

Client and Family Relations: Annual Report (2018 – 19)

Client and Family Integrated Care

At Holland Bloorview Kids Rehabilitation Hospital, we are committed to a culture of feedback-driven change. This means that we aim to support clients and their families to honestly and safely share feedback on their experience in the hospital and partner with them to improve it.

We greatly appreciate that clients and families take time to provide feedback about how we can improve care and service in addition to what we do well. It is client and family feedback that drives our commitment to ongoing change and the pursuit of excellent care for all.

In this year's Client and Family Relations Annual Report, you will learn about the most recent feedback we have heard from clients and families. Over the past year, client and family feedback has led to changes that have helped to improve the quality, safety and equity of care and services across the hospital. Just some of these examples include:

- Translated key safety brochures and high priority client and family documents;
- Introduced the Family Communication Whiteboard: i.e., a communication tool that enables personalized care for inpatient children, youth, and families;
- Distributed new inpatient (bedside) sleeper chairs;
- Installed accessible charging station (with cables) for client and family use;
- Extended time the elevator doors remain open by 20 seconds; and
- Implemented 24/7 respiratory therapy model on the inpatient unit.

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 reports you will see an overview of the types of feedback we have heard from our clients and families over the past year, as well as the changes we have made in direct response to this feedback. These reports also illustrate our staff consultations: evidence of our employees' commitment to ensuring that they have the information and the tools they need to build stronger relationships and partner more effectively with our clients and families.

Client and Family Relations: Annual Report (2018 – 2019) *at a glance*

Compliments Data	
<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 992 client and family-nominated Spotlight Awards Top area of recognition: partnership
Staff Consultations Data	
<ul style="list-style-type: none"> The client and family relations facilitator supports employees and students seeking guidance by consulting on how to build stronger relationships with clients and families. 	<ul style="list-style-type: none"> 98 individual staff/team consults
Concerns Data	
<ul style="list-style-type: none"> The client and family relations facilitator works with individual clients and families to address their concern(s). The facilitator also collects and interprets client and family feedback that helps to inform hospital-wide quality improvement initiatives. 	<ul style="list-style-type: none"> 106 clients/families filed concerns Top area of concern: communication & information-sharing

Quality Improvements

Examples of feedback-driven changes:

- Translated key safety brochures and high priority client and family documents;
- Introduced the Family Communication Whiteboard: i.e., a communication tool that enables personalized care for inpatient children, youth, and families;
- Distributed new inpatient (bedside) sleeper chairs;
- Installed accessible charging station (with cables) for client and family use;
- Extended time the elevator doors remain open by 20 seconds; and
- Implemented 24/7 respiratory therapy model on the inpatient unit.

- We met our Quality Improvement Plan target of distributing a Client and Family Relations experience survey within 7 calendar days following completion of the feedback process, to 100% of clients/families who filed concerns.

For more information

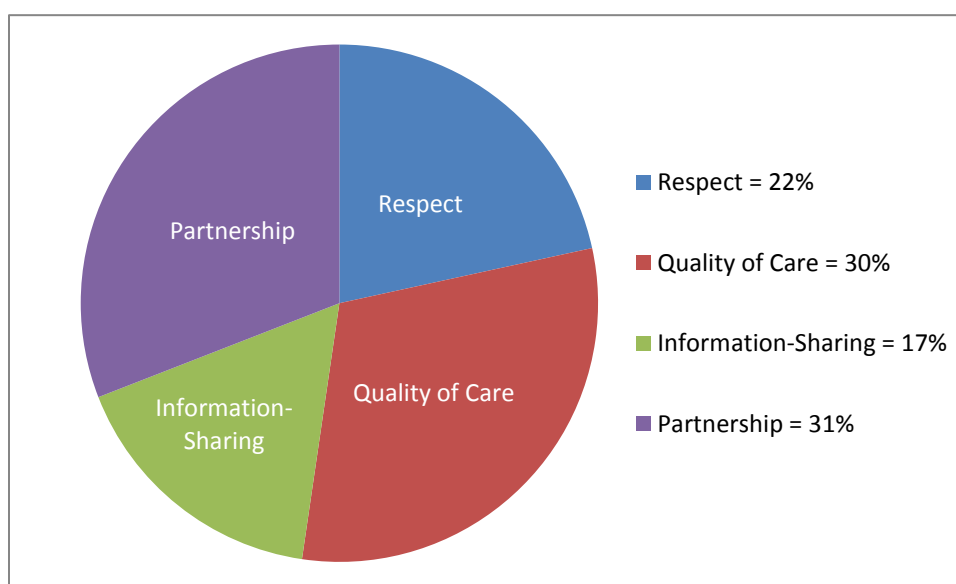
- Contact Kimberley Siu-Chong, client and family relations facilitator: 416-753-6084 | feedback@hollandbloorview.ca
- Visit us in the Grocery Foundation Resource Centre (1st Floor) or online: <http://hollandbloorview.ca/YourFeedbackMatters>
- For a more detailed description of Holland Bloorview's Client 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: <http://hollandbloorview.ca/aboutus/publications>

