

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



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)

83.3

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)

74.1

2024/25

100.0

Target

Current Year's Performance (CY)

76.7

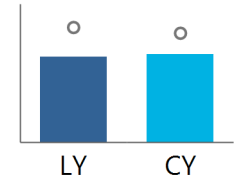
2025/26

95.0

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)

53.5

2024/25

100.0

Target

Current Year's Performance (CY)

90.0

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)

10.3

2024/25

10.0

Target

Current Year's Performance (CY)

17.8

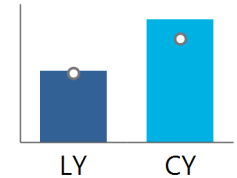
2025/26

15.0

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)

11.2

2024/25

10.0

Target

Current Year's Performance (CY)

15.5

2025/26

10.0

Target

↓ Lower is better

○ Target

