

ACCESS AND FLOW

EFFICIENT	Last Year's Performance (LY)		Current Year's Performance (CY)		Lower is better ○ Target
	2024/25	Target	2025/26	Target	
Rate of ED visits for modified list of ambulatory care–sensitive conditions* per 100 long-term care residents.	X		X		

## 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)

**16.7**

2024/25

**100.0**

Target

## Current Year's Performance (CY)

**100.0**

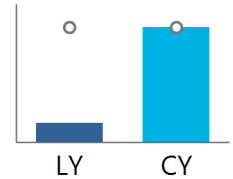
2025/26

**100.0**

Target

↑ Higher is better

○ Target



LY

CY

## 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)

96.0

2024/25

100.0

Target

## Current Year's Performance (CY)

100.0

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)

78.8

2024/25

100.0

Target

## Current Year's Performance (CY)

95.5

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)

14.3

2024/25

10.0

Target

## Current Year's Performance (CY)

17.7

2025/26

13.0

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)

20.8

2024/25

15.0

Target

## Current Year's Performance (CY)

20.8

2025/26

15.8

Target

↓ Lower is better

○ Target

