

## **PSI Accreditation Update**

The **only** physiotherapy clinics in Ottawa **accredited** by the Canadian Physiotherapy Association for excellence in service

### **What is Accreditation?**

Recognition by the Canadian Physiotherapy Association for **quality** and **excellence of service** after having had every aspect of the clinics' operations scrutinized.

### **Accreditation = Excellence**

- Of over 200 clinics in Ottawa, **only** PSI is accredited.

#### **Accreditation**

Commended by auditor for:

- Patient centered service
- Patients are involved in establishing direction and goals
- Evidence based practice
- Continuous quality improvement
- Ongoing education of staff
- Evaluation of patient outcomes and patient satisfaction
- Amount of time physiotherapist spent with patient discussing their problem

#### **Physiotherapy Excellence**

- Full one hour assessments
- Individualized treatment plans
- Patient education
- Follow-up with all patients
- Patient outcomes measured
- 82% of patients surveyed felt between 76-100% improvement
- Patient satisfaction - 100% of our patients say they would return to PSI and would recommend us to friends

### **Why use PSI Physiotherapy and Sports Injury Centres?**

- ✓ High quality treatment
- ✓ High patient satisfaction: "The best physio clinic experience I've ever had...and I've had many!" G.T.
- ✓ Demonstrates commitment to quality