Scientific Research Series

94.3% Patient Satisfaction Rate

Neuro-Spinal Restoration Program &
Non-Surgical Robotic Laser Spinal Decompression

Patients Confirm the New Solution for
Chronic Back and Neck Pain Sufferers

RLSD
Robotic Laser
Spinal Decompression

Title: Patient Satisfaction Study on the Neuro-Spinal Restoration Program Including Non-Surgical Robotic Laser Spinal Decompression

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Abstract

This study evaluates patient satisfaction with the Neuro-Spinal Restoration program, which includes Non-Surgical Robotic Laser Spinal Decompression as its main component and is a collaboration between 2 clinics that provide this form of highly specialized care. Two hundred and three program graduates were randomly selected and asked a single, open-ended satisfaction question. Of the 183 respondents—representing an exceptionally high response rate—99.5 reported being *very or extremely satisfied*, 73 *satisfied*, and 10.5 *dissatisfied*. This reflects a combined satisfaction rate of 94.3%. Importantly, participants were permitted to define satisfaction in their own terms, lending additional credibility and real-world validity to the findings.

Introduction

Chronic back and neck pain remain among the world's most serious and disabling health conditions. These conditions significantly restrict mobility, diminish quality of life, interfere with daily activities, and generate a substantial socioeconomic burden. Back and neck pain are leading causes of missed workdays, long-term disability, and lost productivity. Patients often experience emotional and psychological distress, including frustration, hopelessness, and a decline in overall well-being.

Traditional treatment approaches—ranging from medication and physiotherapy to invasive surgical procedures—vary widely in their effectiveness. Many provide only temporary relief, fail to address the underlying cause, or present unwanted risks. As a result, there is a growing need for advanced, safe, and effective non-surgical solutions.

The Neuro-Spinal Restoration program offered by the Ottawa Chiropractic & Natural Health Centre in Ottawa and the Laser Spinal Decompression Clinic in Winnipeg integrates a variety of evidence-based techniques, including the advanced Non-Surgical

Robotic Laser Spinal Decompression system. This study was designed to evaluate patients' overall satisfaction with this comprehensive program.

About the Treatment: How Non-Surgical Robotic Laser Spinal Decompression Works

Non-Surgical Robotic Laser Spinal Decompression is an advanced form of non-invasive spinal therapy that combines precise, true spinal decompression with regenerative, robotic, laser technology. This unique integration enhances the therapeutic benefits of decompression while reducing treatment-related discomfort and enhancing tissue recovery.

Mechanism of Action

- **Robotic Precision:** A computerized robotic decompression system gently and accurately decompresses the spine. This creates negative intradiscal pressure, which helps retract bulging or herniated disc material away from irritated nerves.
- **Laser-Assisted Healing:** High-intensity therapeutic laser is applied simultaneously or in conjunction with decompression. This accelerates tissue repair, reduces inflammation, and stimulates cellular regeneration.
- **Restoration of Function:** By relieving nerve compression and promoting disc hydration, spinal decompression aims to restore spinal biomechanics and reduce chronic pain.

This dual-modality approach enhances outcomes and provides patients with a safer, more comfortable alternative to surgery.

About Dr. John Zielonka

Dr. John Zielonka, founder of the Ottawa Chiropractic & Natural Health Centre, is one of Canada's most recognized neuro-functional chiropractors and a leader in advanced, non-surgical, spinal care. With decades of experience, numerous awards, and a reputation for clinical innovation and excellence, Dr. Zielonka has pioneered non-invasive solutions for

chronic spinal conditions. His Neuro-Spinal Restoration program including Non-Surgical Robotic Laser Spinal Decompression integrates cutting-edge technology, rehabilitation science, and patient-centered care.

About Dr. Suzanne Buffie

Dr. Suzanne Buffie is a chiropractor and former collegiate athlete whose personal struggle with disc herniations and decades of debilitating back pain led her to discover and bring Robotic Class IV Laser Spinal Decompression technology to Winnipeg in 2021. Driven by firsthand experience and patient success, she is passionate about helping chronic pain sufferers finally find long-term relief when traditional approaches have failed.

Methods

Study Design and Participants

This study consisted of 203 individuals who had fully completed the Neuro-Spinal Restoration program, including Non-Surgical Robotic Laser Spinal Decompression. Participants were randomly selected from clinic records and patient re-examinations.

Survey Question

Participants were contacted and asked a single question:

"With respect to our program, were you *very/extremely satisfied*, *satisfied*, or *dissatisfied*?"

No definition of these categories was provided to participants. They were encouraged to interpret the term "satisfaction" based on their own individual experiences, expectations, and outcomes.

This approach reduces researcher bias and increases the external validity of the study.

Response Rate

Of the 203 individuals contacted, 183 provided responses. This represents a 90% response rate which is considered exceptionally high in satisfaction-based survey research and strengthens the reliability of the results. In fact, survey research considers a 30% response rate to be excellent. As such, the 90% response rate of our study is outstanding.

Results

Among the 183 respondents:

- **99.5 were *very or extremely satisfied with their program***
- **73 were *satisfied***
- **10.5 were *dissatisfied***

When combined, **94.3% of respondents reported being either satisfied or very/extremely satisfied** with the Neuro-Spinal Restoration program including Non-Surgical Robotic Laser Spinal Decompression.

