

Client and Family Relations: Annual Report (2019 – 20)

Client and Family Integrated Care

At Holland Bloorview Kids Rehabilitation Hospital (hereafter called “Holland Bloorview”), 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. Some of these examples include:

- Enhanced service delivery in outpatient Ronald McDonald Playroom, including expanded hours of service and expanded age eligibility criteria;
- Introduced Client and Family Summary document, enabling clinicians to share information about what is most important to clients and families; and
- Launched the HB Alumni Network: a peer network that invites Holland Bloorview alumni to network, exchange learnings, and stay connected to hospital services and opportunities.

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 report you will see an overview of the 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.

Client and Family Relations: Annual Report (2019 – 2020) *at a glance*

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| 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"> 840 client and family-nominated 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"> 126 individual staff/team consults 50+ staff and students across inter-departmental teams participated in conflict resolution training led by the client and family relations facilitator |
| Concerns 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"> 106 clients/families filed concerns Top area of concern: communication & information-sharing |

Quality Improvements

Examples of feedback-driven changes:

- Enhanced service delivery in outpatient Ronald McDonald Playroom, including expanded hours of service and expanded age eligibility criteria;
 - Introduced Client and Family Summary document, enabling clinicians to share information about what is most important to clients and families; and
 - Launched the HB Alumni Network: a peer network that invites Holland Bloorview alumni to network, exchange learnings, and stay connected to hospital services and opportunities
- We contacted 100% of clients/families to evaluate their feedback experience following completion of the resolution process (thus surpassing our Quality Improvement Plan target of 90%)

For more information

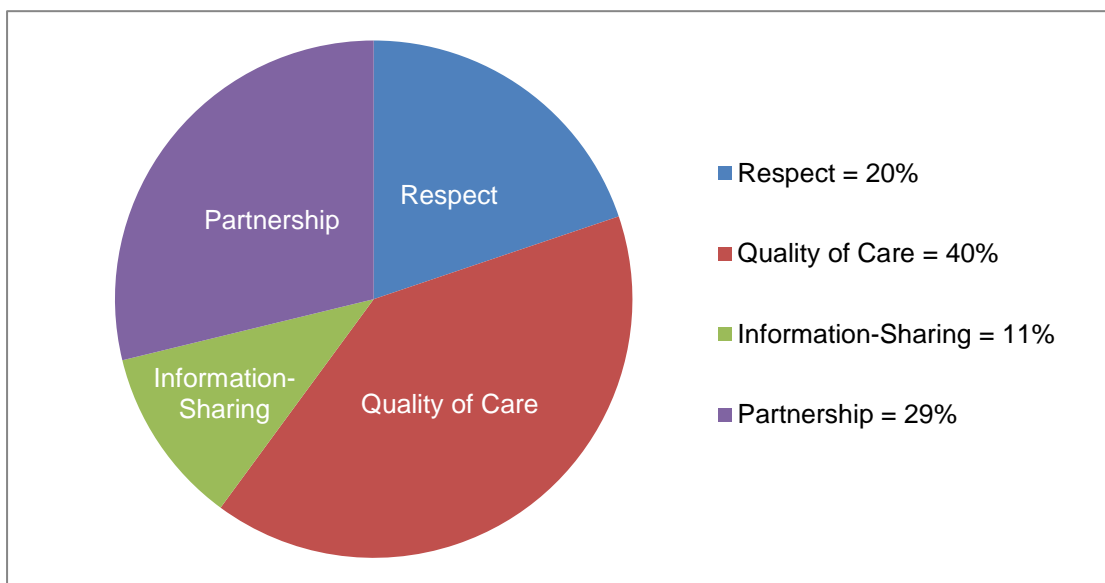
- Contact Kimberley Siu-Chong, client and family relations facilitator: 416-753-6084 | feedback@hollandbloorview.ca
- Visit us in the Grocery Foundation Resource Centre (1st Floor) or online: [Connect with client and family relations](#)
- For a more detailed description of Holland Bloorview's Client 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: [Publications & Financials | Holland Bloorview](#)

Client and Family Relations: Annual Report (2019 – 2020)

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



- 840 client and family-nominated Spotlight Awards
- Top area of recognition: Quality of Care
- Examples of client and family compliments:
 - **Recognizing a family therapist:** *"[We] cannot thank you enough for your help & guidance. You truly saved our lives & our relationship & for that we are ever grateful. We even had some laughs during the journey. Thank you for your support & help."*
 - **Recognizing a social worker:** *"3 month stay from Ottawa and our family found it difficult being separated. [The social worker] met with our family, listened to our needs and worked with us closely to ensure our daughter and family were coping well. She went above and beyond and we couldn't have gone through this without her."*

