

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

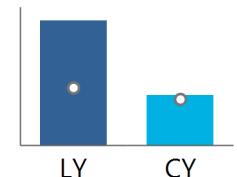
2025/26

4.0

Target

↓ Lower is better

○ Target



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

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

2025/26

CB

Target

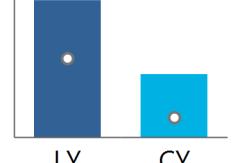
↑ Higher is better

○ Target

EXPERIENCE

PATIENT-CENTRED	Last Year's Performance (LY)		Current Year's Performance (CY)		↑ Higher is better ○ Target
	2024/25	Target	2025/26	Target	
PATIENT-CENTRED Percentage of residents responding positively to: "What number would you use to rate how well the staff listen to you?"	CB	CB	CB	CB	
PATIENT-CENTRED Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences".	CB	CB	85.7	88.0	

SAFETY

SAFE	Last Year's Performance (LY)		Current Year's Performance (CY)		↓ Lower is better ○ Target
	2024/25	Target	2025/26	Target	
Percentage of LTC home residents who fell in the 30 days leading up to their assessment	17.9	12.0	16.1	13.0	
SAFE	3.5	2.0	1.6	0.5	
Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment	2024/25	Target	2025/26	Target	