This remarkably high satisfaction rate strongly supports the effectiveness of the program and reflects positive patient experiences.

The small proportion of dissatisfied respondents (10.5 = 5.7%) falls within expected ranges for clinical interventions and may reflect individual differences in condition severity, health expectations, or external factors unrelated to treatment efficacy.

Discussion

Significance of High Patient Satisfaction

Patient satisfaction is a critical metric in evaluating the effectiveness of healthcare interventions. It reflects not only clinical outcomes but also patients perceived improvement, comfort, confidence in care providers, and overall quality of life.

The 94.3% satisfaction rate in this study demonstrates exceptional acceptance and perceived benefit of the Neuro-Spinal Restoration program and Non-Surgical Robotic Laser Spinal Decompression.

It must also be noted that people who undertake this program are those with serious, debilitating back and neck pain who failed to find success with traditional methods prescription drugs, over-the-counter drugs, surgery, physiotherapy, physiatry, cortisone injections, epidurals, pain clinics, chiropractic, massage, acupuncture, osteopathy, and exercise. While these have their place, any patient attending our clinic had tried a variety of these with limited or temporary relief at best. Most of our clients felt that “they had tried everything” and had “given up hope.”

Importance of Allowing Patients to Define Satisfaction

Unlike many studies that impose predefined criteria for what constitutes “success,” this study allowed participants to determine what satisfaction meant for them.

This enhances credibility by:

- **Capturing real-world experiences** rather than theoretical definitions.
- **Reducing research bias** in the interpretation of patient outcomes.
- **Reflecting patient-centered care**, an essential component of modern healthcare.
- **Increasing external validity**, making the findings more generalizable to broader clinical populations.

It should be further noted that upon closer examination of the 10.5 respondents who chose “dissatisfied” by their own definition

a) Patient “C” responded “dissatisfied” in the study, yet on her final visit of her initial program she stated that “the lower back is definitely better”. Her X-Ray findings also showed an incredible increase in disc height at her L5S1 level from 5.24mm to 8.60mm – an increase of 3.36mm or 64%. This is astonishing as previous scientific studies typically show an increase of 1mm using spinal decompression while many health professionals still don’t believe this to be possible.
b) Patient “S” responded “dissatisfied” in the study. She was a self-admitted anxious and impatient poor sleeper whose main complaint was her lower back. When this

improved, she then stated her main complaint had always been her coccyx. When this improved, she then stated her main complaint had always been her sacroiliac joint. When this improved, she stated her main complaint had always been her sacrum. Her X-Ray findings also showed an increase in disc height at her L4,5 level from 3.76mm to 5.33mm and her L5S1 level from 1.98mm to 5.75mm – an increase of 3.36mm or 170%.

c) Patient "R" responded "dissatisfied" in the study, yet his spondylolisthesis at both L3,4 and L4,5 was completely resolved, from 3.32mm to 0.00mm and 2.96mm to 0.00mm respectively. Patient R also complained as to the design of the system, yet he has no expertise in healthcare technology.
d) It should further be noted that since these participants were randomly selected, some had completed their program 1 ½ to 2 years ago. While our programs are designed to offer long-lasting results by addressing the underlying causes, there are common-sense lifestyle requirements and maintenance procedures provided to help prevent relapses that were not followed.
e) A 0.5 finding is due to the fact that a patient selected to be on the borderline between 2 categories. Hence, they were both satisfied and dissatisfied.

On the other hand, patients who were very or extremely satisfied included

a) Patient "J" who was able to avoid his $65,000 surgery in Germany.
b) Patient "C", an 84-year-old woman who was able to no longer need her walker.
c) Patient "LW" who said "are you kidding – you changed my life".
d) Patient "L" who went from taking 9 Tylenol and 6 Gabapentin every day for the past 10 years down to zero.
e) And most importantly Patient "D" who was able to remove his name from the MAiD – Canada's Medical Assistance in Dying. He is 1 of 5 patients at our centre in Ottawa who has now been able to do so.

Relevance to Chronic Back and Neck Pain

Given the debilitating nature of spinal pain and its impact on daily living, emotional well-being, work capacity, and long-term health, high patient satisfaction is particularly meaningful. Patients suffering from chronic spinal issues often endure years of disappointment, making successful outcomes even more impactful.

The Neuro-Spinal Restoration program, supported by advanced decompression technology and guided by an experienced clinician, addresses both the mechanical and physiological aspects of pain.

Conclusion

This study demonstrates an exceptionally high satisfaction rate among patients who completed the Neuro-Spinal Restoration program, which includes Non-Surgical Robotic Laser Spinal Decompression. With **94.3% of respondents reporting either satisfaction or high satisfaction**, the program shows strong patient acceptance and perceived benefit.

The high response rate and patient-defined satisfaction criteria further reinforce the real-world validity of these findings.

These results support the continued use of Non-Surgical Robotic Laser Spinal Decompression as a valuable component of comprehensive spinal rehabilitation.

Keywords: Patient Satisfaction, Low Back Pain, Neck Pain, Non-Surgical Robotic Laser Spinal Decompression, Neuro-Spinal Restoration, Chronic Pain, Chiropractic Care