

Client and Family Relations: Annual Report (2014 – 2015)

Introduction

Since its launch in April 2012, the Client and Family Relations program at Holland Bloorview Kids Rehabilitation Hospital has been focused on the active engagement of clients, families and employees in our commitment to excellent, safe care. This work helps us to improve our ability to meet the needs of clients and families in our services, our facility and our everyday interactions.

In our 2014-2015 Annual Report, you will see an overview of the types of feedback we have heard from our clients and families, as well as the changes we have made over the last year in direct response to this feedback. By listening to and partnering with our clients, families and employees, we have been able to work together to bring about change that is responsive and meaningful to those we are here to serve.

In order to provide clients and families with the best possible care experience, it is essential that clinicians and other employees understand their perspectives. The report illustrates our growing number of employee consultations - evidence of our employees' commitment to ensuring that they have the information and the tools they need to build strong relationships and partner effectively with our clients and families.

Our [Family Leadership Program](#) continues to grow as more and more clients and families see and experience the impact their voices have at the hospital. Through their insight and expertise, our clients and families help shape our work and the ways in which we work.

Clients and families are at the heart of all that we do, and our Client and Family Relations program ensures that we stay connected to what is most valued by our most important stakeholders.

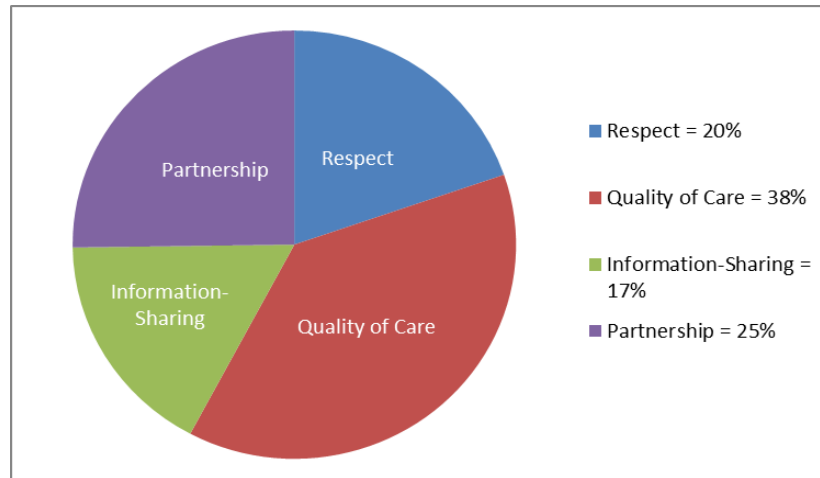
Yours in partnership,



Louise Kublick
Interim Director, Client and Family Integrated Care

Compliments Data

- The Spotlight Award Program provides clients and families with an opportunity to recognize Holland Bloorview staff, students, and volunteers for exemplifying the organization's values. In addition to receiving a Spotlight Award certificate, recipients are given a client and family centred care champion pin to proudly wear on their lanyards.
- Client and Family Relations records the client and family initiated compliments. The graph below shows the number of Spotlight Awards issued by Client and Family Relations, recognizing each of the behaviours described in the Patient Declaration of Values.



