

# Client and Family Relations: Annual Report (2017 – 18)

## 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:

- Offered extended hours of service in the Neuromotor and LIFEspan Clinics;
- Revised Expressed Breast Milk policy and protocol for inpatient clients;
- Installed accessible water station;
- Added documentation available in the connect2care portal; and
- Facilitated solution-focused coaching training to family leaders.

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. The report also illustrates our employee consultations - evidence of our employees' commitment to ensuring that they have the information and the tools they need to build strong relationships and partner effectively with our clients and families.

### Client and Family Relations: Annual Report (2017 – 2018) *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>492 client and family-initiated Spotlight Awards</li> <li>Top area of recognition: partnership</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>116 individual staff/team consults</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 concern(s). 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>95 clients/families filed concerns</li> <li>Top area of concern: communication &amp; information-sharing</li> </ul>

## Quality Improvements

Examples of feedback-driven changes:

- Offered extended hours of service in the Neuromotor and LIFEspan Clinics
- Revised Expressed Breast Milk policy and protocol for inpatient clients
- Installed accessible water station
- Added documentation available in the connect2care portal
- Facilitated solution-focused coaching training to family leaders

- We exceeded our Quality Improvement Plan target of resolving at least 70 per cent of moderate concerns within 21 calendar days, with a compliance rate of 93 per cent

## For more information

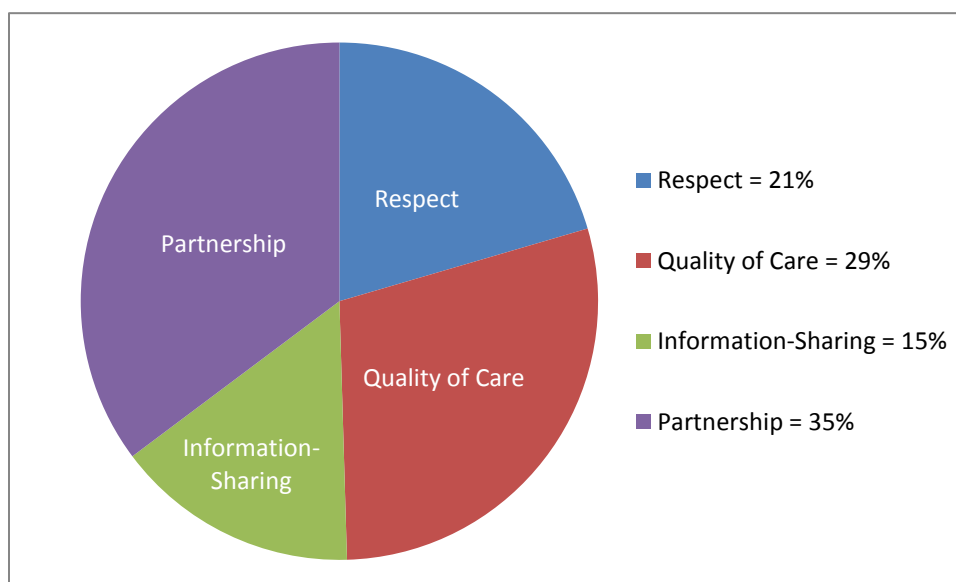
- Contact Kimberley Siu-Chong, client and family relations facilitator: 416-753-6084 | [feedback@hollandbloorview.ca](mailto:feedback@hollandbloorview.ca)
- Visit us in the Grocery Foundation Resource Centre (1st Floor) or online: <http://hollandbloorview.ca/YourFeedbackMatters>
- For a more detailed 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 (2017 – 2018)

### 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



- 492 client and family-initiated Spotlight Awards
- Top area of recognition: partnership
- Examples of client and family compliments:
  - Recognizing an inter-disciplinary inpatient team: *"This team is spectacular. Clear, sympathetic, educational. Always looking to make sure we were all part of the plan. When we had our last discharge meeting, we were already informed and had few questions, as the communication to that point was exceptional. A well-oiled and integrated team."*
  - Recognizing a psychologist: *"Thank you for the thorough report you wrote on [my child]. ... I love how clear you are about her challenges, also appreciated how you captured her strengths ... It was a pleasure to read."*

