

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)

26.4

2025/26

22.0

Target

Current Year's Performance (CY)

25.0

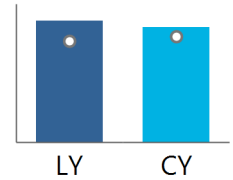
2026/27

23.0

Target

↓ Lower is better

○ Target



Collaborators: NPSTAT, Pain and Palliative Management Consultants

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)

2025/26

Target

Current Year's Performance (CY)

100.0

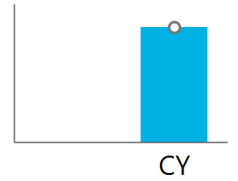
2026/27

100.0

Target

↑ Higher is better

○ Target

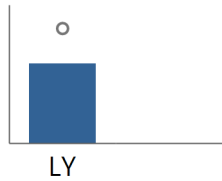


Collaborators: Surge Learning

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)		Current Year's Performance (CY)		↑ Higher is better ○ Target
	2025/26	Target	2026/27	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)		Current Year's Performance (CY)		↑ Higher is better ○ Target
	69.2	100.0			
	2025/26	Target	2026/27	Target	



SAFETY

SAFE

Percentage of LTC home residents who fell in the 30 days leading up to their assessment

Last Year's Performance (LY)

10.9

2025/26

Target

Current Year's Performance (CY)

10.0

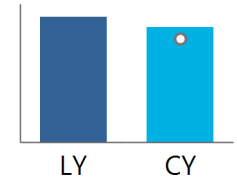
2026/27

9.0

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)

7.0

2025/26

7.0

Target

Current Year's Performance (CY)

4.4

2026/27

4.0

Target

↓ Lower is better

○ Target



SAFE

Percentage of long-term care residents whose stage 2 to 4 pressure ulcer worsened

Last Year's Performance (LY)

2025/26

Target

Current Year's Performance (CY)

4.7

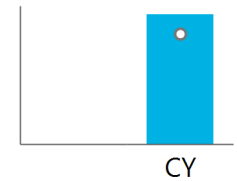
2026/27

4.0

Target

↓ Lower is better

○ Target



SAFE	Last Year's Performance (LY)		Current Year's Performance (CY)		↓ Lower is better ○ Target
	2025/26	Target	2026/27	Target	
Percentage of long-term care residents in daily physical restraints			0.0		