

THEME I: TIMELY AND EFFICIENT TRANSITIONS

EFFICIENT

Number of ED visits for modified list of ambulatory care-sensitive conditions* per 100 long-term care residents.

Last Year's Performance (LY)

Current Year's Performance (CY)

↓ Lower is better

○ Target

2021/22

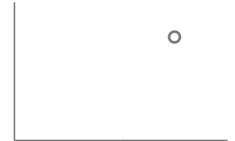
Target

X

6.0

2022/23

Target



THEME II: SERVICE EXCELLENCE

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

2021/22

Target

66.7

90.0

2022/23

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

2021/22

Target

100.0

100.0

2022/23

Target



THEME III: SAFE AND EFFECTIVE CARE

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)

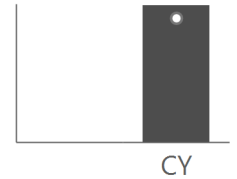
2021/22 Target

Current Year's Performance (CY)

19.8 **18.0**
2022/23 Target

↓ Lower is better

○ Target



CY