

Client and Family Relations: Annual Report (2013 – 2014) 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 employees for exemplifying the organization's values. Client and Family Relations tracks the client and family initiated compliments. <i>What's next:</i> Client and Family Centered Care Champion pin launched in Fall 2014. This is awarded to all employees who receive a client and family compliment initiated through this program. 	<ul style="list-style-type: none"> 242 client and family-initiated Spotlight Awards Top area of recognition: quality of care
Staff Consultations Data	
<ul style="list-style-type: none"> The Client and Family Relations Facilitator supports employees seeking guidance by partnering and consulting on how to build stronger relationships with clients and families <i>What's next:</i> Relationship building and de-escalation resource developed and circulated in Fall 2014 	<ul style="list-style-type: none"> 92 individual staff/team consults
Complaints Data	
<ul style="list-style-type: none"> The Client and Family Relations facilitator works with individual clients and families to address their concerns, and collects and interprets client and family feedback that helps to inform hospital-wide quality improvement initiatives <i>What's next:</i> Complaint severity ratings (i.e. straight-forward, moderate, high, and critical) and resolution time tracking introduced for 2014-2015 	<ul style="list-style-type: none"> 187 clients/families filed complaints Top area of concern: communication
Quality Improvements	
<ul style="list-style-type: none"> Examples of feedback-driven changes: weekly shuttle services to local shops for inpatient families; free shuttle to flu clinic for inpatient families; inpatient family washroom renovations; swim times added for inpatient families to promote recreation and physical activity; accessible hot water station in cafeteria; inpatient family badge revised to include title "Partner in Care;" etc. <i>What's next:</i> New Quality Improvement Plan indicator (i.e. to resolve at least 70% of straight-forward complaints within 14 days) established for 2014-2015 	<ul style="list-style-type: none"> Quality Improvement Plan target (respond to 80 per cent of complaints within two days) exceeded (i.e. 100 per cent compliance)
For more information	
<ul style="list-style-type: none"> Contact Client and Family Relations: 416-753-6084 feedback@hollandbloorview.ca Visit us in the Grocery Foundation Resource Centre (1st Fl.) or online: http://hollandbloorview.ca/ClientFamilyResources/TellUsWhatYouThink 	