Client and Family Relations: Annual Report (2018 – 2019)

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



- 992 client and family-nominated Spotlight Awards
- Top area of recognition: partnership
- Examples of client and family compliments:
 - Recognizing a speech language pathologist (SLP): *"[The SLP] taught our son to talk... the most extraordinary gift! We cannot be more grateful to anyone but her in his life, as this has meant the world to us! [She] saw the potential in [him] when others did not, and her determination and perseverance [have] led to him now being able to communicate with us. She has been very attentive to his interests and has gotten to know him on a very special level... that has allowed her to work on his goals with great success... [The SLP] keeps us motivated and we are so grateful for all her creativity, always thinking of ways to engage him ... [She] is a true professional and expert with a heart of gold."*

- Recognizing a pharmacist: *"[The [pharmacist] was the nicest and friendliest pharmacist I have ever met. Always a smile on her face and always took time to stop and say, 'hello.' Such a pleasant lady!"]"*
- Recognizing an occupational therapy assistant: *"Thank you so much for your care and kindness during our time at Bloorview. You have a way of making therapy fun and never hesitated to incorporate activities that [our son] loves into the plan and for this we are grateful. It has been a privilege getting to know you."*
- Recognizing the nursery school team: *"When I first read about the [Play and Learn Nursery School] program online, I thought, 'Sounds great, but what can they accomplish in 2 hours?' It turns out ... a great deal ... when you've got a team of experienced, dedicated and compassionate leaders. Each of you has had a significant impact on [my child's] development, on her self-esteem, encouraging her, guiding her. [You've] helped and supported ... me too. Thank you for always responding to my questions with kindness and thoughtfulness ... [My child's] time at ... Play and Learn will always be remembered as a special and significant time in our lives. You are all now a part of this journey."*
- Recognizing a social worker: *"[The social worker] helped my family a lot. She is very nice. She talked with me, listened to me and gave me good advice. She is an excellent social worker."*
- Recognizing a physician: *"[The physician] is my favourite doctor - he is a rock star! He is approachable, caring, compassionate and professional. He is on top of every question that I have and is one of the best doctors I have ever dealt with."*
- Recognizing a psychologist: *"We would like to thank you so much for everything you did for our daughter ... She has a beautiful way of seeing things and learning that we just couldn't unlock. You gave us ways to not only facilitate her learning at school but to understand and reveal how she thinks about things. It's truly a pleasure to see your guidance being put into action in the classroom and how it is slowly making a difference in how she understands and retains information and in her sense of feeling more at ease in a learning environment and even at home. We are lucky to have fallen into your hands."*
- Recognizing the therapeutic clown team: *"Your magic works! Thank you for making our son smile and be happy."*

- Recognizing a client service facilitator: “[The client service facilitator] didn’t point: she showed me where Dental was. I like that. It shows that she really cared that I made my appointment on time.”
- Recognizing a physiotherapist: “The physiotherapist has been the best physiotherapist ever. He is very gentle and patient and great with people of all ages! Thank you for being a great friend and making me the best version of myself I can be.”
- Recognizing an environmental services staff member: “[The housekeeper] is an amazing person. She cares about everyone in accommodation. She talks to everyone and is amazing at her job. She is like a mom to some of us.”
- Recognizing a nursing team: “These nurses are always here when I need to talk to anyone. Also, they are always caring and very helpful with everything that I need. Also, they always know how to put a smile on my face and everything that I need help with. They are always trying to help or they try to make me happy and not sad. And when they do see me sad, they try so hard to make me smile or happy.”

