

# Client and Family Relations: Annual Report (2021 - 22)

## Client and Family Integrated Care

At Holland Bloorview Kids Rehabilitation Hospital (hereafter called “Holland Bloorview”), we are committed to a culture of feedback-driven change. This means that we aim to support our diverse community of clients and their families to honestly and safely share feedback on their experience at the hospital, and partner with them to creatively improve upon those experiences.

The COVID-19 pandemic continues to compound the equity and access challenges faced by clients and families. We greatly appreciate that clients and families take the time to tell us about how we can transform hospital care and services to best meet their evolving needs, as well as feedback on what we are currently doing, so that we can partner in providing meaningful and quality-based experiences. The voices of our clients and families drive our commitment to ongoing change and the pursuit of excellent care for all, regardless of who they are and what services they are accessing.

In this year’s Client and Family Relations Annual Report, you will learn about the most recent feedback we have heard from our clients and families. In response, our staff and leadership teams implemented several changes to improve the quality, safety and equity of care and services across the hospital. Some of these examples included:

- Introduced a Social Needs Screening Tool to support clinician conversations and socio-economic supports offered to families that are negatively impacted by the social determinants of health;
- Implemented a bedside medication verification (BMV) system; and
- Advanced workplace safety tools, including the hospital’s Rights & Responsibilities document and Respectful Environment statement.

We are proud to share this information with you, and look forward to continuing to work together to develop the range and quality of care and services that clients and families want and deserve.

Yours in partnership,



Aman Sium  
Director, Client and Family Integrated Care

## About the Client and Family Relations Annual Reports

Since its launch in April 2012, the Client and Family Relations program at Holland Bloorview Kids Rehabilitation Hospital has focused on actively partnering with clients, families and staff in the design and delivery of safe, quality care. In our annual report you will see an overview of the feedback we have heard from our clients and families over the past year, and changes we have implemented which were informed by client and family experience.

### Client and Family Relations: Annual Report (2021 – 2022) *at a glance*

<b>Compliments Data</b>	
<ul style="list-style-type: none"> <li>The Spotlight Award Program provides clients and families with an opportunity to recognize Holland Bloorview staff, students and volunteers for exemplifying the Patient Declaration of Values.</li> </ul>	<ul style="list-style-type: none"> <li>516 client and family-nominated Spotlight Awards</li> <li>Top area of recognition: quality of care</li> </ul>
<b>Staff Consultations Data</b>	
<ul style="list-style-type: none"> <li>The client and family relations facilitator supports employees and students seeking guidance by consulting on how to build stronger relationships with clients and families.</li> </ul>	<ul style="list-style-type: none"> <li>154 individual staff/team consultations</li> <li>Online conflict resolution/de-escalation training presented by the client and family relations facilitator, assigned to all clinicians and new staff</li> </ul>
<b>Concerns Data</b>	
<ul style="list-style-type: none"> <li>The client and family relations facilitator works with individual clients and families to address their concerns. The facilitator also collects and interprets client and family feedback that helps to inform hospital-wide quality improvement initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>44 clients/families filed concerns</li> <li>Top area of concern: communication &amp; information-sharing</li> </ul>

## Quality Improvements

- Our hospital continues to lead pediatric rehabilitation through our commitment to advancing quality, creating the safest environment for care, and partnering with clients and families.

Examples of changes which were informed by client and family experience included: introduced a Social Needs Screening Tool; implemented a bedside medication verification (BMV) system; and advanced workplace safety tools, including the hospital's Rights & Responsibilities document and Respectful Environment statement.