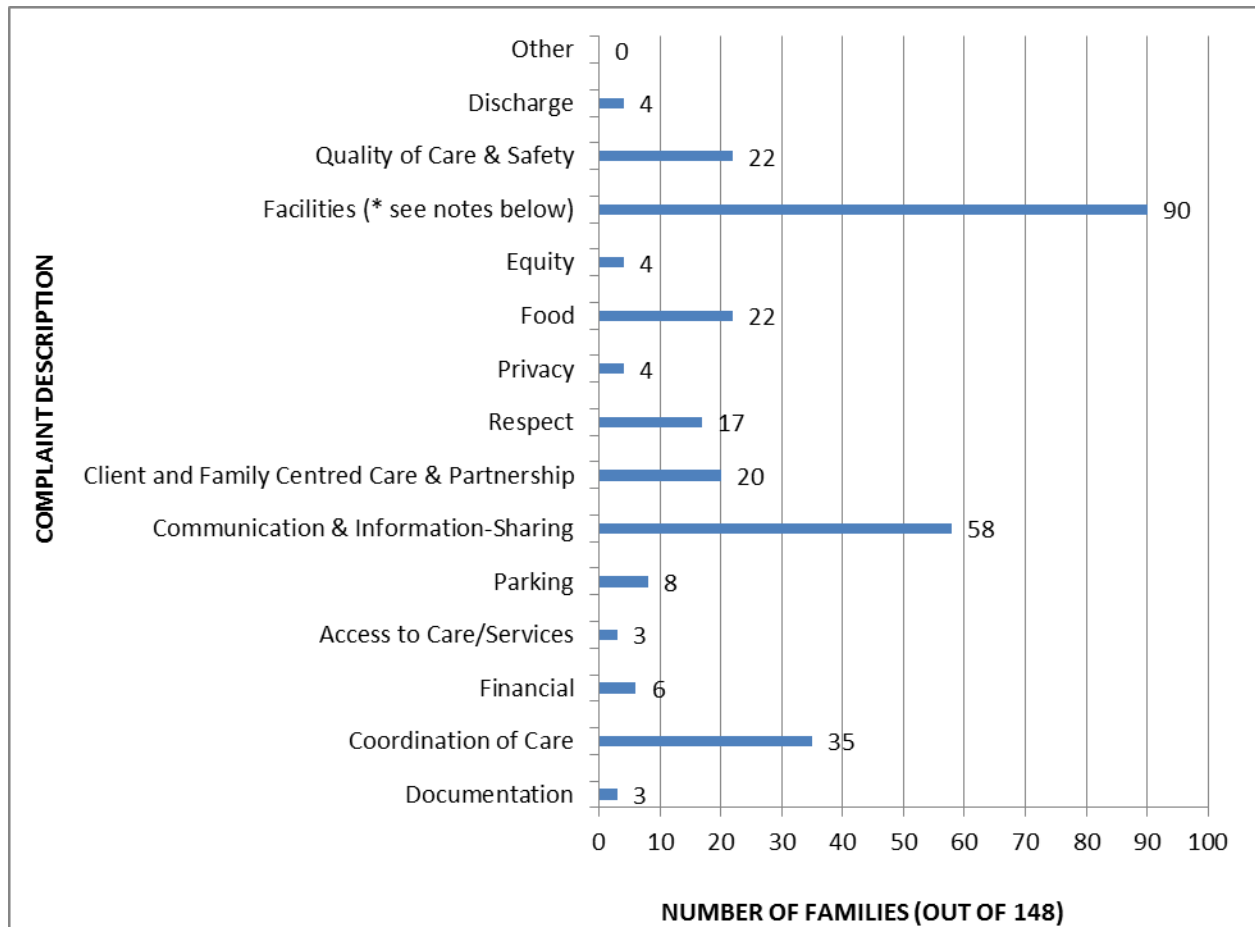
- 490 client and family-initiated Spotlight Awards
- Top area of recognition: quality of care

Staff Consultations Data

- The client and family relations facilitator supports employees seeking guidance by partnering and consulting on how to build stronger relationships with clients and families.
- 164 individual staff/team consultations
- Examples of issues raised during staff consultations:
 - ✓ Respect
 - ✓ Communication/Information-Sharing
 - ✓ Client and Family Centred Care (CFCC)/Partnership
 - ✓ Safety/Quality of Care
 - ✓ Discharge
 - ✓ Coordination of Care
 - ✓ Facilities

Complaints Data

- The client and family relations facilitator works with individual clients and families to address their concerns, as well as collects and interprets client and family feedback that helps to inform hospital-wide quality improvement initiatives.
- The following graph shows areas of complaint that clients and families brought forward to Client and Family Relations from April 1, 2014 – March 31, 2015.



- 148 clients/families filed complaints
- Top area of concern: facilities
 - Note: the facility issues that clients and families have raised are not all related to the maintenance, operation and overall management of our building services.
 - For more information about our facility-related feedback, please review the [feedback summary](#).

