## ACCESS AND FLOW

EFFICIENT	Last Year's Performance (LY)		Current Year's Performance (CY)		$\downarrow$ Lower is better	
Rate of ED visits for modified list of ambulatory care–sensitive conditions* per 100 long-term care residents.	18.0	16.0	23.8	21.8	• Target	
	2023/24	Target	2024/25	Target	LY CY	

## EQUITY

EQUITABLE	Last Year's Performa	nce (LY)	Current Year's Perfo	ormance (CY)	
Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and anti-					∘ Target
racism education	2023/24	Target	2024/25	Target	

					EXPERIENCE
PATIENT-CENTRED	Last Year's Performance (LY)		Current Year's Performance (CY)		$\uparrow$ Higher is better
Percentage of residents responding positively to: "What number would you use to rate how well the staff listen to you?"	<b>61.1</b>	<b>79.0</b>	<b>CB</b> 2024/25	<b>79.0</b>	• Target • •
	,		,		LY
PATIENT-CENTRED Percentage of residents who responded	Last Year's Performance (LY)		Current Year's Performance (CY)		<ul> <li>Higher is better</li> <li>Target</li> </ul>
positively to the statement: "I can express my opinion without fear of consequences".	70.6	80.0	CB		0
	2023/24	Target	2024/25	Target	LY

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					SAFETY
SAFE	Last Year's Performance (LY)		Current Year's Performance (CY)		$\downarrow$ Lower is better
Percentage of LTC home residents who fell					• Target
in the 30 days leading up to their assessment			8.9		
	2023/24	Target	2024/25	Target	CY
SAFE	Last Year's Performance (LY)		Current Year's Perf	$\downarrow$ Lower is better	
Percentage of LTC residents without					• Target
psychosis who were given antipsychotic medication in the 7 days preceding their	9.9	5.0	5.6		
resident assessment	2023/24	Target	2024/25	Target	LY CY

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