

THEME I: TIMELY AND EFFICIENT TRANSITIONS

<p>EFFICIENT</p> <p>Number of ED visits for modified list of ambulatory care–sensitive conditions* per 100 long-term care residents.</p>	Last Year's Performance (LY)		Current Year's Performance (CY)		<p>↓ Lower is better</p> <p>○ Target</p>
	30.4	Target	27.3	25.1	
	2022/23		2023/24	Target	

<p>EFFICIENT</p> <p>Staff Orientation</p>	Last Year's Performance (LY)		Current Year's Performance (CY)		<p>○ Target</p>
		Target	100.0	100.0	
	2022/23		2023/24	Target	

<p>EFFICIENT</p> <p>Staff Training</p>	Last Year's Performance (LY)		Current Year's Performance (CY)		<p>○ Target</p>
		Target	100.0	100.0	
	2022/23		2023/24	Target	

<p>EFFICIENT</p> <p>Emergency Plan</p>	Last Year's Performance (LY)		Current Year's Performance (CY)		<p>○ Target</p>
		Target	X	100.0	
	2022/23		2023/24	Target	

EFFICIENT

Nursing & PSW Staffing Plan

Last Year's Performance (LY)

Current Year's Performance (CY)

2022/23

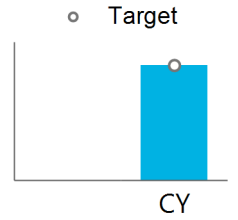
Target

100.0




2023/24




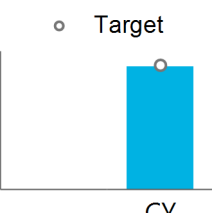
100.0

Target



THEME II: SERVICE EXCELLENCE

<p>PATIENT-CENTRED Percentage of residents responding positively to: "What number would you use to rate how well the staff listen to you?"</p>	<p>Last Year's Performance (LY)</p> <p>2022/23 Target</p>	<p>Current Year's Performance (CY)</p> <p>87.3 90.0</p> <p>2023/24 Target</p>	<p>↑ Higher is better</p> <p>○ Target</p>  <p>CY</p>
<p>PATIENT-CENTRED Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences".</p>	<p>Last Year's Performance (LY)</p> <p>2022/23 Target</p>	<p>Current Year's Performance (CY)</p> <p>96.2 98.0</p> <p>2023/24 Target</p>	<p>↑ Higher is better</p> <p>○ Target</p>  <p>CY</p>
<p>PATIENT-CENTRED Care Conference</p>	<p>Last Year's Performance (LY)</p> <p>2022/23 Target</p>	<p>Current Year's Performance (CY)</p> <p>CB 100.0</p> <p>2023/24 Target</p>	<p>○ Target</p> 

PATIENT-CENTRED Activities	Last Year's Performance (LY) 2022/23 Target	Current Year's Performance (CY) 95.0 97.0 2023/24 Target	
PATIENT-CENTRED Dietary	Last Year's Performance (LY) 2022/23 Target	Current Year's Performance (CY) 85.0 90.0 2023/24 Target	
PATIENT-CENTRED Housekeeping	Last Year's Performance (LY) 2022/23 Target	Current Year's Performance (CY) 89.0 90.0 2023/24 Target	
PATIENT-CENTRED Laundry	Last Year's Performance (LY) 2022/23 Target	Current Year's Performance (CY) 89.0 90.0 2023/24 Target	

PATIENT-CENTRED
Volunteer Program

Last Year's Performance (LY)

Current Year's Performance (CY)

2022/23

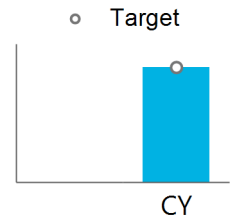
Target

100.0

2023/24

100.0

Target



PATIENT-CENTRED
Dietary - Weight Review

Last Year's Performance (LY)

Current Year's Performance (CY)

2022/23

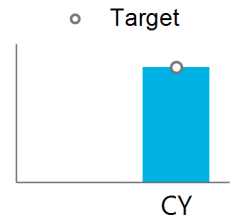
Target

100.0

2023/24

100.0

Target



PATIENT-CENTRED
Dietary - Menu Planning

Last Year's Performance (LY)

Current Year's Performance (CY)

2022/23

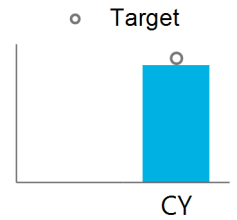
Target

85.0

2023/24



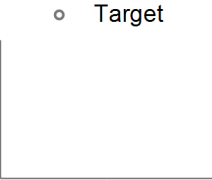
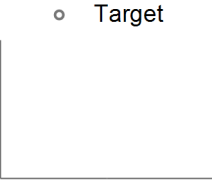
90.0


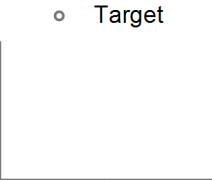
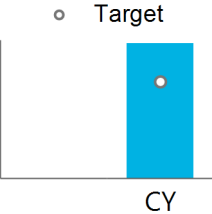

