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
21.3	**20.0**	**20.1**	**18.0**	
2023/24	Target	2024/25	Target	LY CY

EQUITY

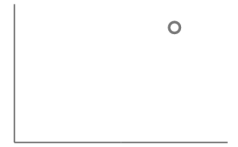| EQUITABLE	Last Year's Performance (LY)		Current Year's Performance (CY)	
Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and anti-racism education			**CB** **100.0**	
	2023/24	**Target**	**2024/25**	**Target**

○ Target
                                                    ○

EXPERIENCE

PATIENT-CENTRED

Percentage of residents responding positively to: "What number would you use to rate how well the staff listen to you?"
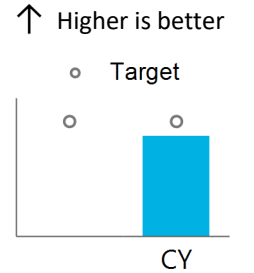
Last Year's Performance (LY)		**Current Year's Performance (CY)**		↑ Higher is better
CB	**100.0**	**87.4**	**100.0**	
2023/24	Target	2024/25	Target	

PATIENT-CENTRED

Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences".
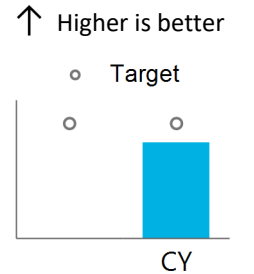
Last Year's Performance (LY)		**Current Year's Performance (CY)**		↑ Higher is better
CB	**100.0**	**83.2**	**100.0**	
2023/24	Target	2024/25	Target	

SAFETY

SAFE	Last Year's Performance (LY)		Current Year's Performance (CY)		↓ Lower is better
Percentage of LTC home residents who fell in the 30 days leading up to their assessment			**18.9**	**15.0**	◦ Target
	2023/24	**Target**	**2024/25**	**Target**	CY

SAFE	Last Year's Performance (LY)		Current Year's Performance (CY)		↓ Lower is better
Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment	**28.6**	**20.0**	**24.2**	**20.0**	◦ Target
	2023/24	**Target**	**2024/25**	**Target**	LY CY

EFFECTIVE	Last Year's Performance (LY)		Current Year's Performance (CY)		
"Percentage of long-term care home residents who developed a stage 2 to 4 pressure ulcer or had a stage 2 to 4 pressure ulcer that worsened."			**4.3**	**3.0**	◦ Target
	2023/24	**Target**	**2024/25**	**Target**	CY

EFFECTIVE

Percentage of Residents experiencing
worsening pain at Millennium Trail Manor

Last Year's Performance (LY)

Current Year's Performance (CY)

		10.4	**9.0**
2023/24	Target	2024/25	Target

CY

○ Target

CY