- Recognizing an occupational therapy assistant: *"[P]eople come into our lives and they feel like they have been there since the beginning. You are definitely one of those people for us. I love watching [my daughter] when she's in your session. You make her laugh and forget she's in the hospital. She feels free while she's with you. ... You are so bright and helped [her] to understand her brain injury and how it affects her."*
- Recognizing an administrative assistant: *"You're busy working, but you never fail to take a moment to say hello, to listen attentively, to offer reassurance... or to send me on a scavenger hunt for fragrant plants in the Spiral Garden! Those moments of kindness were deeply felt. It is clear to me that you help and support many other parents in just that same way."*
- Recognizing a social worker: *"I can't thank you enough for helping me and supporting me through this difficult time in my life. My appointments with you have been so enlightening. You helped me to realize how I handle things, who I am as a mother and person throughout this stay at Bloorview, and given me a place to laugh. You really have been my bright spot."*
- Recognizing a student nurse: *"[I want to recognize the student nurse] for her compassion ... I broke down in [my child's] room and [she] was so kind with her words. I was grateful to have her at that moment."*
- Recognizing a physician: *"We feel that [the physician] is very professional, kind, capable and thoughtful. She is attentive to her work and has great communication skills. Our family is not fluent in English but [she] would patiently explain everything to us and answer all of our questions. ... [Our son] is much happier and calmer than before. We are so grateful ... for her great concern for us and good service. We believe that you must be proud to have such an outstanding doctor like [her]."*
- Recognizing an Environmental Services staff member: *"My ... stay here at Bloorview has been a very taxing and emotional time. The care, kindness and consideration shown to me [have] been outstanding. [The housekeeper] is 'Bloorview.' Her warm smile, her eagerness to help is so nourishing for us, the parents. I will always be thankful for all the friendly smiles and help."*
- Recognizing a physiotherapist: *"I genuinely appreciated [the PT's] expertise and commitment to providing a highly individualized program that addressed my daughter's needs and challenged her to reach her fullest potential. [The PT] was also very professional and attentive to my daughter."*

- Recognizing the therapeutic clown team: *"Amazing work to get kids happy. [My son] loved them. Me too. So funny."*
- Recognizing a volunteer: *"During our family team meeting this morning, [the volunteer] ... played with [our 20 month old son and] kept him busy. It was so greatly appreciated."*
- Recognizing an occupational therapist: *"Words cannot adequately express how eternally grateful we are for the support and kindness you have shown [my child] throughout the last two years. You have also taught me SO much about parenting, laughing through my tears and exemplifying exceptional OT skills. You are such an asset ... and truly change and touch children's lives. [My child] and I will never forget you."*
- Recognizing a speech language pathologist: *"[The SLP] is wonderful. She really loves her job. She is always positive and charismatic. Compassionate and a hard worker."*
- Recognizing a nurse: *"From day 1 you have been our rock, our advocate, our friend and [our child's] #1 fan. Your knowledge, patience, and passion have been most inspiring and we can't thank you enough for all you do, and for all you are. ... [F]rom the bottom of our hearts, we love you and will forever miss you. [Our son] and all of us are better for having you in our lives."*

