

Client and Family Relations: Annual Report (2015 – 2016)

Clients and families are at the heart of all that we do at Holland Bloorview Kids Rehabilitation Hospital. In the 2015-16 Client and Family Relations report, you will read about the ways in which we have gathered feedback from our clients and families throughout the year and you will learn about the changes that we have implemented in direct response to their input and ideas. We greatly appreciate that clients and families take time to provide feedback about how we can improve care and service in addition to what we do well, and partner with us to advance the experience of care for everyone we serve.

Over the past year, client and family feedback has led to changes like the complete re-design of our guest Wi-Fi system, improved program registration, expanded cafeteria menu options and the addition of secure 2-way communication to our Connect2care portal.

We are proud to share this information with you, and look forward to continuing to work with our clients and families to ensure that the care and services they receive at Holland Bloorview continue to exceed expectations and assist them in achieving their goals.

Yours in partnership,



Louise Kublick
Interim Director, Client and Family Integrated Care

About the Client and Family Relations Annual Reports

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 annual reports 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.

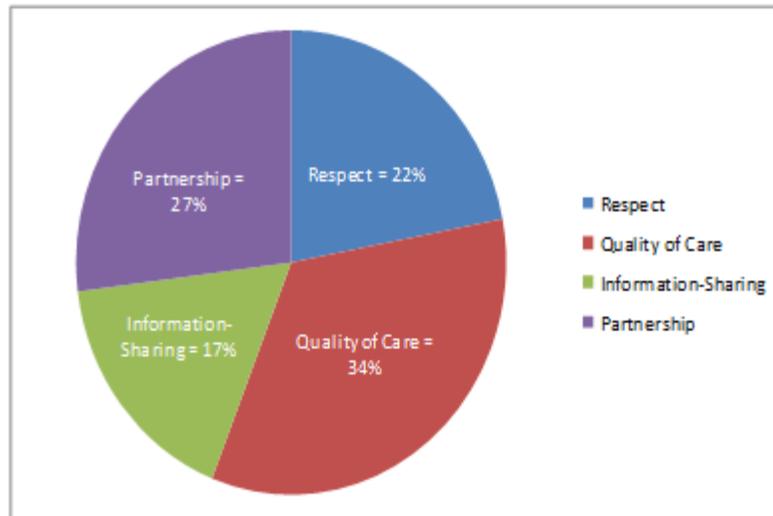
In order to provide clients and families with the best possible care experience, it is essential that clinicians and other employees understand their perspectives. The report illustrates our employee consultations - evidence of our employees' commitment to ensuring that they have the information and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

The families involved in our Family Leadership Program continue to 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.

Our Client and Family Relations program ensures that we stay connected to what is most valued by our most important stakeholders.

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.



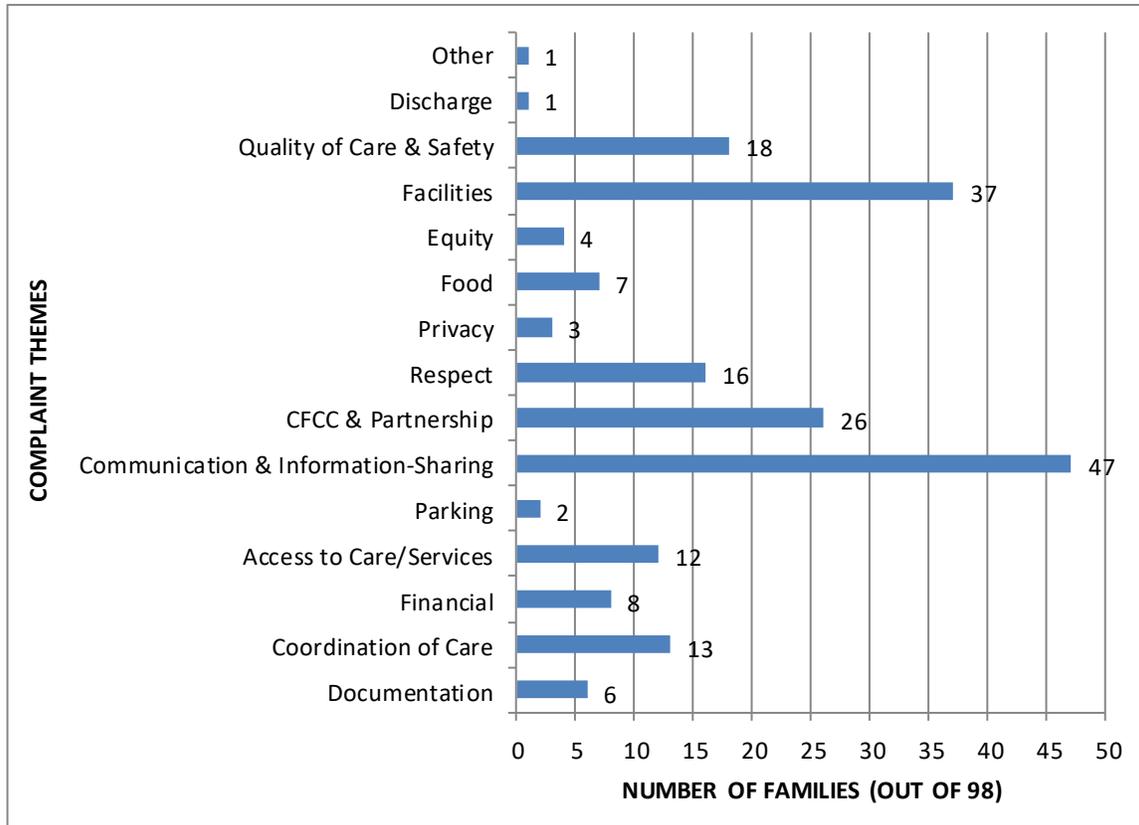
- 871 client and family-initiated Spotlight Awards
- Top area of recognition: quality of care

