Holland Bloorview Kids Rehabilitation Hospital’s Quality Improvement Plan (QIP) for 2017-2018

Excellent care and safety is #1

We want to make sure you are getting the best care possible. Every year, we make a plan called the Quality Improvement Plan about how we are going to do that. This year, we are going to do a lot:

**SAFETY**
- Medication safety
  - Talking more about taking medication safely and offering a [tip sheet](#) to take home.

**TIMELY**
- Transition support
  - Giving out a handy booklet called the Transition Passport, to make going home easier.
  - Calling you after you go home to check in (we’ll do this if you visit our outpatient feeding clinic too).
  - Getting information about your inpatient care here to your community care team quickly.

**ACCESS**
- Wait time improvements
  - Making it faster to get an appointment by staying open on weekends and evenings in some clinics.
  - Making it easy to change your appointments in [connect2care](#) so you don’t miss appointments.

**EFFECTIVENESS**
- Goal setting
  - Testing a neat wrist band technology to track fitness goals between appointments.
  - Talking a lot more about setting goals that you want and sharing that information with your whole care team.

**CLIENT AND FAMILY CENTRED CARE**
- Feedback follow up
  - Asking kids directly about what you like about your visits and what you want to change.

---

**Questions?** Connect with Laura Oxenham-Murphy, manager of quality, safety and performance at loxenham-murphy@hollandbloorview.ca or 416-425-6220 ext. 7057.