

Client and Family Relations: Annual Report (2016 – 17)

Client and Family Integrated Care

At Holland Bloorview Kids Rehabilitation Hospital, we are committed to a culture of feedback-driven change. This means that we aim to support clients and their families to honestly and safely share feedback on their experience in the hospital and partner with them to improve it.

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. It is client and family feedback that drives our commitment to ongoing change and the pursuit of excellent care for all.

In this year's Client and Family Relations Annual Report, you will learn about the most recent feedback we have heard from clients and families. Over the past year, client and family feedback has led to changes that have helped to improve the quality, safety and equity of care and services across the hospital. Just some of these examples include:

- Family Team Meetings being extended by 30 minutes to provide more time for interpretation and translation.
- Renovations to different areas of the hospital, including the kitchen in the Family Accommodation Suites.
- Improved process for managing traffic flow for registering outpatient clients.
- An educational family resource developed for medication management.

We are proud to share this information with you and look forward to continuing to work together to develop the range and quality of care and services that clients and families want and deserve.

Yours in partnership,



Aman Sium
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 focused on actively partnering with clients, families and staff in the design and delivery of safe, quality care.

In our annual reports you will see an overview of the types of feedback we have heard from our clients and families over the past year, as well as the changes we have made in direct response to this feedback. The report also 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.

Client and Family Relations: Annual Report (2016 – 2017) *at a glance*

Compliments Data	
<ul style="list-style-type: none"> The Spotlight Award Program provides clients and families with an opportunity to recognize Holland Bloorview staff, students and volunteers for exemplifying the Patient Declaration of Values. 	<ul style="list-style-type: none"> 820 client and family-initiated Spotlight Awards Top area of recognition: quality of care
Staff Consultations Data	
<ul style="list-style-type: none"> The client and family relations facilitator supports employees and students seeking guidance by consulting on how to build stronger relationships with clients and families. 	<ul style="list-style-type: none"> 139 individual staff/team consults
Complaints Data	
<ul style="list-style-type: none"> The client and family relations facilitator works with individual clients and families to address their concern(s). The facilitator also collects and interprets client and family feedback that helps to inform hospital-wide quality improvement initiatives. 	<ul style="list-style-type: none"> 98 clients/families filed complaints Top areas of concern: communication & information-sharing; and facilities

Quality Improvements

Examples of feedback-driven changes:

- 30 minutes added to inpatient Family Team Meetings with an interpreter
- kitchen space in Family Accommodation Suites renovated
- installed Client and Family Activity Digital Display on inpatient unit
- more Autism Diagnostic clinics offered
- introduced monthly Outpatient Orientation sessions
- introduced kids menu in the cafeteria
- conducted Spiral Garden screening visits
- upgraded registration system for swim classes
- developed educational family resource on medication management

- We exceeded our Quality Improvement Plan target of resolving at least 70 per cent of moderate complaints within 21 calendar days by 17 per cent, with a compliance rate of 97 per cent

For more information

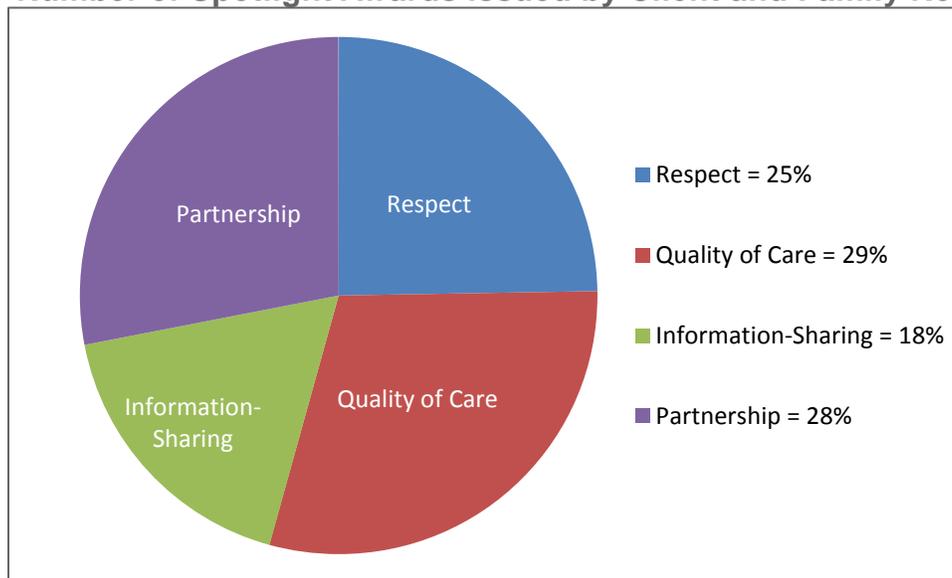
- Contact Client and Family Relations: 416-753-6084 | feedback@hollandbloorview.ca
- Visit us in the Grocery Foundation Resource Centre (1st Floor) or online: <http://hollandbloorview.ca/YourFeedbackMatters>

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Compliments Data

- The Spotlight Award Program provides clients and families with an opportunity to recognize Holland Bloorview staff, students and volunteers for exemplifying the Patient Declaration of Values. Recipients receive a Spotlight Award certificate and a client and family centred care champion pin to proudly wear on their lanyards.

