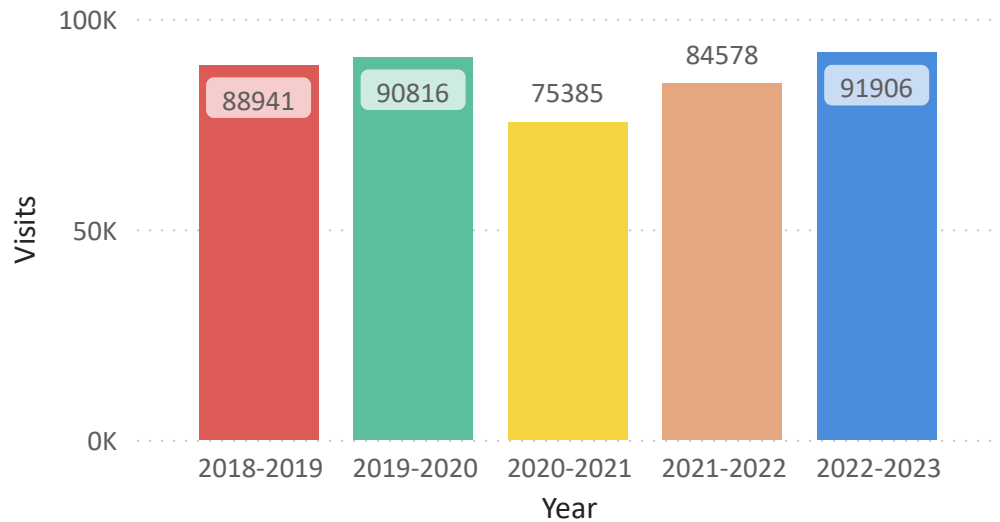


% of In Person & Virtual Visits by Year



- Filter** ▼
- Select all
 - 2018-2019
 - 2019-2020
 - 2020-2021
 - 2021-2022
 - 2022-2023

Visits by Year



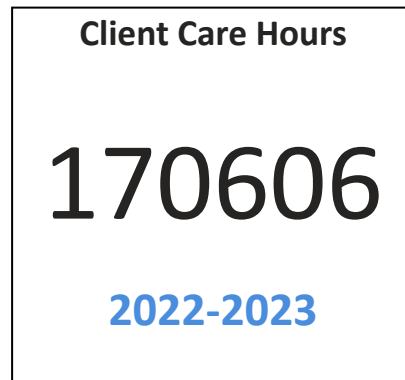
Visits by Location

Year	School or Daycare	779 Base Line Rd	Regional	Hospital	Home	Community	Virtual
2018-2019	19%	25%	16%	9%	13%	6%	12%
2019-2020	21%	26%	18%	8%	10%	7%	10%
2020-2021	6%	8%	2%	7%	1%	1%	75%
2021-2022	13%	15%	6%	6%	3%	1%	56%
2022-2023	27%	17%	7%	6%	4%	1%	38%

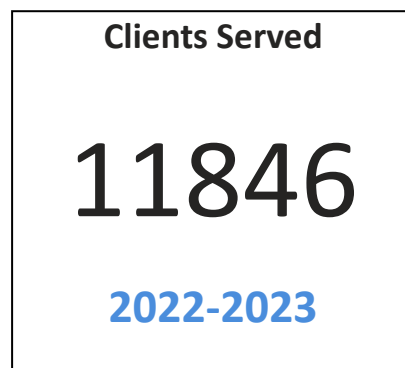
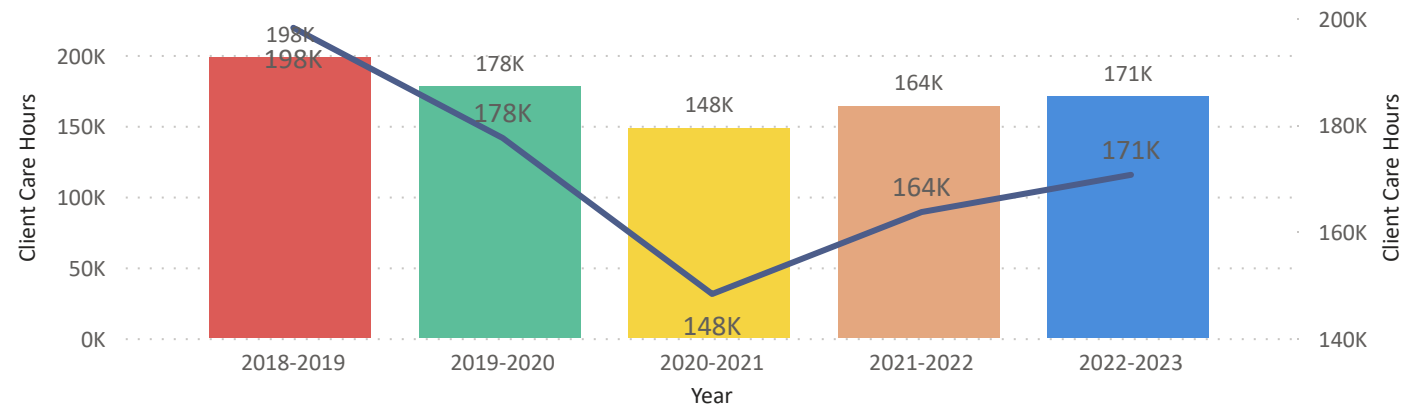
Volume of Service

