

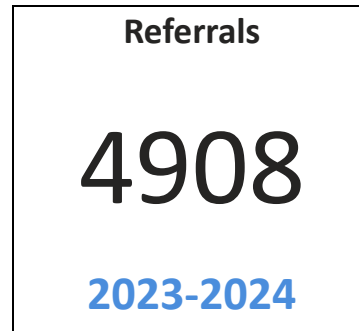
Clinical Services Year End Report 2023-2024



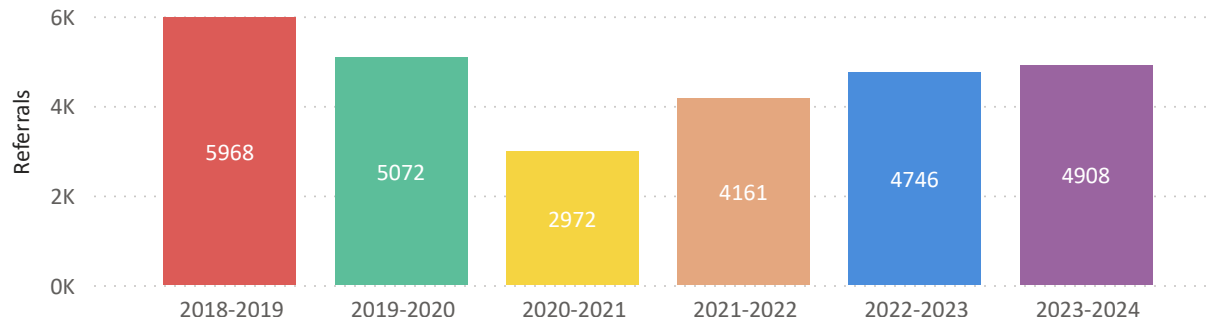
The following year end report is a summary of the trends in our clinical data over the last 6 years from 2018-2024. The report includes information about referrals, number of visits, client hours provided, clients served and waiting time. If you are viewing this in PowerBi, you can click on the year or years on filter you can display one or multiple years at once.

Referrals

Referral trends since the pandemic have been slowly returning to typical numbers. The referrals from the 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
- 2023-2024

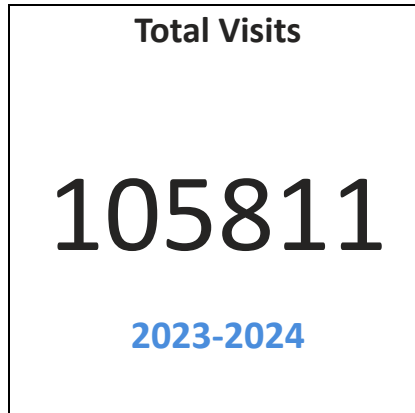
Referrals by County

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%
2023-2024	51%	15%	12%	8%	1%	10%	1%	1%	1%

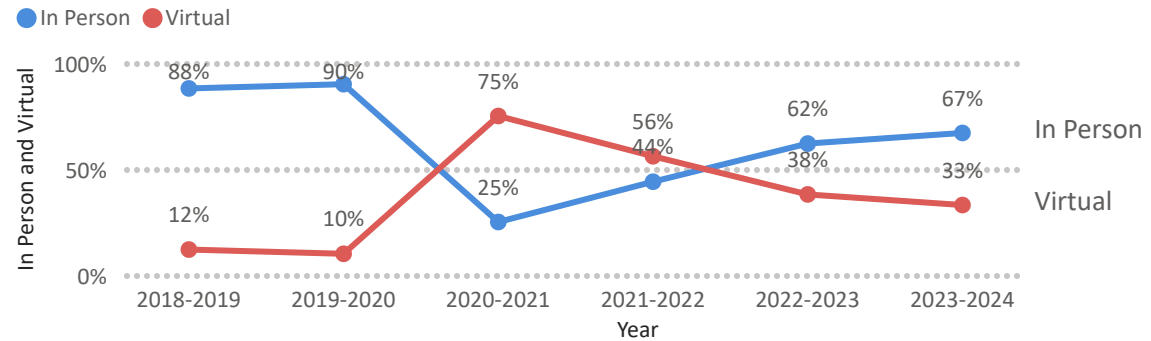
Client Visits



This year we have increased our visits almost 14,000! This is primarily due to the expansion of the Ontario Autism Program's Entry to School service where preschool children come to TVCC everyday for 6 months prior to their involvement with school. In addition, we noted a leveling off of the provision of in person vs virtual services. We continue to provide 33% of services virtually and 67% of our services in person.

