

ACCESS AND FLOW

EFFICIENT

Last Year's Performance (LY)

Current Year's Performance (CY)

↓ Lower is better

Rate of ED visits for modified list of ambulatory care-sensitive conditions* per 100 long-term care residents.

20.1

2024/25

18.0

Target

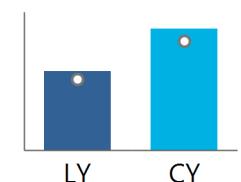
30.8

2025/26

27.7

Target

○ 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

100.0

Target

Current Year's Performance (CY)**100.0**

2025/26

100.0

Target

↑ Higher is better

○ Target

○ CY

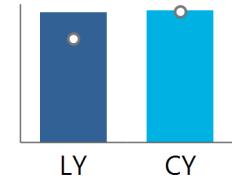


CY

EXPERIENCE

PATIENT-CENTRED	Last Year's Performance (LY)		Current Year's Performance (CY)		↑ Higher is better ○ Target ○ CY
	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?"	87.4	100.0	79.7	100.0	LY CY
PATIENT-CENTRED Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences".	83.2	100.0	82.8	100.0	LY CY

SAFETY

SAFE	Last Year's Performance (LY)	Current Year's Performance (CY)	↓ Lower is better
Percentage of LTC home residents who fell in the 30 days leading up to their assessment	18.9 2024/25	15.0 Target	19.1 2025/26
			Target
			
SAFE	Last Year's Performance (LY)	Current Year's Performance (CY)	↓ Lower is better
Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment	24.2 2024/25	20.0 Target	22.3 2025/26
			Target
			