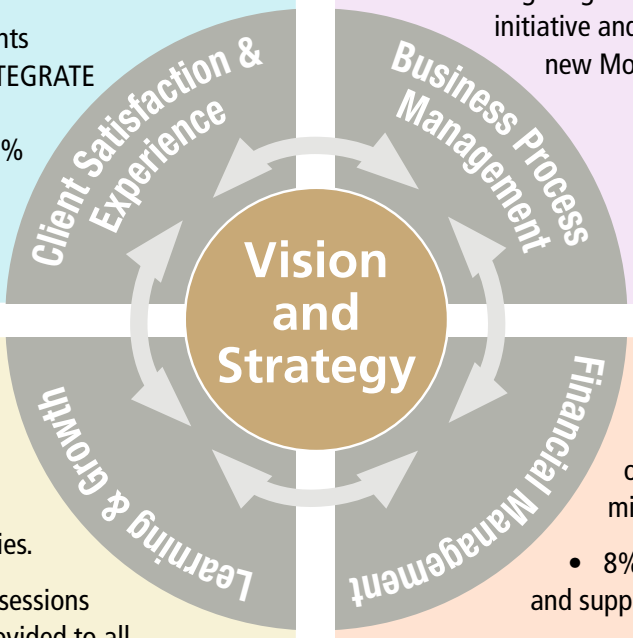
Outcome Measure of Accomplished Strategies and Objectives

- 98.4% Satisfaction rate of overall experience at Carefirst
- 91% clients commented they were treated respectfully by staff
- 94.5% clients found staff very often explained things in a way that they understood
- 95.6% clients and family indicated that Carefirst helped them reduce care burden
- 98.4% clients indicated that they will recommend Carefirst's services to others

** Number of survey respondents: 1,513*

- The number of Client Safety Incidents was 59.3% lower compared to last year (57 incidents reported in 2017-2018 as compared to 140 incidents reported in 2016-2017)
- 466 complex care needs clients participated in Carefirst's INTEGRATE model of care (adapted from PACE Model), representing 7% of case clients served.

** Total number of case clients served: 6,020*



- 36% increase in the number of core service partnership with 4 new core service partnerships newly established, e.g., Memory Clinic with Alzheimer Society, and Psychotherapy Clinic with Ontario Shores at Carefirst
- Increased use of IT for improved central administration and client service delivery, e.g., Mobile Health Solution – a mobile App for Home Care services monitoring, and the "Supporting Seniors with Technology" initiative.
- Promoted Integrated Care Model to a broader community level with the new "Building Neighbourhoods of Care" initiative and the introduction of the new Mobile Health Unit.

- 100% of 22 senior and middle management staff have attended the Leadership and Management Training Series.
- 42 webinars and training sessions on various topics were provided to all staff (e.g. Elder Abuse Prevention, Advance Care Planning, Communication Skills, Integrated Care, Program Logic Model), which represents 20% increase from last year.
- The number of claims filed with Workplace Safety and Insurance Board (WSIB) was 50% lower than that in 2016-2017 (10 claims in 2017 as compared to 18 claims in 2016).

- 8% increase in total agency revenue with total operating budget of $20 million
- 8% increase in government and supportive grants
- 9% increase in restricted reserve funds
- 25% increase in fundraising proceeds towards agency operation
- 86% operating budget expensed on direct client services