Staff Consultations Data

- The client and family relations facilitator supports employees and students seeking guidance by consulting on how to build stronger relationships with clients and families.
- 138 individual staff/team consultations
- As a result of frontline needs identified through staff consultations, the client and family relations facilitator currently leads training on conflict resolution, client and family centred communication, and de-escalation strategies throughout the hospital, across inter-departmental teams.

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.
- 98 clients/families filed complaints
- The following graph shows areas of complaint that clients and families brought forward to Client and Family Relations from April 1, 2015 – March 31, 2016.



- Top area of concern: communication and information-sharing
 - 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.

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 2015-16 target (i.e., to resolve at least 70 per cent of moderate complaints within 21 calendar days) was exceeded (i.e., 100 per cent compliance).
- ✓ Examples of client and family feedback-driven changes:

Facilities

- Provided step stools in public washrooms to enhance client independence
- Ordered 77 new televisions for inpatient client rooms
- Renovated the inpatient Teen Lounge through the Leading the Way Youth Employment Project, in partnership with inpatient pre-teen and teen clients
- Implemented improved Guest Wi-Fi internet service
- Improved cellular phone service in poor reception areas on the inpatient unit
- Renovated Vending Machine area
- Renovated cafeteria and Tim Hortons, including modern service space, and enhanced product line

Coordination of Care

- Improved registration process for Music & Arts programs
- Improved registration process for the Ronald McDonald Playroom
- Improved registration process for family education workshops
- Improved application and registration process for Community Life Skills programs
- Implemented bedside admission process for inpatient clients on stretchers accompanied by only one parent/guardian

Access to Care/Services

- Introduced additional program opportunities for Music & Arts clients and families
- Introduced Music & Arts Long Weekend programming
- Implemented seven-day music programming
- Extended cafeteria and Tim Hortons operations hours
- Introduced the Therapeutic Clown Phone Line. The therapeutic clown team use skills such as music, rhythm, movement, physical comedy and slapstick to provide warmth and laughter to clients, families and staff. They also provide positive diversion techniques during certain procedures and assist during various therapy, education and Child Life sessions.

Food

- Expanded menu options in new cafeteria, including hot breakfast options and noodle bar

Quality of Care & Safety

- Developed and implemented ethical guidelines for inpatient room assignment changes
- Developed and implemented the Transition Passport: i.e., a resource which provides a framework for inpatient clients and families to organize complex information, prepare for meetings or appointments and confirm that their needs post-discharge are met. It is a practical tool that respects family priorities, fosters collaboration with the clinical team and alleviates stress related to the transition home.
- Installed security cameras in Accommodations Suites area to enhance family safety

Client and Family Centred Care & Partnership

- Posted “Welcome” signage in different languages at the entrance area of the hospital
- Expanded Youth@Work programming to support next steps to employment
- Implemented “Music Together” programming for siblings and families
- Extended 1:1 Art Experience Model to include inpatient siblings. These sessions allow clients to engage in the production of culture that define the self as creative, whole, participating, and contributing. Such engagement can promote well-being and support independence of thought, expression, and action that are aligned with similar activities in a non-rehabilitation setting (such as home and school).
- Enhanced respectfulness of admission/transfer process for inpatient clients on stretchers by using side elevators (instead of main elevators)

Discharge

- Developed and implemented the Patient Oriented Discharge Summary (PODS) on all three pediatric inpatient departments as well as in Day Program, in partnership with clients, caregivers, healthcare providers, medical education and design professionals. This tool facilitates communication relating to discharge information that is most relevant and actionable for clients/families. PODS helps clients and families effectively manage their health after discharge from hospital.

Communication & Information-Sharing

- Published and distributed the “Did you know?” postcards: i.e. a resource which lists various non-medical programs and services offered at Holland Bloorview
- Increased vendor and organization presence at the Recreation, Respite and Life Skills fair: i.e., an event which provides families with the opportunity to learn about recreation, respite and life skills programs; talk to representatives from over 30 community programs; find the right program to fit their needs; and register for summer and seasonal services
- Implemented connect2care enhancements, including secure two-way messaging between healthcare providers and clients/families
- Revised registration process for all new clients and families to include an offer to join connect2care
- Implemented enhanced feedback process between swim instructors and families, thus facilitating informed handover between swim instructors
- Implemented follow-up communication strategy with graduates of The Independence Program regarding transition skills

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>