Number of Spotlight Awards issued by Client and Family Relations



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

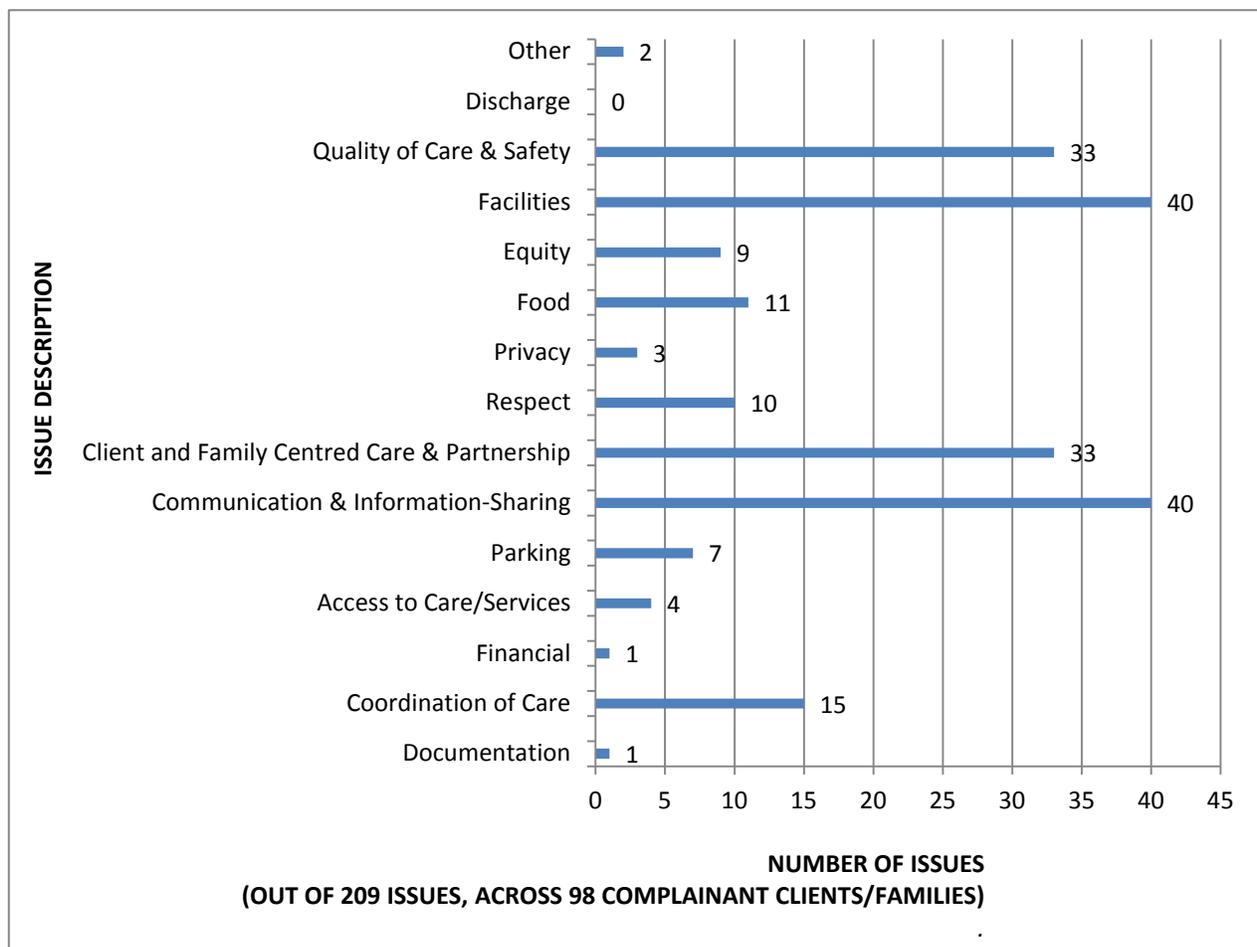
Staff Consultations Data

- The client and family relations facilitator supports employees and students seeking guidance by consulting on how to build stronger relationships with clients and families.
- 139 individual staff/team consultations
- As a result of needs identified through frontline 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 and across inter-departmental teams.

Complaints Data

- The client and family relations facilitator works with individual clients and families to address their concern(s) and collects and interprets client and family feedback to help inform hospital-wide quality improvement initiatives.
- 98 clients/families filed complaints
- Note: A complaint is tracked each time a client/family shares feedback. Each complaint may involve 1+ issue(s).

