ACCESS AND FLOW

EFFICIENT

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

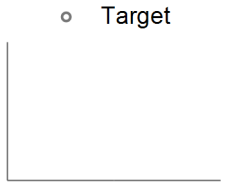
Last Year's Performance (LY)		Current Year's Performance (CY)	
8.1	8.0	10.9	5.0
2023/24	Target	2024/25	Target

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)		Current Year's Performance (CY)	
		CB	CB
2023/24	Target	2024/25	Target

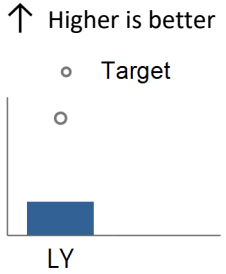


EXPERIENCE

PATIENT-CENTRED

Percentage of residents responding positively to: "What number would you use to rate how well the staff listen to you?"

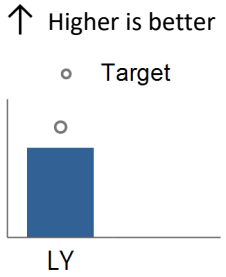
Last Year's Performance (LY)		Current Year's Performance (CY)	
24.1	85.0	CB	CB
2023/24	Target	2024/25	Target



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)	
64.6	80.0	CB	CB
2023/24	Target	2024/25	Target

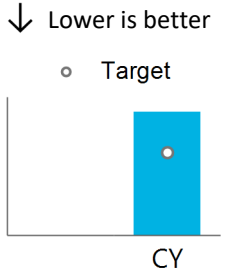


SAFETY

SAFE

Percentage of LTC home residents who fell in the 30 days leading up to their assessment

Last Year's Performance (LY)		Current Year's Performance (CY)	
		17.9	12.0
2023/24	Target	2024/25	Target



SAFE

Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment

Last Year's Performance (LY)		Current Year's Performance (CY)	
7.7	6.0	3.5	2.0
2023/24	Target	2024/25	Target