- 93% of clients/families reported that they felt treated with respect throughout the concerns resolution process (thus surpassing our Quality Improvement Plan target of 75%)

## For more information

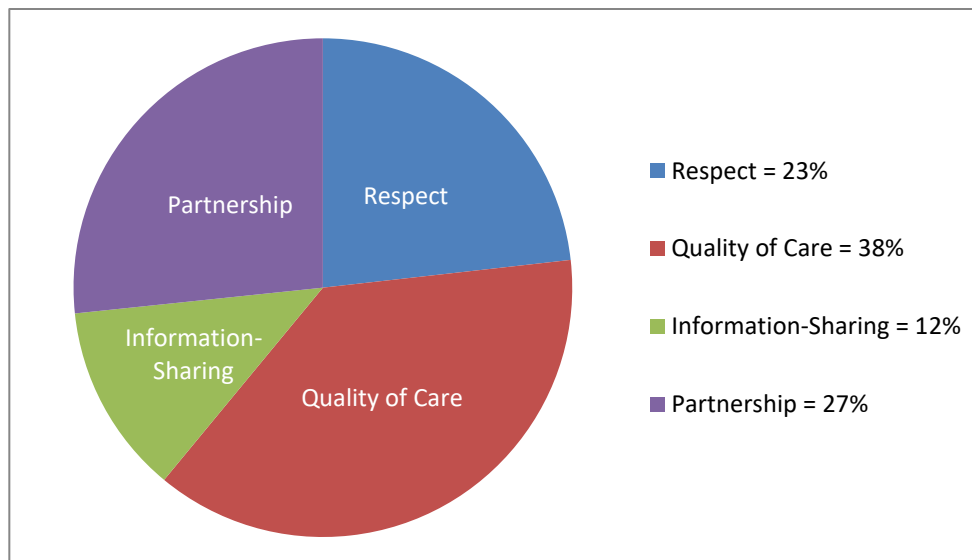
- Contact Kimberley Siu-Chong, client and family relations facilitator: 416-753-6084 | [feedback@hollandbloorview.ca](mailto:feedback@hollandbloorview.ca)
- Visit us in the Grocery Foundation Resource Centre (1st Floor) or online: [Connect with client and family relations](#)
- For a more detailed description of Holland Bloorview's Client and Family Relations process, see the [Client and Family Relations Annual Report \(2013- 14\)](#)
- For comparative feedback information, see the Client and Family Relations Annual Report from previous years: [Publications & Financials | Holland Bloorview](#)

## Client and Family Relations: Annual Report (2021 – 2022)

### Compliments Data

- The Spotlight Award Program provides clients and families with an opportunity to recognize Holland Bloorview staff, students and volunteers for exemplifying the Patient Declaration of Values. Recipients receive a Spotlight Award certificate and a client and family centred care champion pin to proudly wear on their lanyards.

#### Number of Spotlight Awards issued by Client and Family Relations



- 516 client and family-nominated Spotlight Awards
- Top area of recognition: quality of care
- Examples of client and family compliments which demonstrate what client and family centred care looks like in action to them:
  - **Recognizing a social worker:** *“Though I may not say it, I want to thank you from the bottom of my heart... you had faith in me that I'll make it through. Now here I am. I got more way to go. I know I'll make it because you are beside me. Oh I thank God for you. You made my life so SPECIAL. Thank you from the bottom of my heart.”*
  - **Recognizing a nurse:** *“From our first, tear filled day I have sung your praises... The words 'thank you' aren't enough. Your ability to joke with us, make us feel cared for and supported has humbled me. Thank you for standing by our side while my boy came back to me.”*

- **Recognizing an inpatient team:** *“Each and every staff and volunteer was incredible. Respectful, kind, positive attitude. They made [my son] feel included, [and] loved. I know he always loved his time with them. Amazing staff. Thank you! :)”*
- **Recognizing a physiotherapist:** *“We would like to thank you as you really stood out in the care and support you provided for our daughter... When [she] arrived at Holland Bloorview she was asked what her goals were. Her only goal was to walk out of the hospital when she was discharged. Last Friday was her last day and she walked out the door. Thank you for helping her make that dream a reality. Thank you for providing outstanding compassionate care to [our child] and so many others.”*
- **Recognizing an occupational therapist:** *“Very blessed to have [the OT] work with our son. She took the time to learn about him and his learning process. Activities were very creative and well put together. Thank you!”*
- **Recognizing a social worker:** *“It’s so difficult to put into words how enjoyable our sessions were. Despite how boring and sad inducing I thought therapy sessions would be, it actually felt quite relieving and fun! You were also able to make me feel more happy and comfortable, which was a difficult feat... Thank you for everything you’ve done for me... I’ll miss you and our talks greatly!”*
- **Recognizing a dental office and treatment coordinator:** *“We are so blessed to have you in our lives! The world needs more angels like you! Thank you again for everything you do.”*
- **Recognizing an occupational therapist assistant:** *“It was so great to work with you doing dance and beating you at games. You made therapy so fun and are truly one of my favourite therapists (SHHH!!!) Wishing you all the best!”*
- **Recognizing a nurse:** *“[The nurse] is not only a great nurse, she’s also a great friend. [She] really made me feel at home and she made me feel heard. Thank you so much!!”*
- **Recognizing a social worker:** *“I can’t begin to describe the role you played in mine and [my daughter’s] experience here. You made me feel safe and comfortable to share my deepest secrets and vulnerabilities. I can’t imagine what my experience would have been without you. I looked forward to all our visits. Thank you so much for being my support, advocate, case manager, educator, therapist and confidante.”*

