
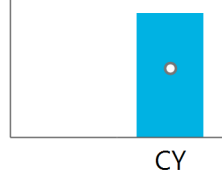


**ACCESS AND FLOW**

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 
	2025/26	Target	2026/27	Target	
	<b>23.4</b>	<b>20.0</b>	<b>16.7</b>	<b>15.0</b>	

**Collaborators:** Norfolk General Hospital

EFFICIENT Potentially avoidable emergency department visits for long-term care residents	Last Year's Performance (LY)		Current Year's Performance (CY)		○ Target 
	2025/26	Target	2026/27	Target	
			<b>9.0</b>	<b>5.0</b>	

**Collaborators:** Norfolk General Hospital

**EQUITY**

**EQUITABLE**

Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and anti-racism education

**Last Year's Performance (LY)**

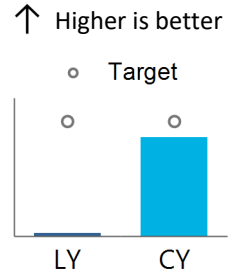
**2.5**  
2025/26

**100.0**  
Target

**Current Year's Performance (CY)**

**86.3**  
2026/27

**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)**

2025/26 Target

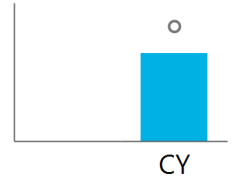
**Current Year's Performance (CY)**

**76.5**      **100.0**

2026/27 Target

↑ Higher is better

○ 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)**

2025/26 Target

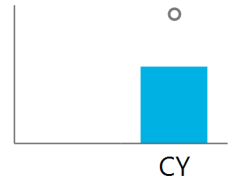
**Current Year's Performance (CY)**

**44.4**      **75.0**

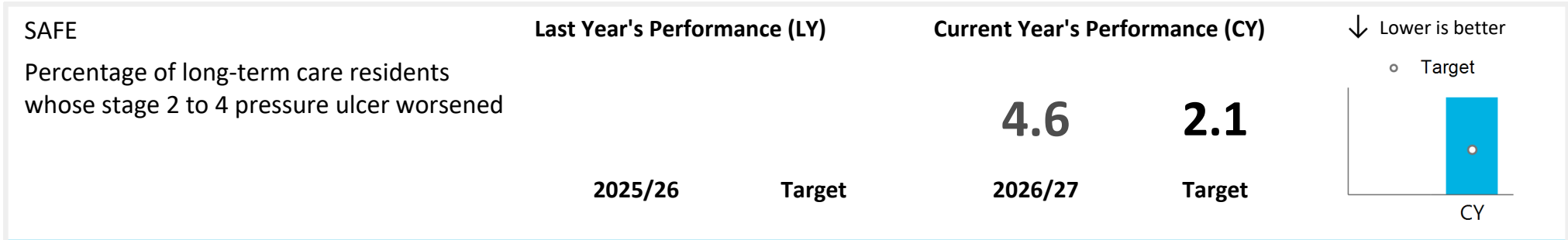
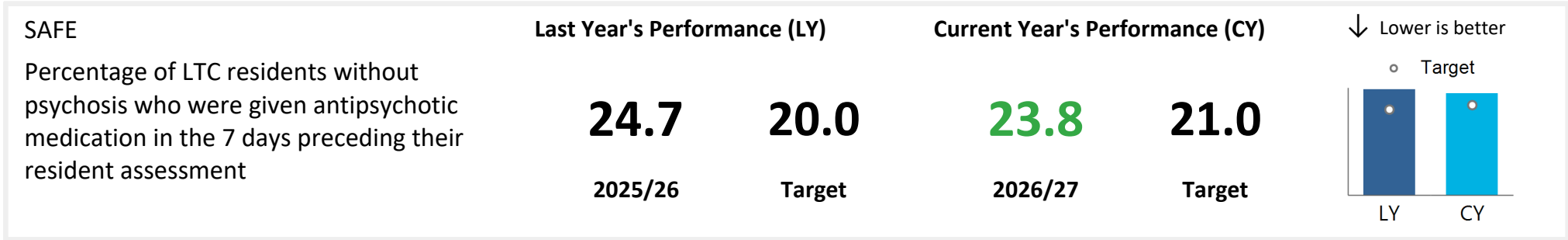
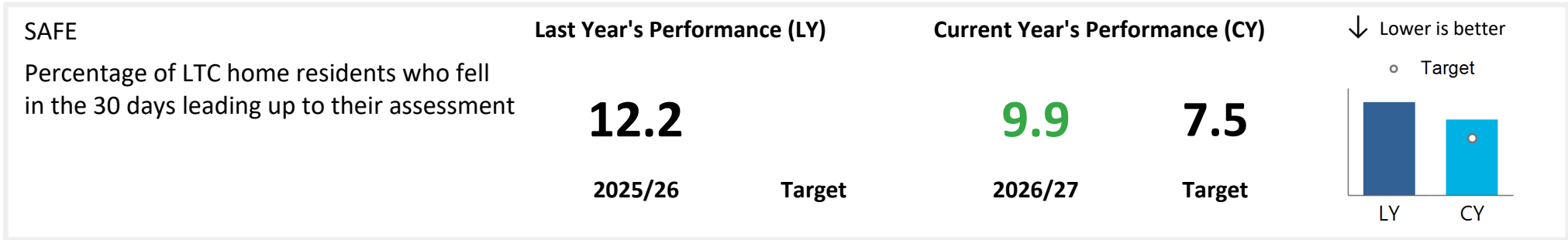
2026/27 Target

↑ Higher is better

○ Target



**SAFETY**



**Collaborators:** Norfolk General Hospital