In 2022-2023, TVCC increased the volume of client service provided which is impacted by both increase number of visits overall and increased time with clients. The number of individuals served has continued to increase as we have kept in contact with clients and provided services in both in person and virtual formats.

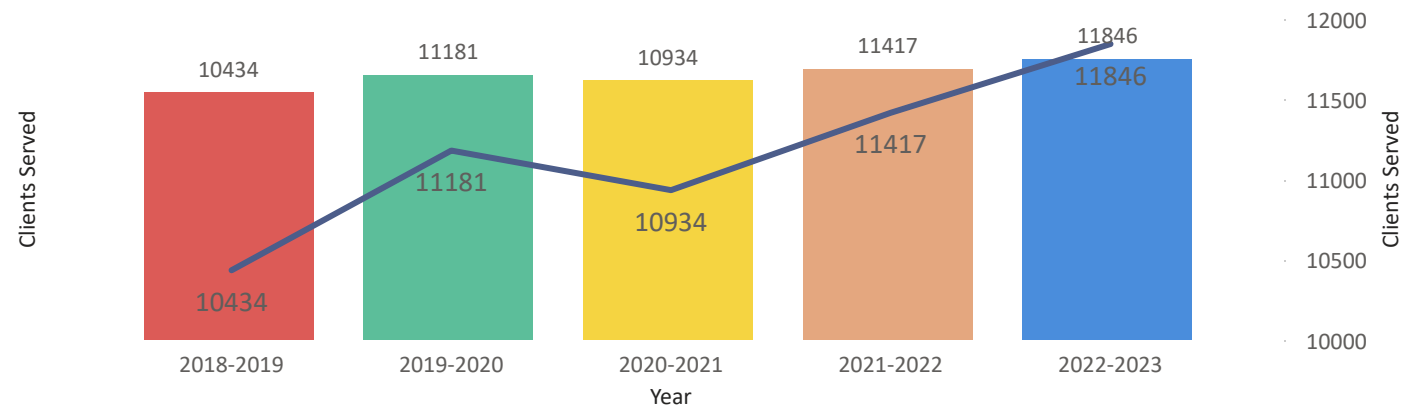
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 - 2018-2019
 - 2019-2020
 - 2020-2021
 - 2021-2022
 - 2022-2023



