

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)

18.0

2023/24

16.0

Target

Current Year's Performance (CY)

23.8

2024/25

21.8

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)

Current Year's Performance (CY)

2023/24

Target

2024/25

Target

○ Target



EXPERIENCE

PATIENT-CENTRED

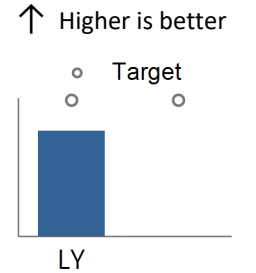
Percentage of residents responding positively to: "What number would you use to rate how well the staff listen to you?"

Last Year's Performance (LY)

61.1 **79.0**
2023/24 Target

Current Year's Performance (CY)

CB **79.0**
2024/25 Target



PATIENT-CENTRED

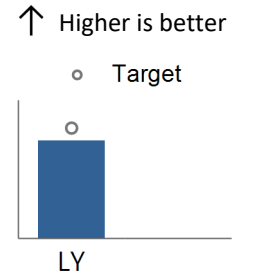
Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences".

Last Year's Performance (LY)

70.6 **80.0**
2023/24 Target

Current Year's Performance (CY)

CB Target
2024/25



SAFETY

