

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

2022/23

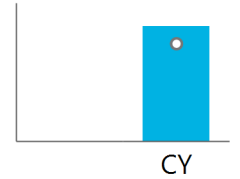
Target

10.0

8.5

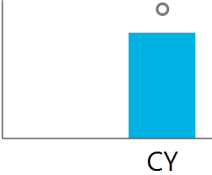
2023/24

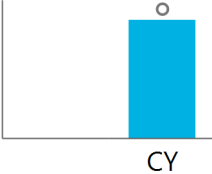
Target



Collaborators: UniversalCare Inc

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 
	2022/23	Target	2023/24	Target	
			61.1	75.0	
Collaborators: UniversalCare Inc					

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 
	2022/23	Target	2023/24	Target	
			68.4	75.0	
Collaborators: UniversalCare Inc					

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)

2022/23

Target

Current Year's Performance (CY)

34.3

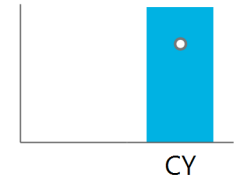
2023/24

25.0

Target

↓ Lower is better

○ Target



Collaborators: UniversalCare Inc