Target

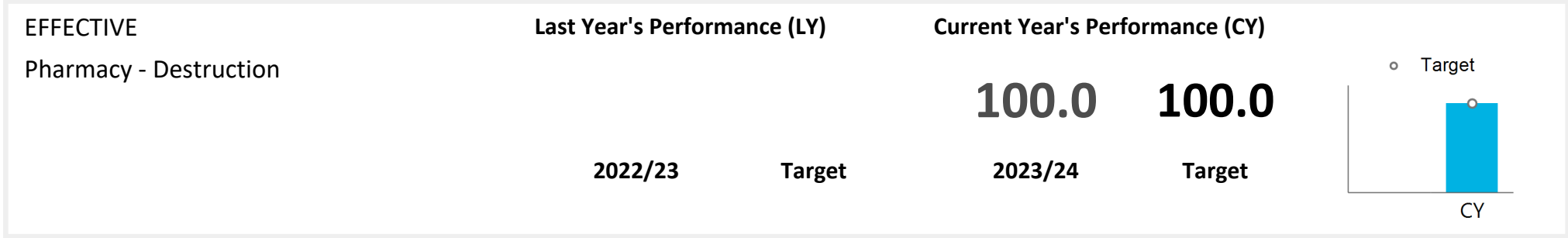
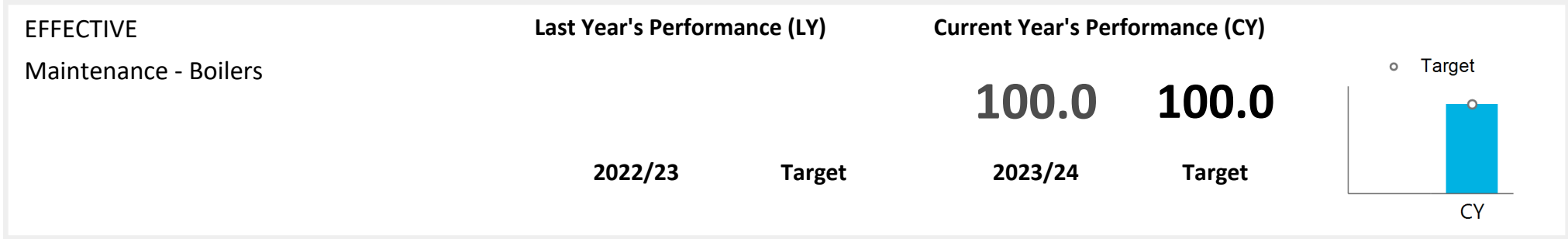


THEME III: SAFE AND EFFECTIVE CARE

SAFE	Last Year's Performance (LY)		Current Year's Performance (CY)		↓ Lower is better
Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment	28.0	Target	27.6	21.0	<p>○ Target</p> <p>LY CY</p>
	2022/23		2023/24		
SAFE	Last Year's Performance (LY)		Current Year's Performance (CY)		○ Target
Falls			18.6	15.6	<p>○ Target</p> <p>CY</p>
	2022/23	Target	2023/24	Target	
SAFE	Last Year's Performance (LY)		Current Year's Performance (CY)		○ Target
Wound Care			4.4	4.0	<p>○ Target</p> <p>CY</p>
	2022/23	Target	2023/24	Target	

SAFE Continence Care	<p>Last Year's Performance (LY)</p> <p>2022/23 Target</p>	<p>Current Year's Performance (CY)</p> <p>14.0 14.0</p> <p>2023/24 Target</p>	 <p>○ Target</p> <p>CY</p>
SAFE Pain	<p>Last Year's Performance (LY)</p> <p>2022/23 Target</p>	<p>Current Year's Performance (CY)</p> <p>13.3 11.0</p> <p>2023/24 Target</p>	 <p>○ Target</p> <p>CY</p>
SAFE Palliative	<p>Last Year's Performance (LY)</p> <p>2022/23 Target</p>	<p>Current Year's Performance (CY)</p> <p>CB CB</p> <p>2023/24 Target</p>	 <p>○ Target</p>
SAFE Restorative	<p>Last Year's Performance (LY)</p> <p>2022/23 Target</p>	<p>Current Year's Performance (CY)</p> <p>CB CB</p> <p>2023/24 Target</p>	 <p>○ Target</p>

<p>SAFE</p> <p>Responsive Behaviours</p>	<p>Last Year's Performance (LY)</p> <p>2022/23</p> <p>Target</p>	<p>Current Year's Performance (CY)</p> <p>13.5</p> <p>2023/24</p> <p>Target</p>	
<p>SAFE</p> <p>Infection Control</p>	<p>Last Year's Performance (LY)</p> <p>2022/23</p> <p>Target</p>	<p>Current Year's Performance (CY)</p> <p>CB</p> <p>2023/24</p> <p>Target</p>	
<p>SAFE</p> <p>Restraint</p>	<p>Last Year's Performance (LY)</p> <p>2022/23</p> <p>Target</p>	<p>Current Year's Performance (CY)</p> <p>9.8</p> <p>2023/24</p> <p>Target</p>	
<p>EFFECTIVE</p> <p>Heat Related Illness Prevent and Management</p>	<p>Last Year's Performance (LY)</p> <p>2022/23</p> <p>Target</p>	<p>Current Year's Performance (CY)</p> <p>100.0</p> <p>2023/24</p> <p>Target</p>	



EQUITY

EQUITABLE	Last Year's Performance (LY)		Current Year's Performance (CY)		○ Target
	2022/23	Target	2023/24	Target	
Physical Examination			CB	CB	