- **Recognizing an interdisciplinary clinical team and non-clinical staff:** *“Dear Holland Bloorview Family: [...] The care and love that you poured out for all the kids was such a beautiful sight to see. Every staff member that worked with [my granddaughter] was amazing and should be commended for their kindness, compassion, encouragement, patience and gentle perseverance. ... It isn't only just the staff that deals with our family but other staff within the building have reached out, they will smile and greet us, willing to lend a hand or ear to steer us into the right direction. ... The team meetings are quite impressive to see the team all looking out for the best interests of the child and making their goals top priority. ... [E]ven though all these tragedies to all the families occurred, there is definitely a light at the end of the tunnel as long as we have support. ... This whole experience has been heartwarming and humbling experience which I can't say thank you enough for. An experience that I would never have dreamed would have secured a place in my heart forever.”*
- **Recognizing an environmental services staff member:** *“He is so kind with us, especially with my kids and I really appreciate that. My two kids are autistic. He was telling my little one, ‘Give me 5!’ And my son never did that before and it was the first time with [him] and I almost cried of the big emotion. Thanks!”*
- **Recognizing members of the senior management team and the client and family relations facilitator:** *“I can't begin to tell you how much I appreciate the genuine commitment your team and the leadership team have to working with clients and families to do what you can, when you can, to make things better. Thank you! It's very much appreciated.”*
- **Recognizing a lived experience mentor and the transitions strategy team lead:** *“Thank you for allowing me to not look at my disability as a negative thing but making my disability be celebrated and not frowned upon.”*
- **Recognizing an inpatient nursing team:** *“I observed so many tender moments from the nursing staff such as singing to the kids, dancing, telling stories, joking with them, helping them with puppets and incredibly hard Lego sets, or just giving them a hug when they were down. They did whatever it took to take care of the children's needs. It is reassuring to know that they wear their hearts on their sleeves and love the kids as much as parents and grandparents do. ... The nurses were exceptional, always went that extra mile to ensure that our voices were heard and always there to lend support in an optimistic way or just to give the caregivers a break.”*
- **Recognizing an occupational therapist:** *“For the past many years [the OT] has worked tirelessly to adjust my son's wheelchair to meet his changing needs. She has been responsive, respectful and listens to my concerns. My son's quality of life is better because of [her] help. Thank you.”*

- **Recognizing the outpatient playroom administrator:** *“It has been quite some time, but we use to frequently attend HB...my kids...still speak about the fun they had with you... We were always so grateful when our kids were with you because...we knew they were safe and... you would not let them get away with anything. I just wanted to... make sure you knew how much you were a part of the positive side of very difficult years for our family. Especially during our time of multiple diagnosis. HB is so fortunate to have you there. Thanks again.”*
- **Recognizing a physiotherapist:** *“[Y]ou have been one of the main reasons that I am getting stronger and can go home. You help make me want to push myself to walk. Never forget the impact you have on kids, particularly me. Thanks for everything.”*
- **Recognizing a team of pharmacists:** *“They took the time to research a medication question I had. They even called the manufacturer!”*
- **Recognizing an inter-disciplinary outpatient team:** *“All of our appointments run on time and everyone is so kind and friendly- today was no exception. The care at HBKR is superb. ... We were seen by [the] lovely [nurse practitioner] and then a [medical] fellow ... Although we'd never met [the fellow], he quickly and easily developed rapport and asked good questions. ... [The team was] ... already up to speed with our son because they read everything prior to the appointment, made notes and then had relevant questions ready for us. It is so nice not to have to repeat our stories so many times. As a parent, it makes me feel that everyone has already done their homework and genuinely cares enough to integrate all of the players/pieces. When [the physician] joined us for the appointment we were greeted with smiles and hugs. She is such a kind, genuine person and displays so much empathy towards our family. She had [the medical fellow] report back to her on what he had learned about us- in front of us. Super transparent, and a great way to learn in my opinion. ... Whatever you're doing from a systems perspective to make all of this happen and run so smoothly- keep it up. We left our appointment today feeling totally heard and feeling lucky to be under the HBKR umbrella. Bravo to your team.”*
- **Recognizing a prosthetist:** *“She is the absolute best at what she does. As a prosthetist she listens, is always ahead of the game and most of all makes sure that my son is comfortable and safe in his prosthetics.”*
- **Recognizing a dental and orthodontic hygienist:** *“[The hygienist] provided wonderful dental service for my daughter today, in every area. She gave us needed information, resources, helped us consolidate appointments and, as always, made her laugh and feel comfortable.”*