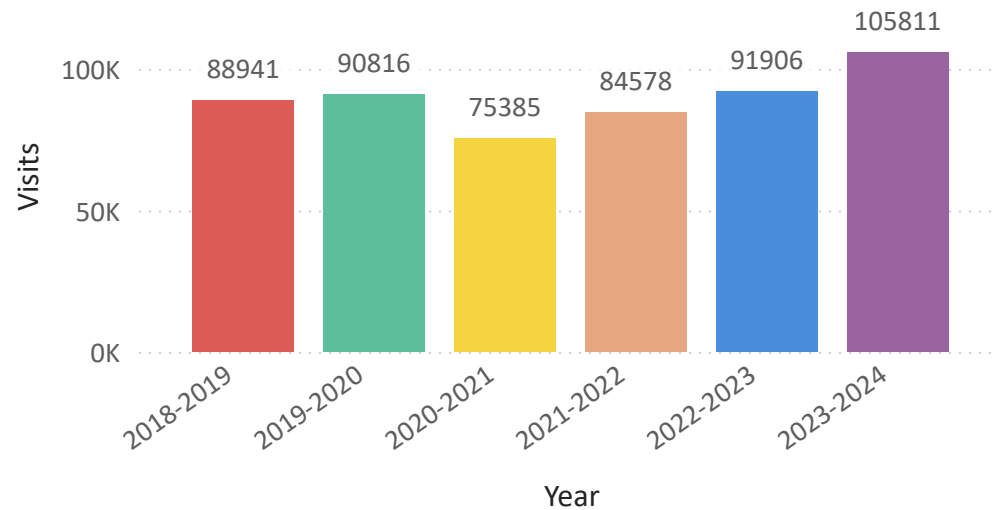


% of In Person & Virtual Visits by Year



- Filter** ▼
- Select all
 - 2018-2019
 - 2019-2020
 - 2020-2021
 - 2021-2022
 - 2022-2023
 - 2023-2024

Visits by Year

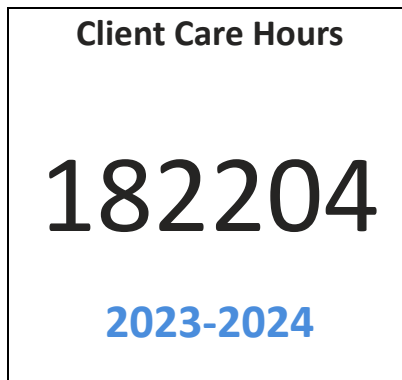


Visits by Location

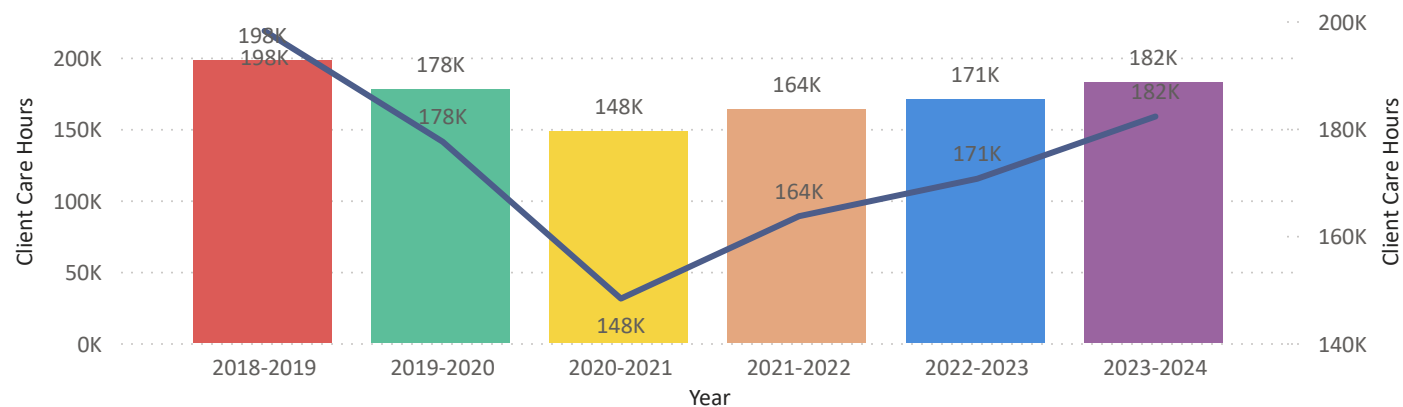
Year	School or Daycare	779 Base Line Rd	Regional	Hospital	Home	Community	Virtual
2018-2019	19%	25%	16%	9%	13%	6%	12%
2019-2020	21%	26%	18%	8%	10%	7%	10%
2020-2021	6%	8%	2%	7%	1%	1%	75%
2021-2022	13%	15%	6%	6%	3%	1%	56%
2022-2023	27%	17%	7%	6%	4%	1%	38%
2023-2024	25%	21%	8%	6%	5%	2%	33%

Volume of Service

In 2023-2024, TVCC provided over 10,000 more client care hours and served more than 400 more clients than the previous year (11,598 hours, 427 clients respectively).