- **Recognizing an early childhood educator:** *“It seems there aren’t words to express our gratitude for having you in our son’s life. Literally from the first day of school he was drawn to you and took comfort in your presence each day. Thank you for nurturing his growth and development and for guiding us, as his parents, on this front.”*
- **Recognizing a speech language pathologist:** *“Upon admission [the SLP] had the hardest task in my eyes to help my son. I was doubtful he could be helped; BUT [the SLP] in her brilliance of getting to know and understand him beyond succeeded with [my son]. Thanks!”*
- **Recognizing the spiritual care facilitator:** *“What an AMAZING 2+ hours I just spent with... the spiritual care [facilitator]. She embodies what I want to share with parents from me, as a parent. A heart hug. She is a tremendous asset and her position needs to be normalized.”*
- **Recognizing a nurse:** *“[The nurse] truly stood out to us as someone who really cared and understood what we were going through. We want to express our sincere gratitude and appreciation for her support, both medically and emotionally. Her professionalism and high level of care is what set her apart from the others, and she always took the time to thoroughly explain how to care for [his] needs and support us in our decisions as parents. Her knowledge and expertise helped us feel confident in our ability to care for our child, both while at Bloorview and now at home... We look back on our time there as a positive experience despite how difficult our situation was at the time and we remember [the nurse] fondly for her genuine concern and high level expertise.”*
- **Recognizing a physiotherapist:** *“[The physiotherapist] really does go above and beyond, and has been our main point of contact for some time... when we need support with equipment like our daughter’s walker and wheelchair, [she] is always there to help connect us, set up [appointments], etc.. With all of the changes, it is very comforting to have someone that we know, that we know how to get in touch with, that we know will help us.”*
- **Recognizing the nursery school team:** *“You all gave [our children] an amazing space and environment to grow, learn and make friends. It is wonderful to know that [they] were able to experience a positive and welcoming setting where they are accepted and understood. You all made an impression with the girls and [they] will miss you.”*
- **Recognizing a nursing unit assistant:** *“She was always so pleasant and always interacted with my son... and told him to have a great day and sometimes left notes on his bed. It was very special for him.”*

- **Recognizing a physician:** *“What an incredible doctor! Compassionate, understanding, wise, caring! We feel honored to be under his care!”*
- **Recognizing the client and family relations facilitator:** *“You were instrumental in getting me involved with the family leadership program. You do an incredible job turning complaints into such a positive experience!”*
- **Recognizing a nurse:** *“Thank you for providing [our daughter] with great care. You... [made sure] we knew where everything was and that we had everything we needed. You gave us confidence to help [her] through her recovery...ensuring that we were comfortable and with understanding. You have advocated for [our daughter] to have her own voice & speak for herself when she became able to. Through her procedure & surgery you provided care, confidence & support. You are great at what you do.”*
- **Recognizing a transitions strategy team lead:** *“Thank you so much for speaking to me today and for finding these incredible resources... We will go through all of them... It may allow for [my son] to have such a good life.”*
- **Recognizing a clinical resource leader:** *“She did such a great job at dealing with all of our positive and struggling moments while being admitted!! Thank you for always working to make our stay as comfortable as possible.”*
- **Recognizing a nurse:** *“Not only is [she] an amazing nurse, but she has taken the time to get to know me as a person. She always supports my goals and interests (beyond just rehab), and always takes the time to check-in with me and say hello! I really appreciate all she does for me.”*
- **Recognizing the outpatient playroom administrator:** *“The kind man in the playroom was extremely supportive and compassionate. Thank goodness for his kind soul.”*
- **Recognizing the family support fund team:** *“Thank you for all the work you’ve done to help us and all families who need Financial Support. Your kindness is well appreciated. God bless you all!”*
- **Recognizing an inpatient nursing team:** *“Thank you all for your hard work, support, kindness, encouragement, and making us feel so welcome since our first day. [My son] had a wonderful stay here, met many new friends, and is sad to leave. You all make an amazing nursing team and are much appreciated! We hope to visit when we are back for appointments.”*

