

ACCESS AND FLOW

EFFICIENT

Rate of ED visits for modified list of ambulatory care–sensitive conditions* per 100 long-term care residents.

Last Year's Performance (LY)

Current Year's Performance (CY)

↓ Lower is better

○ Target

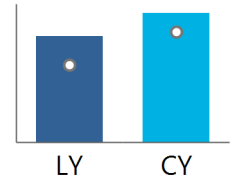
19.3**14.0****23.4****20.0**

2023/24

Target

2024/25

Target



LY

CY

EQUITY

EQUITABLE

Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and anti-racism education

Last Year's Performance (LY)

2023/24

Target

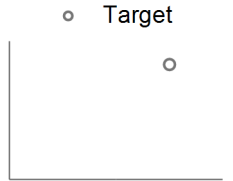
Current Year's Performance (CY)

2024/25

100.0

Target

CB



○ Target

○

EXPERIENCE

PATIENT-CENTRED Percentage of residents responding positively to: "What number would you use to rate how well the staff listen to you?"	Last Year's Performance (LY)		Current Year's Performance (CY)		↑ Higher is better ○ Target
	CB	85.0	CB	80.0	
	2023/24	Target	2024/25	Target	

PATIENT-CENTRED Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences".	Last Year's Performance (LY)		Current Year's Performance (CY)		↑ Higher is better ○ Target
	CB	85.0	CB	80.0	
	2023/24	Target	2024/25	Target	

SAFETY