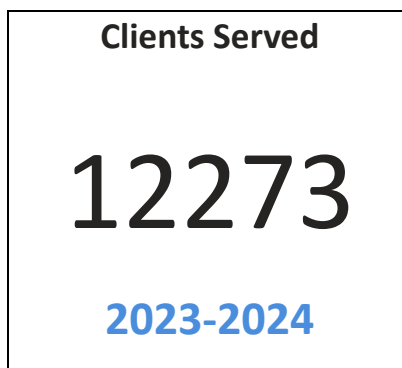


Client Care Hours by Year

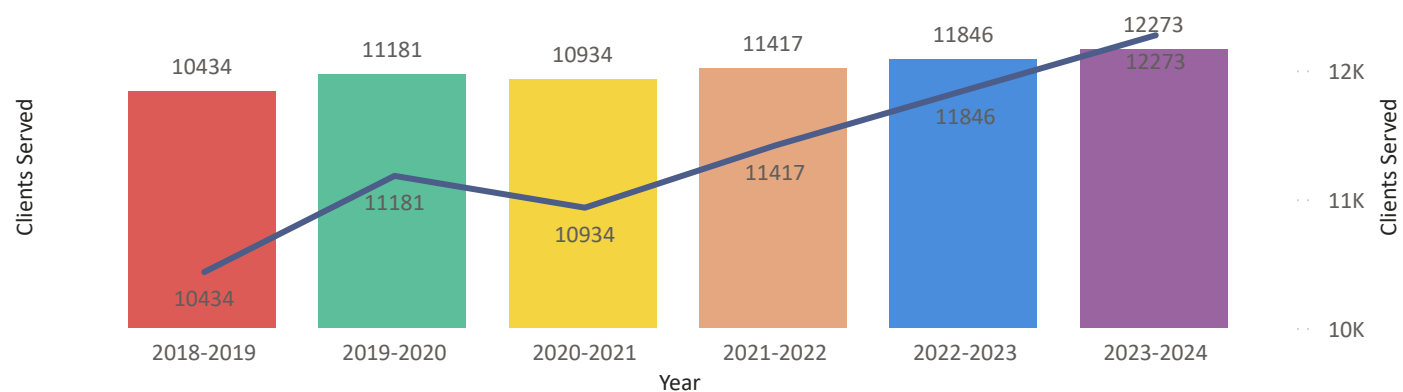


Filter

- Select all
- 2018-2019
- 2019-2020
- 2020-2021
- 2021-2022
- 2022-2023
- 2023-2024



Individuals Served by Year



Client Waiting for Assessment and Services (as of March 31 2024)



Clients Waiting for Assessment

6376

2023-2024

Clients Waiting for Assessment

The charts below summarizes the number of services that clients are waiting for as of March 31 2024. It is important to note that some clients may be already receiving some service and are waiting for another service. Another important note is that this not a unique count of clients because clients may be waiting for more than one service.

Clients Waiting for Assessment by Discipline

Year	OAP	Occupational Therapy	Physiotherapy	Social Work	Speech Pathology	Therapeutic Recreation	Total
2023-2024	5	2479	761	80	3006	45	6376

Clients Waiting for Service

1265

2023-2024

Clients Waiting for Service

The charts below summarizes the number of services that clients are waiting for as of March 31 2024. This chart includes clients who have received an assessment but who are waiting for services to begin. Similar to the above, this is not a unique count of clients because clients may be waiting for more than one service. They also may be receiving some services from us and also be waiting for a new service.