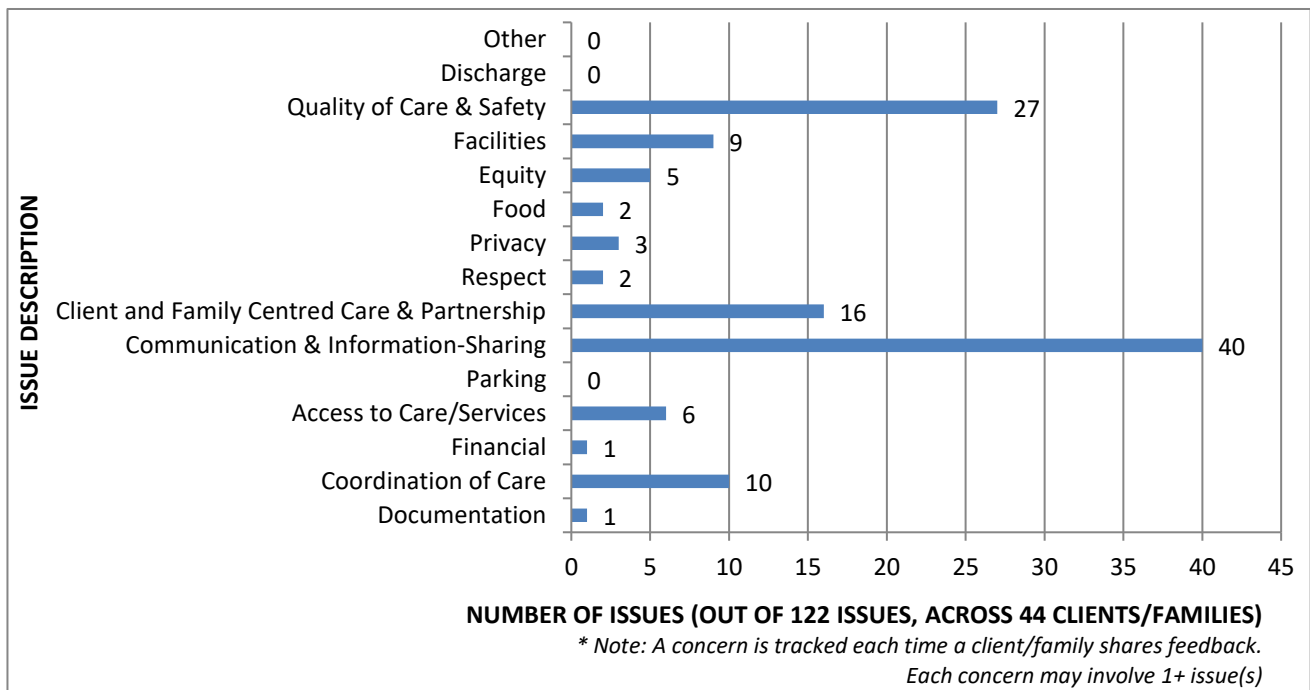
### Staff Consultations Data

- The client and family relations facilitator supports employees and students seeking guidance by consulting on how to build stronger relationships with clients and families.
- 154 individual staff/team consultations
- Online conflict resolution/de-escalation training presented by the client and family relations facilitator, assigned to all clinicians and new staff

### Concerns Data

- The client and family relations facilitator works with individual clients and families to address their concerns. The facilitator also collects and interprets client and family feedback to help inform hospital-wide quality improvement initiatives.
- 44 clients/families filed concerns, raising a total of 122 issues
- 100% of concerns acknowledged within 2 business days

### Areas of Concern Filed with Client and Family Relations





- Top area of concern: communication & information-sharing
- COVID-19 impacted the volume and nature of feedback received. For example, factors such as the reductions in our on-site outpatient clinic appointments as well as other programs and services, and lower inpatient census likely contributed to the decrease in concerns filed (in comparison to previous years).

