ACCESS AND FLOW

Last Year's Performance (LY) ↓ Lower is better **Current Year's Performance (CY) EFFICIENT** Target Rate of ED visits for modified list of ambulatory care-sensitive conditions* per 19.3 14.0 23.4 20.0 100 long-term care residents. 2023/24 **Target** 2024/25 Target LY CY

EQUITY

EQUITABLE	Last Year's Performance (LY)		Current Year's Performance (CY)		
Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and anti-			СВ	100.0	Target O
racism education	2023/24	Target	2024/25	Target	

EXPERIENCE

PATIENT-CENTRED Percentage of residents responding	Last Year's Performance (LY)		Current Year's Performance (CY)		Higher is betterTarget
positively to: "What number would you use to rate how well the staff listen to you?"	СВ	85.0	СВ	80.0	0 0
	2023/24	Target	2024/25	Target	
PATIENT-CENTRED Percentage of residents who responded	Last Year's Performance (LY)		Current Year's Performance (CY)		
	Last Year's Perfori	mance (LY)	Current Year's Per	formance (CY)	↑ Higher is better o Target
	Last Year's Perform	85.0	Current Year's Per	formance (CY)	

SAFETY

SAFE Percentage of LTC home residents who fell	Last Year's Performance (LY)		Current Year's Performance (CY)		↓ Lower is betterTarget
in the 30 days leading up to their assessment			16.6	12.0	•
	2023/24	Target	2024/25	Target	CY
SAFE Percentage of LTC residents without	Last Year's Performance (LY)		Current Year's Performance (CY)		↓ Lower is bettero Target
psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment	22.8	10.0	20.1	15.0	•
	2023/24	Target	2024/25	Target	LY CY