

Holland Bloorview Kids Rehabilitation Hospital's **QUALITY IMPROVEMENT PLAN (QIP)** overview for families

Making our care better every day

Quality and safety is our #1 priority. Here are some of our key improvements for 2018-2019:

SAFETY



- Clients, families and clinicians will review the **medication safety tip sheet** together at discharge and we will ask about medication safety when we call clients and families 72 hours after discharge.
- We will partner with clients and families to develop proactive ways to help clients who need behaviour support, to help reduce the possibility of safety incidents before they happen.

ACCESS



- We will create **“personalized pathways”** in outpatient care, meaning we will partner with each client and family to choose the right mix of therapies and other services to reach their individual goals.
- We will make it easier for clients and families to access the **neuromotor program** by making the referral process simpler.

SEAMLESS



- We will update our **Transition Passport** information book based on client and family feedback so it will provide helpful resources for the transition to home and community care.
- Holland Bloorview and The Hospital for Sick Children, one of our **Kids Health Alliance** co-founders, are working closely with clients and families to understand how we can improve the transition between our hospitals for clients with complex medical needs.

EQUITY



- We will translate our **medication safety tip sheet** into 22 languages. We will also translate other helpful documents into more languages.



Clients and families are our **partners in care and decision-making** and help develop the annual Quality Improvement Plan (QIP). Here are their top improvement priorities for 2018-2019:

Families

Access to services
Coordination and transitions
Communication
Understanding medications

Youth

Communication
Transitions
Goal setting

Kids

Understanding information
Communication

CLIENT AND FAMILY CENTRED



- We will pilot a mobile feedback booth for youth, so clients can provide feedback when and where they want to.
- We will work with caregivers to find ways to make sleeping more comfortable when they stay overnight in inpatient rooms.
- Nearly 100 children and youth told us how we can make care better in our Kids' Feedback Survey and we will work together to decide improvement priorities.

Holland Bloorview
Kids Rehabilitation Hospital

Holland Bloorview Kids Rehabilitation Hospital creates a world of possibility by supporting children and youth living with disability, medical complexity, illness and injury. Holland Bloorview is the only organization to ever achieve 100 per cent in two successive quality surveys by Accreditation Canada. The full Quality Improvement Plan is available at www.hollandbloorview.ca.

Questions? Connect with Laura Oxenham-Murphy, manager of quality, safety and performance at loxenham-murphy@hollandbloorview.ca or 416-425-6220 ext. 7057.