



Clients and families are partners in care and decision-making.

Every year, our child, youth and family leaders help develop the QIP. Here are your top priorities for 2017-2018:

**Families**

Access to services  
Coordination and transitions  
Communication  
Understanding medications

**Youth**

Communication  
Transitions Goal setting

**Kids**

Understanding information  
Communication

# Holland Bloorview Kids Rehabilitation Hospital's Quality Improvement Plan (QIP) for 2017-2018

## YOU TOLD US. WE LISTENED.

Quality and safety are our number one priorities.

Here are some of the key improvements we are working on this year.

- |                                |   |  |
|--------------------------------|---|--|
| SAFETY                         |  <p>Medication safety</p>      | <ul style="list-style-type: none"> <li>• We will have more conversations with clients and families about medications and why they are prescribed, using a helpful <b>tip sheet</b> to guide conversations.</li> <li>• We will provide clients and families with an <b>informational brochure</b> to help you manage medications at home.</li> </ul>  |
| TIMELY                         |  <p>Transition support</p>     | <ul style="list-style-type: none"> <li>• Our physicians will provide clients' primary care providers with discharge summaries shortly after discharge to ensure smooth transitions.</li> <li>• We will continue to provide clients and families with our Transition Passport to help you prepare for going home and into the community.</li> <li>• In addition to calling inpatient clients and families 72 hours after discharge to answer questions and provide support, we are continuing with our pilot follow up phone calls in our outpatient feeding clinic.</li> </ul> |
| ACCESS                         |  <p>Wait time improvements</p> | <ul style="list-style-type: none"> <li>• We are streamlining our referral process, with a focus on our autism diagnostic service and neuromotor medical clinic.</li> <li>• We are enabling clients and families to manage your appointments through the <b>connect2care online portal</b>.</li> </ul>  |
| EFFECTIVENESS                  |  <p>Goal setting</p>          | <ul style="list-style-type: none"> <li>• In partnership with the University of Toronto, clinicians and youth leaders, we are testing the use of a fitness tracking technology to help clients stay on track with your therapy between appointments.</li> <li>• We will be working with outpatient clients and families to create an integrated coordinated care plan that outlines your goals. The plan aims to improve care outcomes and promote solution-focused conversations between clinicians and clients and families.</li> </ul>                                       |
| CLIENT AND FAMILY CENTRED CARE |  <p>Feedback follow up</p>   | <ul style="list-style-type: none"> <li>• We will be expanding our kids' feedback month to include outpatient clients.</li> <li>• We are regularly reviewing client and family feedback to identify common themes so we can make improvements.</li> </ul>   |