

Holland Bloorview Kids Rehabilitation Hospital's Quality Improvement Plan 2016-2017

OUR QUALITY AND SAFETY COMMITMENTS

We always strive to improve care at Holland Bloorview Kids Rehabilitation Hospital. Quality and safety are our number one priorities. Our annual **Quality Improvement Plan (QIP)** guides improvements at the hospital while having a positive impact on the healthcare system as a whole. Here's a short overview of some key areas we're working on this year.

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 outpatients 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. 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.



Client and family engagement is at the core of everything we do.

This year, we partnered with our Children's Advisory Council, Youth Advisory Council and Family Advisory Committee to identify areas for improvement and develop the QIP. Here are their top priorities for 2016-2017:

- effectiveness
- understanding medications
- transitions
- access
- communication