ACCESS AND FLOW

EFFICIENT	Last Year's Performance (LY)		Current Year's Performance (CY)		\downarrow Lower is better	
Rate of ED visits for modified list of ambulatory care–sensitive conditions* per 100 long-term care residents.	10.7	10.0	16.4	10.0	• Ta	rget
	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-			11.1	100.0	• Target o
racism education	2023/24	Target	2024/25	Target	CY

					EXPERIENCE
PATIENT-CENTRED	Last Year's Performance (LY)		Current Year's Performance (CY)		↑ Higher is better
Percentage of residents responding positively to: "What number would you use to rate how well the staff listen to you?"	86.3	100.0	96.3	100.0	• Target
	2023/24	Target	2024/25	Target	LY CY
PATIENT-CENTRED	Last Year's Performance (LY)		Current Year's Performance (CY)		1 Higher is better
Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences".	96.0	100.0	98.2	100.0	• Target
	2023/24	Target	2024/25	Target	LY CY

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					SAFETY
SAFE	Last Year's Performance (LY)		Current Year's Performance (CY)		\downarrow Lower is better
Percentage of LTC home residents who fell					• Target
in the 30 days leading up to their assessment			8.3	8.0	
	2023/24	Target	2024/25	Target	CY
SAFE	Last Year's Performance (LY)		Current Year's Performance (CY)		\downarrow Lower is better
Percentage of LTC residents without					• Target
psychosis who were given antipsychotic medication in the 7 days preceding their	29.8	12.0	26.9	17.3	. •
resident assessment	2023/24	Target	2024/25	Target	LY CY
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