

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)

X

2022/23

6.0

Target

Current Year's Performance (CY)

X

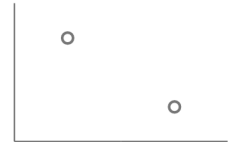
2023/24

2.0

Target

↓ Lower is better

○ Target



EXPERIENCE

PATIENT-CENTRED

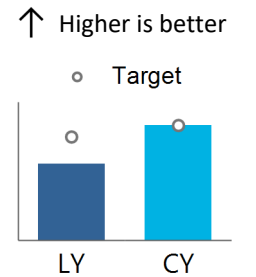
Percentage of residents responding positively to: "What number would you use to rate how well the staff listen to you?"

Last Year's Performance (LY)

66.7 **90.0**
2022/23 Target

Current Year's Performance (CY)

100.0 **100.0**
2023/24 Target



PATIENT-CENTRED

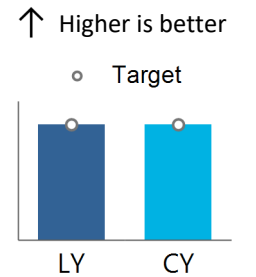
Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences".

Last Year's Performance (LY)

100.0 **100.0**
2022/23 Target

Current Year's Performance (CY)

100.0 **100.0**
2023/24 Target



SAFETY

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)

19.8

2022/23

18.0

Target

Current Year's Performance (CY)

27.5

2023/24

22.0

Target

↓ Lower is better

○ Target



Collaborators: SHN Geriatric team