### Quality Improvements

- A Quality Improvement Plan (QIP) is a formal, documented set of quality commitments. These commitments are aligned with system and provincial priorities that a health care organization makes to its clients, staff and community to improve quality through focused targets and actions.
- Holland Bloorview continues to lead pediatric rehabilitation through our commitment to advancing quality, creating the safest environment for care, and partnering with clients and families.
- With respect to our objective of improving patient satisfaction through issue resolution, 93% of clients/families reported that they felt treated with respect throughout the concerns resolution process (thus surpassing our Quality Improvement Plan target of 75%).
- Examples of changes which were informed by client and family experience:

### Equity

- Established the Family Navigation Hub to support system navigation related to social needs
- Introduced a Social Needs Screening Tool across select programs that specifically targets social determinant of health needs of our clients and families, and identifies helpful community resources and connections that can help to address them
- Tried Voyce: i.e., service which allows for quick (on demand) access to interpreter services in numerous languages when using Zoom for virtual visits
- Partnered with clients and families, volunteers, and staff to design and begin delivery of Health Equity & Allyship Training required for all client-facing staff
- Designed and distributed buttons to all staff listing various pronouns, as an inclusive practice that celebrates the spectrum of gender diversity present throughout our hospital community
- Translated the “Pressure Injury Education Pamphlet” into Spanish, Chinese Simplified, Chinese Traditional, Arabic and Tamil
- Translated key pandemic-related information, guidelines and safety instructions into the hospital’s top five most commonly spoken languages other than English

### Documentation

- Identified process improvements for documenting custody and access arrangements in the appointment details section of client charts
- Implemented Meditech enhancements to include client pronouns in their health record
- Introduced automated transition readiness markers in Expanse as a strategy to embed and sustain transition best practices across Holland Bloorview

### Facilities

- Ensured that safe and accessible access was provided to Spiral Garden for clients and families during building construction
- Improved safety measures for pedestrians within the parking lot, including the addition of more stops signs, and enhanced lines at walkways and crosswalks
- Added sun shades to the courtyard tables to increase usability of this outdoor space

### Coordination of Care

- Implemented one point entry access to Transitions, Recreation and Life Skills services which eliminates the need for separate applications for multiple groups, and provides a comprehensive orientation to all services so families are better informed

### Access to Care/Services

- Expanded our seating service capacity by 0.2 FTE in order to enhance timely access
- Offered flexible use of formats for Transitions, Recreation and Life Skills service provision (including virtual, hybrid, in-person) based on families' expressed comfort level and availability

### ***Responses to COVID-19***

- Supported the partial re-opening of the Ronald McDonald Playroom to support siblings to accompany families for visits during a period of COVID-19 visitor restrictions
- Created social stories for client vaccine clinics to support accessibility for those with need for alternative communication
- Re-opened Family Accommodations to support inpatient families from out of town whose children or loved ones are receiving active treatment

### Food

- Refreshed inpatient menu based on client and family feedback, including adding new menu items (such as southern style chicken, lentil soup, and Indonesian curry), as well as new sauces and chutneys
- Implemented staggered inpatient foodservice window schedules to decrease congestion during mealtimes, facilitate physical distancing measures, and increase speed of service
- Added Dietetic Assistant to Food Services team to act as a liaison between the inpatient units and the kitchen

