

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

# Making our care better every day



Quality and safety is our #1 priority. Here are some ways we are making care better in 2019-2020:

## SAFETY

Before you leave the hospital, we will make sure you feel ready to go. We will also call your family at home to ask if you have any questions.



## CLIENT AND FAMILY CENTRED



We will be asking how we can make food at the hospital better for you and your family

## ACCESS

You, your family and your care team will work together to choose the right therapies and services to help you reach your goals.

## SEAMLESS

We will give your family access to books and other material to make you feel comfortable to get back to home, school and play.



Before coming to Holland Bloorview for certain programs, we will make you and your family feel welcome by calling your parents or caregiver in advance.

## EQUITY

We will make sure important information is available in many different languages to help families that don't speak or write English.



## WORKING TOGETHER

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 2019-2020:

Communication  
Understanding information



**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](http://www.hollandbloorview.ca).

**Questions?** Connect with Laura Oxenham-Murphy, interim director, quality, safety and performance at [loxenham-murphy@hollandbloorview.ca](mailto:loxenham-murphy@hollandbloorview.ca) or 416-425-6220 ext. 7057.