

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 2018-2019:

SAFETY

Before you leave the hospital, you, your family and your care team will talk about how to safely take your medications at home. We will also call your family at home to ask if you have any questions.



SEAMLESS

We are making it easier for you and your family to move from The Hospital for Sick Children (SickKids) to Holland Bloorview.



You, your family and your care team will use a book to talk about ways to make it easier to go back to your home and school when you leave Holland Bloorview.

CLIENT AND FAMILY CENTRED



We will go around the hospital and ask for your opinion about how we can help make things in your life better (like therapy sessions or making friends).

ACCESS

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

EQUITY

We will make sure important information, like how to take medications safely, is in many different languages.



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 2018-2019:

Understanding information
Communication



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.