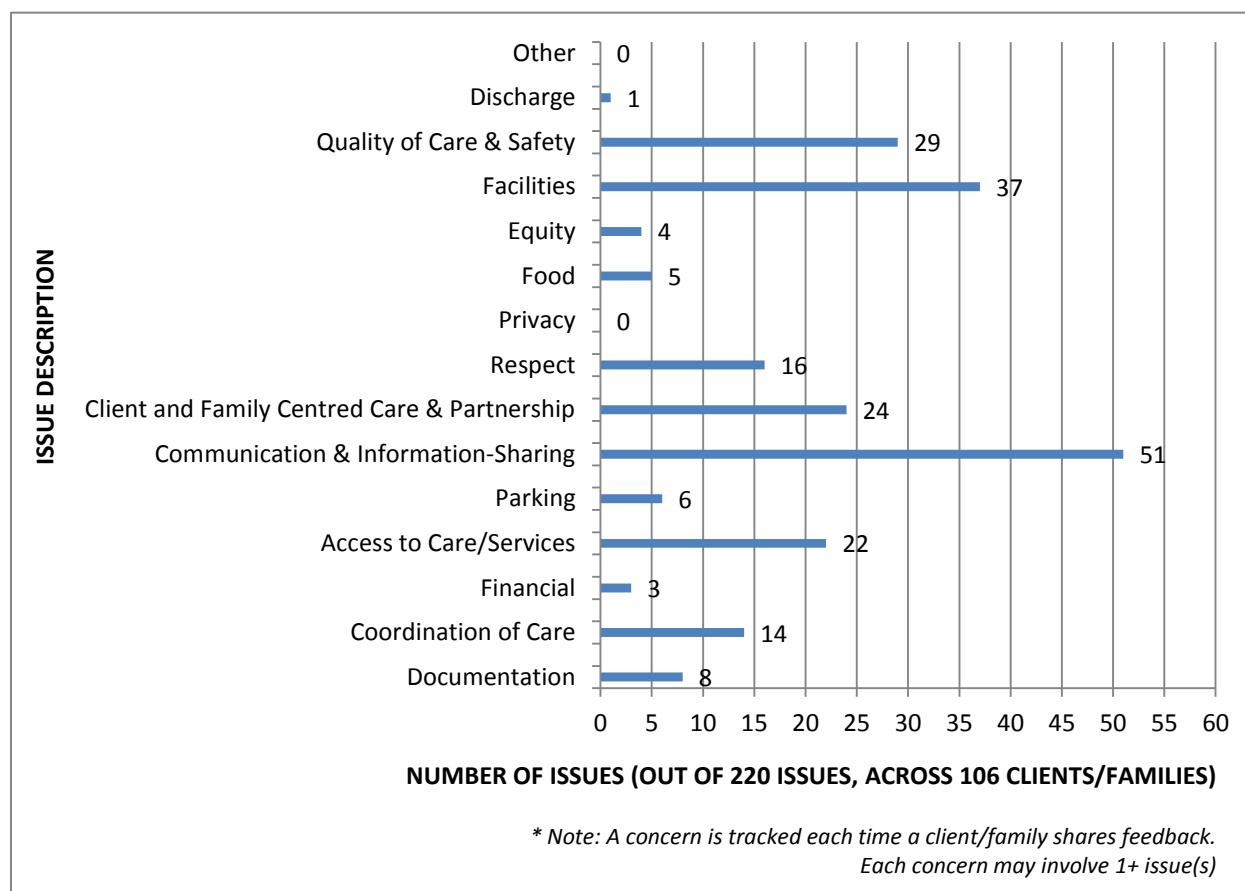
Staff Consultations Data

- The client and family relations facilitator supports employees and students seeking guidance by consulting on how to build stronger relationships with clients and families.
- 98 individual staff/team consultations
- As a result of needs identified through frontline staff consultations, the client and family relations facilitator currently leads training on conflict resolution, client and family centred communication and de-escalation strategies throughout the hospital and across inter-departmental teams.

