

## 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)

**17.5**

2024/25

**12.0**

Target

## Current Year's Performance (CY)

**27.5**

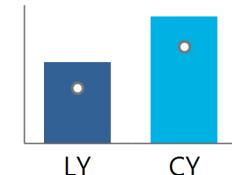
2025/26

**21.0**

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)****83.3**

2024/25

**100.0**

Target

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

2025/26

**100.0**

Target

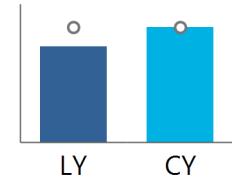
↑ Higher is better

○ Target

○

○

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?"	<b>74.1</b>	<b>100.0</b>	<b>76.7</b>	<b>95.0</b>	LY CY
PATIENT-CENTRED Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences".	<b>53.5</b>	<b>100.0</b>	<b>90.0</b>	<b>100.0</b>	LY CY

**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	<b>10.3</b>	<b>10.0</b>	<b>17.8</b>	<b>15.0</b>	
SAFE	<b>11.2</b>	<b>10.0</b>	<b>15.5</b>	<b>10.0</b>	
Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment	<b>2024/25</b>	<b>Target</b>	<b>2025/26</b>	<b>Target</b>	

