

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)

20.1

2024/25

18.0

Target

Current Year's Performance (CY)

30.8

2025/26

27.7

Target

↓ Lower is better

○ Target



LY

CY

EQUITY

EQUITABLE

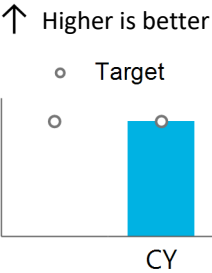
Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and anti-racism education

Last Year's Performance (LY)

CB
100.0
2024/25 Target

Current Year's Performance (CY)

100.0
100.0
2025/26 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)

87.4

2024/25

100.0

Target

Current Year's Performance (CY)

79.7

2025/26

100.0

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)

83.2

2024/25

100.0

Target

Current Year's Performance (CY)

82.8

2025/26

100.0

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)

18.9

2024/25

15.0

Target

Current Year's Performance (CY)

19.1

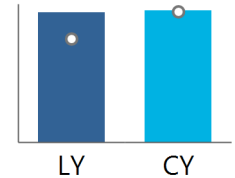
2025/26

18.9

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)

24.2

2024/25

20.0

Target

Current Year's Performance (CY)

22.3

2025/26

22.1

Target

↓ Lower is better

○ Target