Concerns Data

- The client and family relations facilitator works with individual clients and families to address their concern(s) and collects and interprets client and family feedback to help inform hospital-wide quality improvement initiatives.
- 106 clients/families filed concerns

Areas of Concern Filed with Client and Family Relations



- Top area of concern: communication & information-sharing
- Note: the facility issues that clients and families have raised are not all related to the maintenance, operation and overall management of our building services.

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 Kids Rehabilitation Hospital 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, we met our Quality Improvement Plan target of distributing a Client and Family Relations experience survey within 7 calendar days following completion of the feedback process, to 100% of clients/families who filed concerns.
- Examples of client and family feedback-driven changes:

Client & Family Centred-Care/Partnership

- Hired Spiritual Care Facilitator to support inpatient clients and families
- Distributed caregiver relaxation kit (e.g., bed sheets, a pillow, a blanket, an eye mask, and socks) to all inpatient families, supporting the hospital's Care for the Caregiver strategy
- Offered 100 grocery gift cards and 100 gas cards for distribution to low income/food insecure clients/families
- Revised waiver form for Accommodation Suites, setting out a clear code of conduct and consequences for violations
- Introduced weekly yoga classes for inpatient families, supporting the hospital's Care for the Caregiver strategy
- Launched Solution Focused Conversations with Families for parents, which was co-created and co-led by a Family Leader

Quality of Care & Safety

- Revised kitchen labels printed by Food Services for inpatient client meals to only include dietary-related information that the clinical team has entered in the kitchen instructions, thus reducing the risk of miscommunication
- Extended time the elevator doors remain open by 20 seconds, aligning with best practices in accessibility and enhancing safety
- Devised head strap to stabilize dental clients with mobility issues during examinations
- Installed dome mirrors to improve visibility of certain intersections in inpatient hallways
- Enhanced pet visiting program, including process changes to evaluation of pet volunteers and a declaration of pet behaviours
- Implemented 24/7 respiratory therapy model on the inpatient unit
- Introduced new process for inpatient clients to attend drop-in swim times, ensuring that: lifeguards know that the inpatient client has medical clearance to swim; and families understand that they are responsible for client supervision
- Repaired adapted lifejackets and ordered new lifejackets to replace older models

Facilities

- Introduced scheduled access to on-site kitchen for inpatient families to prepare hot meals
- Distributed new inpatient (bedside) sleeper chairs
- Toilets' flushing cycle extended to allow sufficient time for users with mobility issues
- Installed shower caddy in inpatient Family Lounge washroom
- Installed blender in inpatient kitchen to enable families to puree food
- Offered alternative chairs for meeting use to accommodate people of different sizes and needs
- Installed accessible charging station (with cables) for client and family use

Documentation

- Added documentation available on connect2care
- Piloted new electronic version of the connect2care enrollment form
- Trained inpatient unit administration staff to register inpatient families for connect2care

Equity

- Translated top 25 key safety brochures, 75 of the highest priority client and family documents (e.g., Client and Family Relations program information and Patient Declaration of Values), consent forms and other materials into top 5 languages that account for 80% of all interpreter services requests

Communication & Information-Sharing

- Introduced the Family Communication Whiteboard: i.e., a communication tool that enables personalized care for inpatient children, youth, and families. Specifically, they are encouraged to share their strengths, what and who matters to them, their preferences in care, and their goals during their inpatient stay.
- Revised Family Support Fund application form; e.g., shortened length of form, introduced online fillable form, and removed all acronyms
- Offered digitized access to family workshops/education sessions
- Posted signage to indicate where visitors can find on-site washrooms with adult size change tables/lifts
- Enhanced connect2care, enabling client/family communication with ambulatory care nurses
- Enhanced awareness-raising strategy to promote availability of three youth mentors on the inpatient units
- Enhanced awareness-raising strategy to promote Youth Advisory Council and Youth Mentorship information with age-appropriate clients

For more information

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