

# Excellent care and safety is #1

We want to make sure you are getting the best care possible. Every year, we make a plan called the Quality Improvement Plan about how we are going to do that. This year, we are going to do a lot:

## SAFETY

### Medication safety

Talking more about taking medication safely and offering a **tip sheet** to take home.



## TIMELY

### Transition support

Giving out a handy booklet called the Transition Passport, to make going home easier.

Calling you after you go home to check in (we'll do this if you visit our outpatient feeding clinic too).

Getting information about your inpatient care here to your community care team quickly.



## ACCESS

### Wait time improvements

Making it faster to get an appointment by staying open on weekends and evenings in some clinics.

Making it easy to change your appointments in **connect2care** so you don't miss appointments.

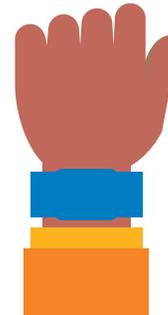


## EFFECTIVENESS

### Goal setting

Testing a neat wrist band technology to track fitness goals between appointments.

Talking a lot more about setting goals that you want and sharing that information with your whole care team.



Kids are partners in care.

Every year, our child, youth and family leaders tell us how we can make care better at Holland Bloorview. Here are our kids' top priorities for 2017-2018:

Understanding information  
**Communication**

## CLIENT AND FAMILY CENTRED CARE

### Feedback follow up

Asking kids directly about what you like about your visits and what you want to change.

