

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)		Current Year's Performance (CY)		↓ Lower is better ○ Target
	7.7	7.5	5.3	5.0	
	2022/23	Target	2023/24	Target	

Collaborators: NLOT

EFFICIENT Falls	Last Year's Performance (LY)		Current Year's Performance (CY)		○ Target
			6.7	5.0	
	2022/23	Target	2023/24	Target	

TIMELY The proportion of residents with a progressive, life-limiting illness, that are identified to benefit from palliative care, who subsequently have their palliative care needs assessed using a comprehensive and holistic assessment.	Last Year's Performance (LY)		Current Year's Performance (CY)		○ Target
			100.0	100.0	
	2022/23	Target	2023/24	Target	

EQUITY

EQUITABLE

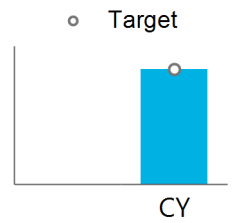
Patient involvement in decisions about their care and treatment

Last Year's Performance (LY)

2022/23 Target

Current Year's Performance (CY)

100.0 2023/24
100.0 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)

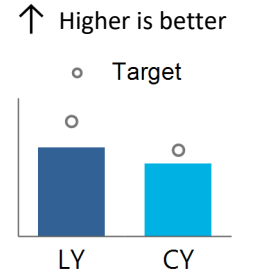
76.9 **100.0**

2022/23 Target

Current Year's Performance (CY)

63.2 **75.0**

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)

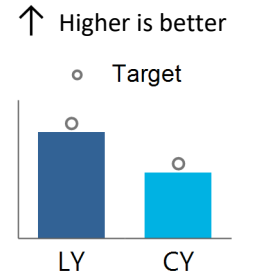
92.3 **100.0**

2022/23 Target

Current Year's Performance (CY)

56.7 **65.0**

2023/24 Target



SAFETY

