

Holland Bloorview

Kids Rehabilitation Hospital

Quality Improvement Plan 2016/17 Child, Youth and Family Engagement

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Why Engage?



- Excellent Care for All Act, Bill 8, Patient's First Act
 - *System wide focus on client/family engagement*
 - *Very little information on 'child/youth' engagement in patient safety*
- Improve and formalize the way we engage youth and children



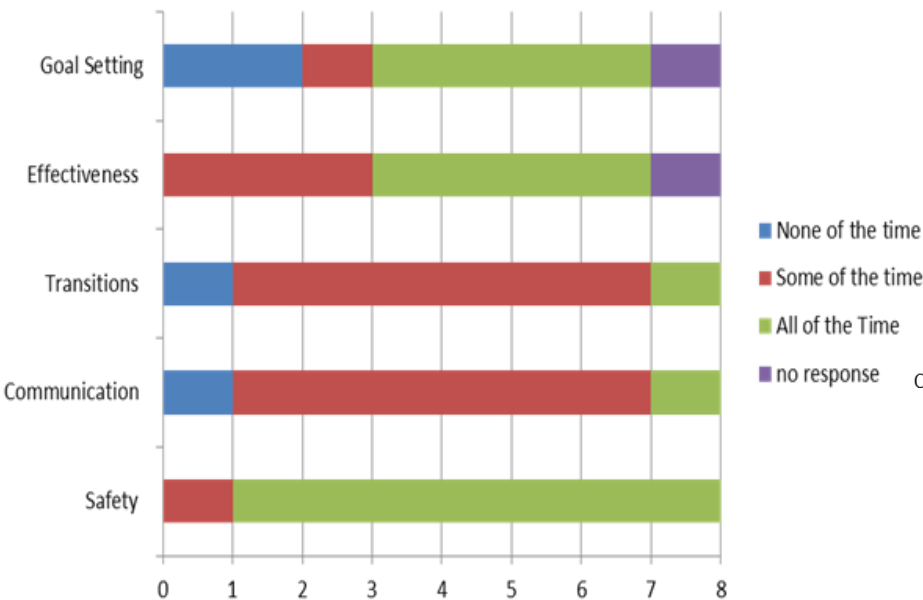
How We Engaged?

Dimension	Question	YAC	CAC
Safety	Think about all of your visits to Holland Bloorview. Do you feel that the environment is safe when you are here?	Y	Y
Communication	Do you understand when your doctor, nurse or health care provider speaks to you?	Y	Y
Access	Do you get to see your doctor, nurse or therapist as often as you need to?	Y	N
Transitions	Do you know what to do when you're not here at Holland Bloorview to continue your rehab at home?	Y	Y
Effectiveness	Does the care you receive here help you reach your goals?	Y	Y (Does the care you receive here help you feel better?)
Goal setting	Do you sit with your therapist to set goals on your care?	N	Y

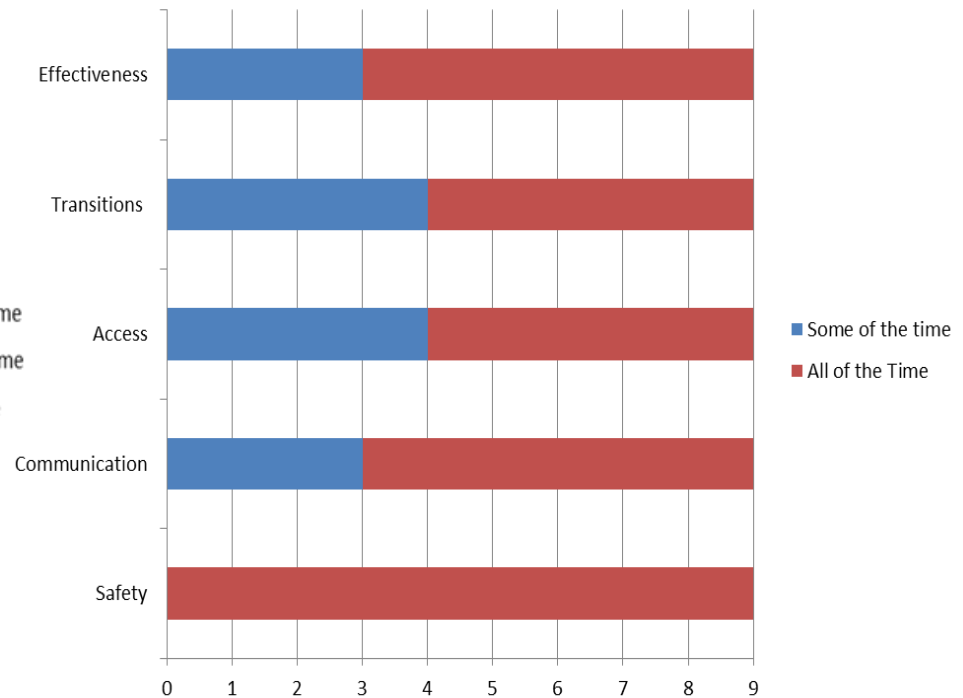


What We Found - Results

Children's Advisory Council Results by Dimension



Youth Advisory Council Results by Dimension



What We heard..



kids use
Sometimes before
always words Doctor
names little going slower ideas
want explain fall some saying
tell know safety stuff take ask
hear hurt first say Only needs
care bit mean Doctors themselves
introduce about bodies rules
understand Talk

Communication: "I think they (providers) sometimes forget... that we eventually get to an age where we can understand health information by ourselves... you don't have to talk to me like I'm 5 anymore, you can talk to me like I'm 16 or 17 and you need to respect that and not speak to me in such a condescending tone. This is something that's been bothering me for a long time."

Goal setting: "I have never been asked what my goals are, ...no one asked me 'what do you want to do, what do you want to improve.'"

Transitions: "I do my exercises for about a week and a half and then I think, you know what, I'm not going to see them for another 6 months, so what difference does it make. So they trail off."

What we're doing...



SAFETY



Medication safety

It's important that clients and their families understand why they're taking certain medications and have all of their medication questions answered. This helps improve care outcomes and reduces potentially harmful errors. That's why we're working with families to create a standardized medication information sheet that clients and families review with their care providers at appointments.

TIMELY



Transition support

We want to support clients and their families as they transition from the hospital to home, so in addition to calling inpatient clients 72 hours after discharge to answer questions and provide support, we will also be calling outpatient clients in our feeding clinic (our feeding clinic helps improve clients' feeding skills).

ACCESS



Wait time improvements

We want to ensure our clients and their families get the diagnoses they need and receive timely care, so we are actively reducing wait times with a focus on our autism diagnosis service and neuromotor medical clinic, which connects kids and youth with the physical and other therapies they need. A couple ways we're reducing wait times is by implementing an electronic referral system and enabling clients and families to change their appointments through our online patient portal, connect2care.

EFFECTIVENESS



Goal setting

We're partnering more with clients and families in setting therapy goals to ensure the goals meet their needs and expectations, and improve care outcomes. We're also testing the use of fitness tracking technology to help clients stay on track with their therapy between appointments.

CLIENT AND FAMILY CENTRED CARE



Feedback follow up

Feedback from clients and families helps us understand what we're doing well and what we need to improve. For example, we'll be asking clients and their families in our neuromotor medical clinic, which connects kids and youth with the physical and other therapies they need, for specific feedback about their care experience so we can customize improvements in that clinic. We're also reviewing client and family feedback to identify common concerns across the hospital so we can make improvements.

What's Next

- Formalized Kid's Feedback Month process for inpatients and outpatients to drive change
- Sharing of feedback and improvement initiatives across the entire organization