

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)

10.9

2024/25

5.0

Target

Current Year's Performance (CY)

4.4

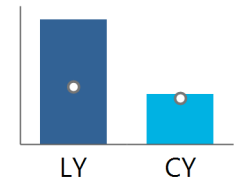
2025/26

4.0

Target

↓ Lower is better

○ Target



LY

CY

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)

CB

2024/25

CB

Target

Current Year's Performance (CY)

CB

2025/26

CB

Target

↑ Higher is better

○ 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

2024/25

CB

Target

Current Year's Performance (CY)

CB

2025/26

CB

Target

↑ Higher is better

○ 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

2024/25

CB

Target

Current Year's Performance (CY)

85.7

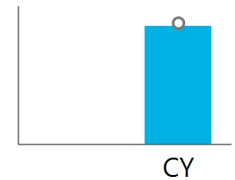
2025/26

88.0

Target

↑ Higher is better

○ Target



SAFETY

SAFE

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

Last Year's Performance (LY)

17.9 **12.0**

2024/25

Target

Current Year's Performance (CY)

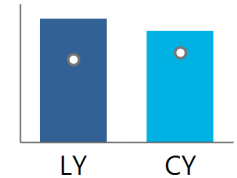
16.1 **13.0**

2025/26

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)

3.5 **2.0**

2024/25

Target

Current Year's Performance (CY)

1.6 **0.5**

2025/26

Target

↓ Lower is better

○ Target

