

## 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

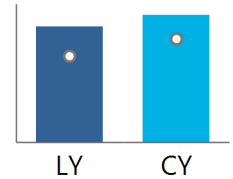
**13.4****10.0****14.7****12.0**

2023/24

Target

2024/25

Target



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

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

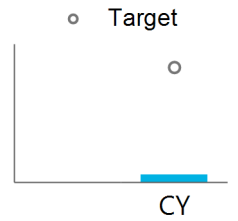
Current Year's Performance (CY)

6.7

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)**

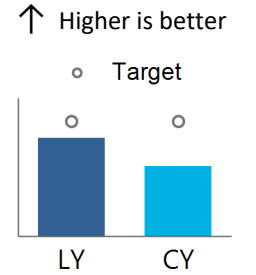
**85.4**      **100.0**

2023/24      Target

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

**60.6**      **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)**

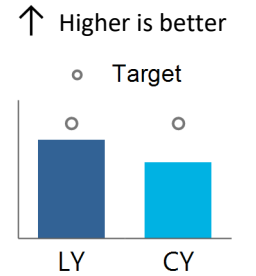
**85.4**      **100.0**

2023/24      Target

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

**65.6**      **100.0**

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)

2023/24

Target

## Current Year's Performance (CY)

20.7

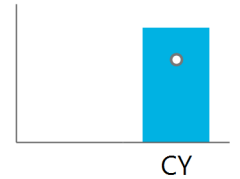
2024/25

15.0

Target

↓ Lower is better

○ 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)

37.4

2023/24

30.0

Target

## Current Year's Performance (CY)

31.6

2024/25

20.0

Target

↓ Lower is better

○ Target



LY

CY

