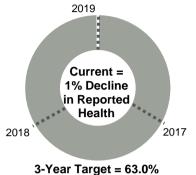


Self-Reported Health Status

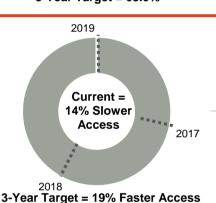
Percentage Reporting Very Good or Excellent Health



Current = 60.9% Baseline = 61.6%

Faster Access to Care in the Community

Improvement in Access for Key Community Services (Mental Health, PSW and Primary Care)



Wait Time for Mental Health Case Management

Current = 38 Days Baseline = 29 Days Target = 21 Days



Personal Support Worker (PSW) Within 5 Days

Current = 88.9% Baseline = 88.9% Target = 95.0%



Timely Access to a Primary Care Provider

Current = 44.8% Baseline = 38.6% Target = 47.0%



Satisfaction with Health Care in the Community

Overall Satisfaction
With Health Care in
the Community

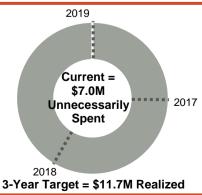


Current = 88.9% Baseline = 88.3%

3-Year Target = 92.0%

Value Realized by Reducing Hospital Visits and Days

Savings Realized by Reducing Unnecessary Visits and Admissions to the Hospital



Readmissions Within 30 Days for HIG Conditions

Current = \$1.6M Unnecessarily Spent Baseline = \$151,788 Unnecessarily Spent Target = \$1.8M Realized



Emergency Visits Best Managed Elsewhere

Current = \$614,340 Unnecessarily Spent Baseline = \$1.7M Unnecessarily Spent Target = \$2.5M Realized



Hospitalizations for Ambulatory Care Sensitive Conditions

Current = \$4.8M Unnecessarily Spent Baseline = \$5M Unnecessarily Spent Target = \$7.4M Realized