Clients Waiting for Service by Discipline

Year	OAP	Occupational Therapy	Physiotherapy	Social Work	Speech Pathology	Therapeutic Recreation	Total
2023-2024	101	218	465	7	456	18	1265

Waiting Time



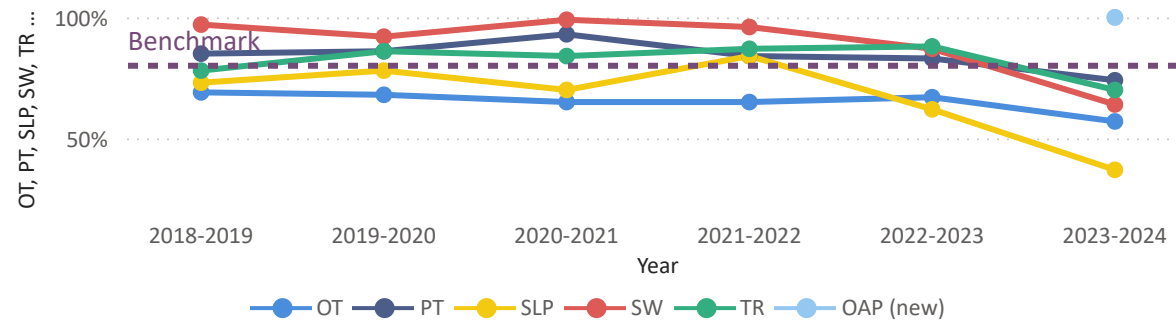
TVCC aims to have most clients (80% or more) wait no more than 90 days for an assessment and no more than 60 additional days to begin therapy. The following charts identify by discipline the % of clients who have waited less than 90 days for an assessment or less than 60 days to begin intervention/treatment. This information is only calculated once the client is no longer waiting. This year we have transitioned to a new client software system and have made adjustments to include wait time information on clients in schools and the Ontario Autism Program services - Entry to School and Caregiver Mediated Early Years.

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.

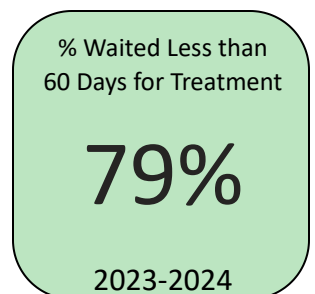


% Waited Less than 90 Days for Assessment by Discipline

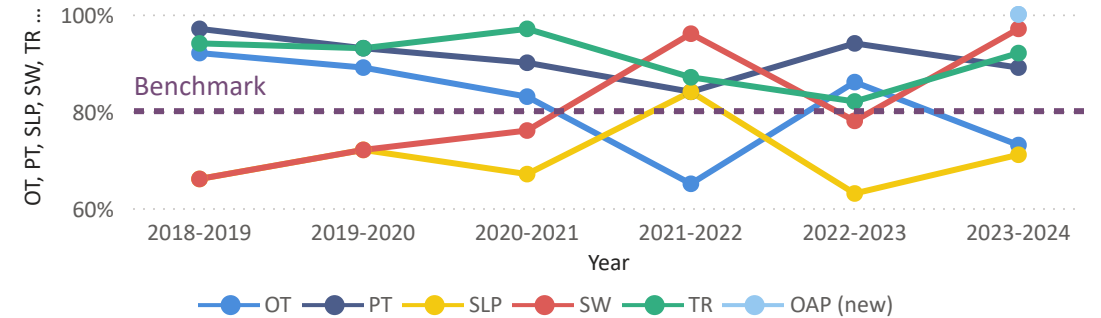


Waiting for Service Delivery

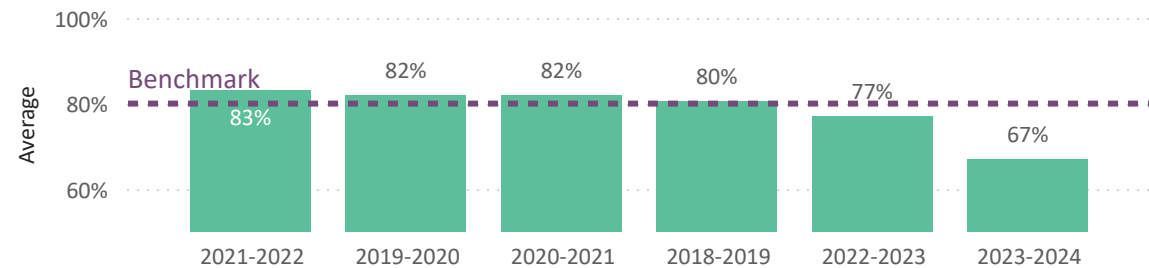
This chart shows the percentage of clients who started intervention/treatment within **60 days** of their initial assessment. The higher the percentage, the better. The purple dotted line is the 80% TVCC's benchmark. This year we fell slightly below our target.



% 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