Quality Improvements

- ✓ A Quality Improvement Plan (QIP) is a formal, documented set of quality commitments aligned with system and provincial priorities that a health care organization makes to its clients, staff and community to improve quality through focused targets and actions.
- ✓ Holland Bloorview Kids Rehabilitation Hospital continues to lead in pediatric rehabilitation through our commitment to advancing quality, creating the safest environment for care and partnering with clients and families. With respect to our objective of improving patient satisfaction through complaint resolution, our QIP 2014-15 target (i.e., to resolve at least 70 per cent of straightforward complaints within 14 days) was exceeded (i.e., 100 per cent compliance).

- ✓ Examples of client and family feedback-driven changes:

Facilities

- Installed electronic water temperature monitors for both pools in the pool office
- Increased monitoring and maintenance of high traffic areas (e.g., the pool change room) for cleanliness
- Installed additional baby changing station in the women's change room
- Upgraded air temperature control system
- Installed three new fridges for each inpatient unit to expand fridge space capacity for inpatient families

Coordination of Care

- Revised Snoezelen and Swim registration process to allow families to co-ordinate registering their children with disabilities and their typically developing siblings for both programs, at the same time

Access to Care/Services

- Enhanced support for swimmers who have been in the same level at least three times
- Implemented five-day programming and longer days for Spiral Garden
- Revised model of service delivery for Augmentative and Alternative Communication (AAC) to give more intensive blocks of assessment and intervention, based on requests from parents, clients and community members for increased, direct training time
- Partnered with Noah's Ark camp (which provides social and communication opportunities for people of all ages and abilities involving a range of therapy animals) to launch the AAC pilot camp in Durham region, in response to family requests for summer camp options for their children with communication needs. This camp focuses on social and communication skills through exploration, sensory stimulation and structured interactive activities.

Food

- Implemented a three-week Halal menu cycle to accommodate clients' dietary requirements, as per their religious faith
- Increased inpatient menu cycle to a four-week cycle to provide more food variety for inpatient clients
- Increased food selection in vending machines to offer more variety

Client and Family Centred Care & Partnership

- Implemented action plan in response to increased needs resulting from high inpatient census: e.g., increased availability of linens, extended pool change room hours to accommodate more shower options for inpatient families and hired an evening clerical assistant on the inpatient unit to provide additional support
- Hosted "Movie Nights" for inpatient and outpatient clients and families to promote social engagement
- Organized music, social and fitness opportunities for inpatient clients and families in partnership with the Community Therapeutic Recreation and Life Skills Team, the Music Therapy Team and inpatient staff, including: light snacks and refreshments; live music performances (e.g., violin, piano, African drums, guitar and vocal); interactive participation (e.g., singing, drumming, karaoke); and physical activity (e.g., bocce, badminton, basketball and tennis)

Discharge

- Developed and implemented the 72 hour post discharge follow-up survey; i.e., a robust telephone survey that provides a warm touch point for families following discharge. This tool informs improvements to the discharge process and extends the continuum of care.
- Developed the transition pathway; i.e., a standardized process that helps support clients and families as they return to their home, school and community by ensuring that adequate resources, equipment and education have been provided

Communication & Information-Sharing

- Developed and implemented the "Pain Pamphlet" for the new persistent pain service
- Implemented refresher education sessions for the Programs and Services leadership team to improve the onboarding process for family advisors in terms of orientation, communication, coordination of meetings and ongoing engagement
- Partnered with the Director of Volunteers at the Toronto East General Hospital (TEGH) to ensure that information about Holland Bloorview's TEGH Satellite Clinic is included in volunteer training, and made available in the guide located at the TEGH Reception desk

For more information

- Contact Kimberley Siu-Chong, client and family relations facilitator:
416-753-6084 | feedback@hollandbloorview.ca
- Visit us in the Grocery Foundation Resource Centre (1st Floor) or online:
<http://hollandbloorview.ca/ClientFamilyResources/TellUsWhatYouThink>
- For a more detailed description of Holland Bloorview Kids Rehabilitation Hospital's Client and Family Relations process, see the Client and Family Relations Annual Report (2013 - 14):
<http://hollandbloorview.ca/Assets/website/documents/Client%20and%20family%20resources%20documents/Client%20and%20family%20relations%20annual%20report%202013-2014.pdf>