- **Recognizing a psychologist:** *"[The psychologist] was a huge part of my life growing up... She was just a great listener and she did a really good job at making me feel safe talking to her. She made me feel as though my feelings, and the thoughts I had on them, were all valid and important. ... [She] was incredibly helpful... I realized rather recently that [therapy] was a huge privilege for me. It gave me all of these skills and tools from a really early age to cope with all the things I was dealing with."*
- **Recognizing an occupational therapist:** *"You might not be aware that you are doing miracles every day in someone's life and bringing happiness in their parent's faces. Our thanks can't commensurate with what you have done for us. But, from our core of the heart, we would like to thank you and request you to keep doing the miracles every day!"*

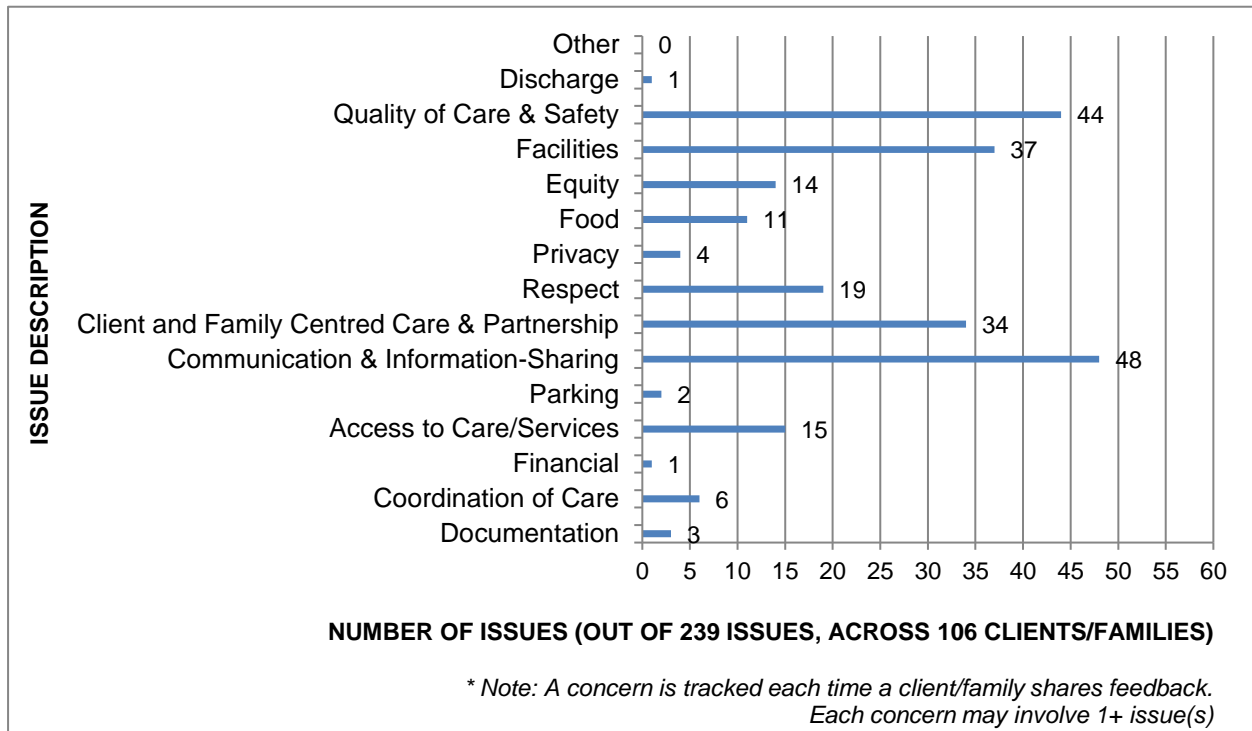
Staff Consultations Data

- The client and family relations facilitator supports employees and students seeking guidance by consulting on how to build stronger relationships with clients and families.
- 126 individual staff/team consultations
- 50+ staff and students across inter-departmental teams participated in conflict resolution training led by the client and family relations facilitator.

Concerns Data

- 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 to help inform hospital-wide quality improvement initiatives.
- 106 clients/families filed concerns, raising a total of 239 issues
- 100% of concerns acknowledged within 2 business days
- Average resolution time for moderate concerns (issues which provide opportunity for system or process improvement and advocacy): 8 calendar days

Areas of Concern Filed with Client and Family Relations



- Top area of concern: Communication & 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. 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 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 issue resolution, we contacted 100% of clients/families to evaluate their feedback experience following completion of the resolution process (thus surpassing our Quality Improvement Plan target of 90%).