Client Care Hours by Year



Individuals Served by Year



Waiting Time



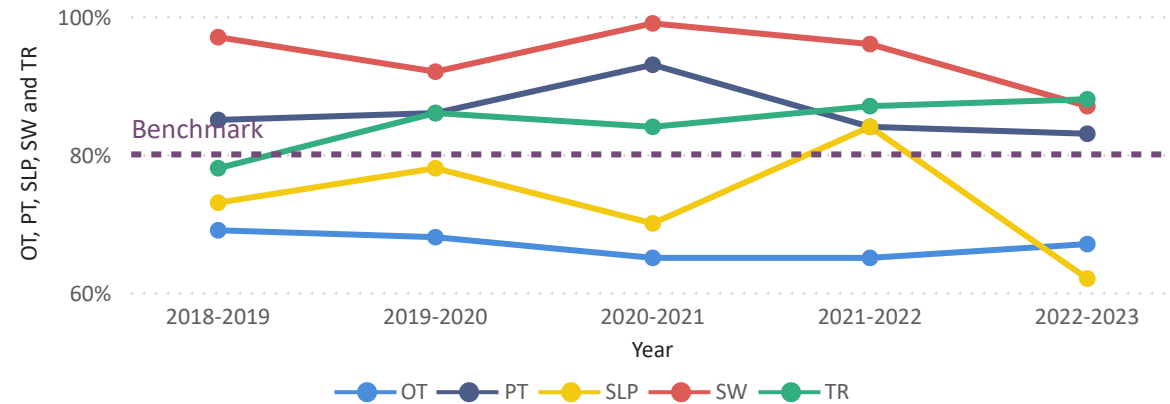
TVCC aims to have most clients (80% or more) wait no more than 90 days for an assessment and no more than 60 additional days to begin therapy. The following charts identify by discipline the % of clients who have waited less than 90 days for an assessment or less than 60 days to begin intervention/treatment.

Waiting for Assessments

This chart shows the percentage of clients who had that assessment within **90 days** of their referral. The higher the percentage, the better. The purple dotted line is the 80% TVCC's benchmark. This year we fell just below our target due in part to staff shortages especially in Speech Language Pathology.



% Waited Less than 90 Days for Assessment by Discipline

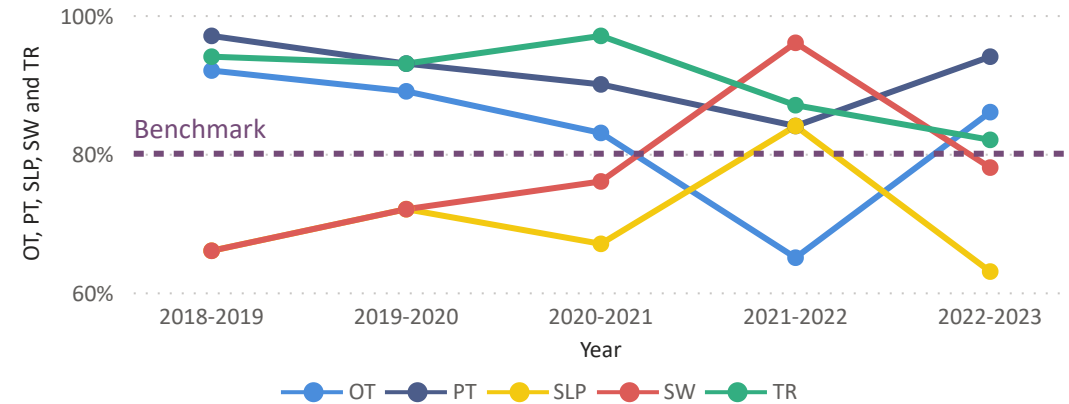


Waiting for Service Delivery

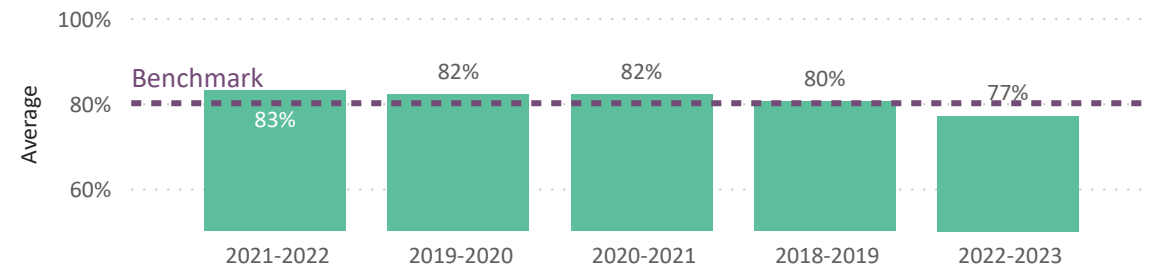
This chart shows the percentage of clients who started intervention/treatment within **60 days** of their initial assessment. The higher the percentage, the better. The purple dotted line is the 80% TVCC's benchmark. This year we achieved our overall target but fell below our target for Speech



% Waited Less than 60 Days for Treatment by Discipline



% Waited Less than 90 Days for Assessment Overall



% Waited Less than 60 Days for Treatment Overall

