

## 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)

**X**

2023/24

**18.0**

Target

## Current Year's Performance (CY)

**X**

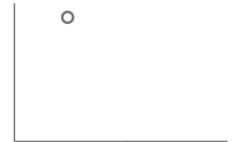
2024/25

Target

↓ Lower is better

○ 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)**

**2023/24**

**Target**

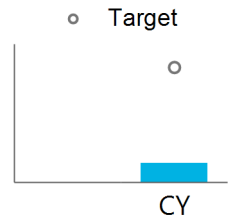
**Current Year's Performance (CY)**

**16.7**

**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)**

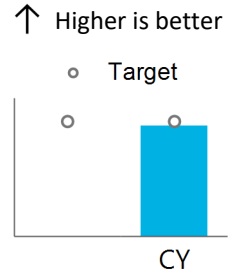
**CB 100.0**

2023/24 Target

**Current Year's Performance (CY)**

**96.0 100.0**

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)**

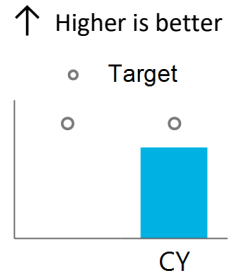
**CB 100.0**

2023/24 Target

**Current Year's Performance (CY)**

**78.8 100.0**

2024/25 Target



**SAFETY**

