

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

10.7**10.0****16.4****10.0**

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

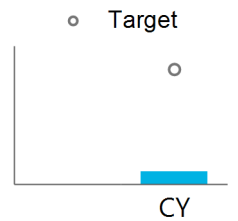
Current Year's Performance (CY)

11.1

2024/25

100.0

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)

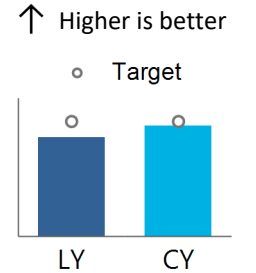
86.3 **100.0**

2023/24 Target

Current Year's Performance (CY)

96.3 **100.0**

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)

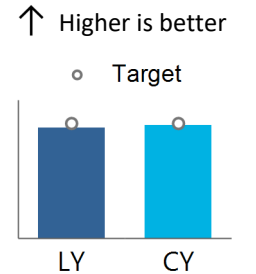
96.0 **100.0**

2023/24 Target

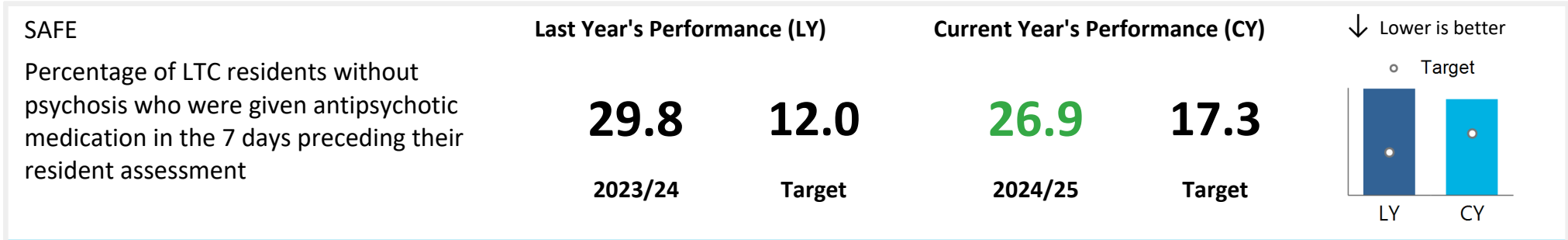
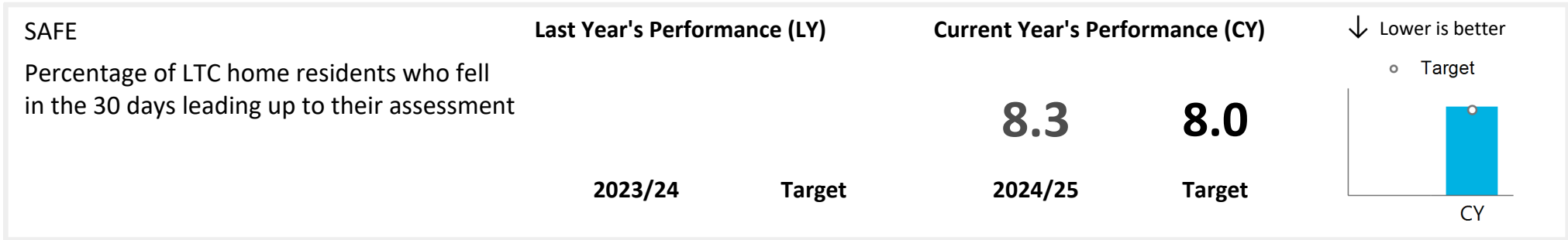
Current Year's Performance (CY)

98.2 **100.0**

2024/25 Target



SAFETY



Collaborators: Dr. Spencer, Dr. Scher, Dr. Gholam