Areas of Complaint Filed with Client and Family Relations



- Top areas of concern: communication & information-sharing and 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 example, complaints included dissatisfaction about the quality of the sleeper chairs for inpatient caregivers staying at the bedside overnight.

Quality Improvements

- A Quality Improvement Plan (QIP) is a formal, documented set of quality commitments. These commitments are 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 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, we exceeded our Quality Improvement Plan target of resolving at least 70 per cent of moderate complaints within 21 calendar days by 17 per cent, with a compliance rate of 97 per cent.
- Examples of client and family feedback-driven changes:

Facilities

- Redesigned Day Program area to create an inviting space with opportunities for clients to rest during the day: extra storage options and new flooring were installed; the rest area was equipped with a new bed; the main lounge with new couches
- Renovated the Cognitive Group Room and enhanced technology to allow for more interaction
- Renovated the kitchen space in the Family Accommodation Suites, including new kitchen appliances and equipment (e.g., ice machine, stoves, microwaves, as well as an industrial sized fridge and freezer). The ventilation system was also updated to improve air circulation
- Invested more resources in linen and garbage pick-up on inpatient unit
- Invested more resources in swim change rooms cleaning schedule, including mid-day cleans

Coordination of Care

- Improved process for managing traffic flow for registering outpatient clients
- Implemented an upgraded registration communication system for families enrolling a child with a disability in swim classes
- Implemented new online registration system for parent workshops
- Improved invoicing process for Music & Arts programs, resulting in better record-keeping and response time to families

Access to Care/Services

- Implemented changes to the outpatient seating service, resulting in improved wait times

- Offered Autism Diagnostic clinics on some evenings and Saturdays to improve access
- Increased the number of Aquafitness classes offered
- Increased community music programming availability to 6-7 days a week (depending on the season) to meet family scheduling demands
- Implemented music and arts programming on holiday weekends to meet family holiday needs

Food

- Introduced kids menu in the cafeteria
- Added “Mac and Cheese” to the vending machine, so that families can purchase a small, hot meal after hours
- Reviewed inpatient menu as per therapeutic diet software to ensure it meets the requirements of Canada’s Food Guide for children

Quality of Care & Safety

- Initiated Failure Modes Effects Analysis (FMEA) for the Spina Bifida/Spinal Cord Injury service to identify areas for improvement in client safety and client experience
- Implemented swim list in Meditech for the inpatient recreation swim program, resulting in improved sharing of medical information
- Conducted Spiral Garden screening visits before start of the program to improve quality of client care and experience
- Updated Spiral Garden heat plan to improve reliability of temperature readings and track potential client heat stress
- Introduced Autism Orientation for Therapeutic Recreation and Life Skills, as well as Music and Arts staff in response to changing client demographics and needs
- Improved weekend Leave of Absence (LOA) process to provide more information and consistency to families, thus reducing errors associated with LOAs

Client and Family Centred Care & Partnership

- Completed an external review of Feeding Services to facilitate efficiency and enhance the client and family experience
- Implemented measures to clearly identify volunteers in the pool during Inpatient Swim and Swim School (i.e. volunteer shirts are worn by all volunteers throughout their shifts)
- Hired a Community Aquatic Program Administrator, tasked with providing additional support for swimmers who are struggling with completing a swim level, among other duties
- Priority registration spots reserved for clients who participate in Aquafitness and have complex or high-needs disabilities
- Installed “eScape” in the Ronald McDonald Playroom, providing a “view to the outside world” which is intended to enhance relaxation and decrease stress

- Offered new Spring Community Music Therapy groups
- Increased music therapy staff resources based on service demand

Equity

- 30 minutes automatically added to inpatient Family Team Meetings which involve an interpreter to account for additional time to translate.
- Installed an app for interpreter services on hospital iPads on the inpatient unit
- Introduced formal Halal menu to meet the cultural and religious needs of Muslim inpatient clients

Communication & Information-Sharing

- Installed Client and Family Activity Digital Display on the inpatient unit to provide clients and families with information on activities and events at the hospital
- Revised inpatient client schedules to improve reader-friendliness
- Developed an Outpatient Orientation resource, in partnership with families and youth of the Family Advisory Committee, for new clients and families
 - This resource offers families helpful information for their first and subsequent appointments at the hospital
- Free information sessions were also developed for outpatient families
 - The pilot program targets new families on the waitlist for the Communication, Learning and Behaviour Clinic or the Neuromotor Clinic at the main site
 - These sessions take place twice per month, and offer resources and information to help new clients and families prepare for their first appointment
- Developed an educational family resource in response to qualitative research with families recently discharged home, entitled: “Parents’ Experiences with Learning to Manage Medications in Pediatric Rehabilitation”

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/YourFeedbackMatters>
- For a more detailed description of Holland Bloorview’s Client and Family Relations process, see the [Client and Family Relations Annual Report](#) (2013-14)
- For comparative feedback information, see the Client and Family Relations Annual Report from previous years: <http://hollandbloorview.ca/aboutus/publications>