### Client and Family Centred Care & Partnership

- Advocated with the City of Toronto to prioritize snow removal on Kilgour Road
- Provided inpatient families with complimentary coffee on the unit
- Provided training to a cohort of clinicians and family leaders/family as faculty in Acceptance and Commitment Therapy (ACT), to support the co-leading of ACT groups for family caregivers
- Launched the Client and Family-Centered Care (CFCC) Champions series on social media to recognize and celebrate the impact that clinical and non-clinical staff have on the experience of children, youth and families
- Offered additional respite and outdoor spaces for inpatient families and clients
- Hosted “Tea and Chats” through the Parent Support Network to facilitate peer-to-peer family connections and mutual support
- Expanded virtual opportunities for inpatient families to be connected with Family Mentors (lived experience experts and alumni volunteers)
- Launched an 8-part, Family Leader-led Mindfulness Workshop to support client and family wellness and self-care
- Embedded Youth Facilitators into ambulatory clinical teams
- Introduced access to bike share program for clients, families, and staff
- Advanced workplace safety tools, including the hospital’s Rights & Responsibilities document and Respectful Environment statement with family feedback

### ***Responses to COVID-19***

- Offered additional space (e.g. Accommodations Suites, Family Resource Center/Health Sciences Library) and expanded hours to facilitate inpatient visiting program, help inpatient clients and families to stay connected to their home communities, and alleviate the hospital’s COVID-19 safety restrictions to on-site presence

### Communication & Information-Sharing

- Enhanced awareness-raising among staff and families with regard to on-site adult change tables
- Implemented improved reminder process for clients and families regarding dental appointments
- Provided Zippy’s Friends virtual parent workshops to support parent coping and client coping and social skills within ambulatory services
- Implemented a two business day maximum response time for all family inquiries to the Family Support Fund, ensuring that all families receive timely communication in relation to their questions, concerns and applications
- Offered increased number of virtual workshops and pre-recorded webinars available to families seeking additional information relating to transitions, recreation and life skills, to support their children and youth while seeking or actively receiving services
- Re-designed Transitions, Recreation and Life Skills website to improve navigation and access to services

### **Responses to COVID-19**

- Improved communication at screening to identify non-caregivers (e.g., Wheel Trans drivers)
- Expanded the breadth of topics and resources found on the hospital's COVID-19 Family Tip Sheets and Resources page of Holland Bloorview's public website

### **Quality of Care & Safety**

- Implemented a home loan program for Brain Computer Interface (BCI) to support virtual programming
- Partnered with Toronto Public Health to offer clients and family members opportunities to receive first, second, or third COVID-19 vaccinations, in response to requests for sensory-friendly vaccination clinics
- Developed and rolled out Collaborative Behaviour Support (CBS) training and coaching for inpatient staff as part of the Child and Youth Mental Health Strategy, with family and youth involved in steering committee
- Revised and approved the Process for the Identification and Management of Suicidal Risk Policy
- Published the Pressure Injury Education Pamphlet with Family Leader feedback, which includes information on the prevention of pressure injuries
- Installed blackout blinds for all inpatient rooms to support client rest and sleep
- Implemented e-Med reconciliation for ambulatory clients to enhance access to an up-to-date medication list for clients and families, with input from Family Leaders. This electronic medication reconciliation document is accessible in Connect2Care.
- Implemented bedside medication verification (BMV) to enhance safe and effective medication management for inpatient clients by supporting the reduction of preventable medication safety events. As an important part of a closed loop medication management system, a nurse scans the bar code on a medication and scans the patient's wrist band during medication administration which ensures that the right medication is delivered to the right patient, at the right dose, at the right time and by the right route.
- Designed Personalized Transition Plan and Toolbox prototype
- Expanded virtual social participation programming for clients waiting for goal-specific interventions, resulting in meaningful wait-time

### **Responses to COVID-19**

- Explored options to get faster COVID test results for inpatient clients
- Expanded medical directives related to COVID-19 testing to include client and family and household member testing, as suggested by Family Leaders
- Initiated a free shipping program for equipment for trial purposes the Communication and Writing Aids Service (CWAS) program, to address home and school visits not occurring and families' discomfort/inability to come on-site to pick-up equipment
- Offered inpatient vaccine clinics/opportunities

### **For more information**

- Contact Kimberley Siu-Chong, client and family relations facilitator:  
416-753-6084 | [feedback@hollandbloorview.ca](mailto:feedback@hollandbloorview.ca)
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