- Examples of client and family feedback-driven changes:

Equity

- Purchased an accessible presentation podium which is height-adjustable, has a gooseneck microphone, and has an indented platform so people using mobility devices can get right up to the podium
- Translated hospital's most important family-facing resources into the top 5 languages spoken by families (outside of English)
- Ordered voice/talk microphones, enabling participants to receive live interpretation during family workshops and group events
- Purchased an over-the-toilet commode for an accessible public washroom

Food

- Provided inpatient families with more fresh fruit, snack bags and alternative food options over holiday weekends
- Installed new vending machines
- Enhanced access to the Activities of Daily Living Room, allowing inpatient families more opportunities to cook meals

Documentation

- Created the Client and Family Summary as part of the Meditech Expanse build, which is available on connect2care and designed to allow clinicians to share information about what is most important to clients and families, reduce the number of times that clients and families are asked the same questions, and support improved team collaboration
- Expanded the number of reports that flow to connect2care portal

Quality of Care & Safety

- Adapted x-ray services to provide head stabilization support for dental clients
- Implemented Bedside Pediatric Early Warning System, resulting in improved monitoring of early changes in a client's condition by inpatient nurses
- Developed nurse and physiotherapist-led clinics in spina bifida clinic
- Installed grab bars in outdoor washroom for Spiral Garden participants to support client independence
- Designed and implemented the Length of Stay policy, establishing a consistent and equitable decision-making process for determining when to extend an inpatient client's length of stay

Facilities

- Increased number of sleeper chairs across all inpatient units
- Purchased new furniture in Accommodations Suites
- Installed new wireless access point in the day program area

Financial

- Launched Emergency Transit Fund which directly subsidizes and improves client and family transit to-and-from the hospital
- Implemented the “Above and Beyond Fund” which provides financial support for the unique equipment and needs of inpatient clients on the Complex Continuing Care unit who live with exceptional medical complexities and barriers to transition
- Enhanced the Family Support Fund, expanding the scope of caregiver respite needs

Communication & Information-sharing

- Improved general anesthesia preparation instructions as part of the pre-consultation process for dental clients and families, providing them with more clarity on what to expect on the day of an operation
- Updated the Welcome Package for inpatient clients and families
- Created a virtual orientation of inpatient services
- Shared Developmental Coordination Disorder guidelines with schools and parents, and offered education
- Launched pre-visit phone calls for clients on the waitlist for autism assessment
- Introduced Paperwork Parties for families, providing greater support to fill out government forms, funding applications, and other paperwork
- Created Solution-Focused Conversations for Families; i.e. an in-person training program on strategies and approaches to health system advocacy
- Developed family-friendly information regarding the recreational use of cannabis
- Re-launched the “HB Infoline” (formerly the Warm-line) as part of our Always Events Navigation work, with added text and email options
- Added Client and Family Relations program information to hospital eScreens, including examples of client/family feedback-driven changes, Spotlight Award quotes, and details on how to file feedback
- Posted enhanced Snoezelen room signage that supports all caregivers including those with low level literacy and providing guidance around contact information for assistance
- Included information about insurance coverage which clarifies hospital process and expectations in the Inpatient New Family Orientation package
- Created a follow-up appointment booking information sheet that clinicians provide to families in Orthotics and Prosthetics, which improves privacy protections

Client & Family Centred Care & Partnership

- Upgraded cookware and utensils for inpatient family use to prepare meals
- Integrated Youth Facilitators into neuromuscular and spina bifida clinics
- Launched the Parent Support Network, expanding peer support sessions to all families regardless of diagnosis
- Extended weekly Care for the Caregiver yoga classes to outpatient families
- Introduced complimentary coffee for families on inpatient units

- Incorporated Spotlight Award quotes into hospital-wide newsletter, celebrating staff, student, and volunteer recognition from clients and families
- Partnered with family leaders in delivery of quality improvement training as part of the Family for Faculty program
- Updated quality improvement intake process, including a question to prompt teams to think about how to engage clients and families in their work
- Enhanced service delivery in outpatient Ronald McDonald Playroom, including support for clients and siblings under 30 months of age (if accompanied by an adult), and expanded hours of service by 42% with no lunch time closures
- Launched the HB Alumni Network: a peer network that invites Holland Bloorview alumni to network, exchange learnings, and stay connected to hospital services and opportunities

For more information

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