How do we grow our capability to meet holistic and complex needs?

Embrace our role supporting clients and families with higher acuity and social needs, improving their quality of life while at HB and in their communities

- Robust proactive admission process for high acuity clients
- Pro-active planning and resources to support a better client, family and staff experience
- Resources on site to support higher acuity patients 24/7
- Proactive education for our teams so they are ready for higher acuity clients
- Full understanding for families upon referral - what to expect, where to access supports, what to do next etc.
- System navigator assigned to families prior to transition and on long term basis
- Robust system navigation support to meet holistic needs
- 100% of families complete (voluntary) social needs screening tool with clinicians early in HB experience
- Robust resources available through our family navigation hub

- Access to services based upon needs in addition to diagnosis
- Services accessible to families without requiring a physician referral
- Remove artificial firewalls between services
- Build the expertise within our team so each team can be a one-stop shop so we don’t have to wait on additional assessment
- Increased access to mental health supports

- Grow capacity outside of Holland Bloorview to meet the needs of kids with disabilities and complex needs
- Build on ECHO programs – building capacity with community providers so they know how to serve clients
- Partner with others to advocate for improved services in the community
- Warm coordinated discharge with community providers

Community satellite clinics for transition age adults