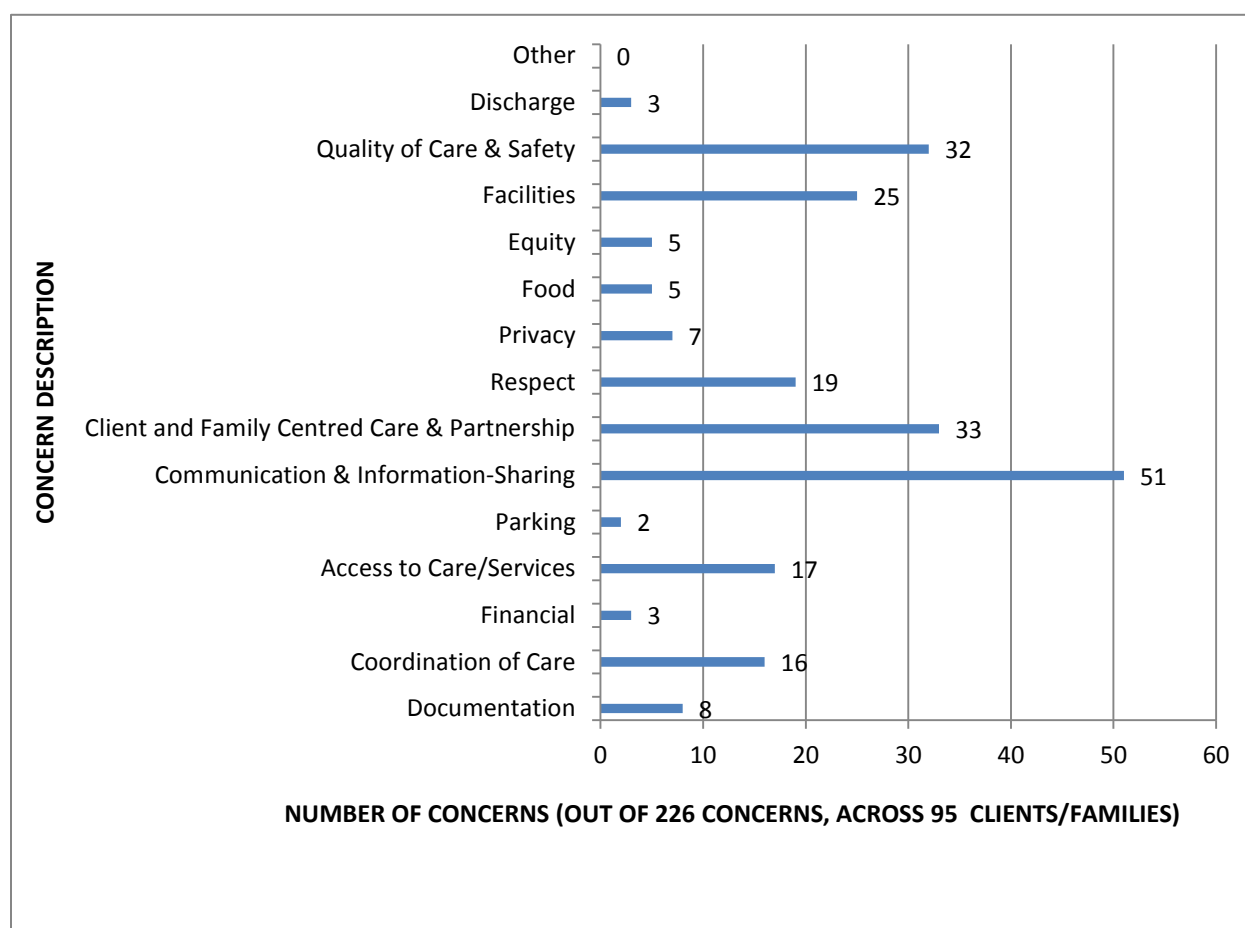
#### **Staff Consultations Data**

- The client and family relations facilitator supports employees and students seeking guidance by consulting on how to build stronger relationships with clients and families.
- 116 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.
- 95 clients/families filed concerns

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



- Top areas 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 exceeded our QIP target of resolving at least 70 per cent of moderate concerns within 21 calendar days, with a compliance rate of 93 per cent.
- Examples of client and family feedback-driven changes:

### Facilities

- Implemented new backup key handover process for Accommodation Units during scheduled power shutdowns
- Installed new weather stripping to washroom doors to obstruct unwanted visibility, enhancing privacy
- Installed accessible water station
- Installed new mixing shower valves for pool change rooms showers to better regulate water temperature
- Renovated Teen Lounge in consultation with teen clients, including painting the room, refinishing floors, installing “Get Up and Go” quilt, as well as purchasing new furniture, three new televisions, new PS4 system, and new Bluetooth speakers

### Coordination of Care

- Revised handover tool for inpatient and day patient clients for patient transfers
- Revised inpatient referral form

### Documentation

- Piloted Sync.com file sharing to facilitate sharing of clinical documentation in Communication and Writing Aids Service (CWAS) and Augmentative and Alternative Communication (AAC)
- Added documentation available in the connect2care portal (e.g., Family Team Goal Plan)



#### Access to Care/Services

- Revised selection process with a two-stage approach to acceptances, enhancing opportunities for returning clients and new clients to access Life Skills summer programming
- Redesigned the Family Support Fund application form and submission process to be more streamlined and user-friendly
- Offered clients occupational therapy appointments after school hours while trying to return to full school schedule and workload, minimizing absences from school schedule
- Implemented Group Assessments/Screenings for Spiral Garden camp
- Offered 1 week registration option for Spiral Garden based on family need(s)
- Hired additional casual Music Therapist, addressing outpatient Music Therapy waitlist
- Changed Studio Be into another clinical space for therapy use, increasing access to services in high demand time
- Offered extended hours of service in the Neuromotor and LIFEspan Clinics
- Launched Ontario Telehealth Network's personal computer videoconferencing program, allowing clinicians in ambulatory care to connect with clients and families virtually
- Introduced OTN telemedicine appointments for early concussion care appointments when appropriate for clients and families

#### Food

- Delivered complimentary coffees to all inpatient families during weekends when Tim Hortons is closed
- Revised the inpatient soft texture menu

#### Quality of Care & Safety

- Revised summer application screening questions for Life Skills programs, facilitating important conversations with clients and families about mental health needs and strategies to support successful participation
- Increased touchpoints by occupational therapist via telephone for early concussion care clients
- Offered families school liaison role, enabling an occupational therapist to work directly with client's school to support return to school recommendations earlier in recovery from concussion
- Revised Expressed Breast Milk policy and protocol for inpatient clients
- Installed dome mirrors in select hallway intersections on inpatient unit, improving visibility and minimizing collisions
- Reviewed and revised Pet Visiting program, implementing process changes to evaluation of pet volunteers, declaration of pet behaviours, how pets are identified in the building and interact with clients in the gym

#### Client and Family Centred Care & Partnership

- Piloted Holland Bloorview Glee group, and “Let’s Jam” Music Therapy Spring programs
- Facilitated solution-focused coaching training to family leaders
- Added another Family Leader to Professional Advisory Committee (PAC) meetings
- Revised policy for the development of Standards of Care, including family feedback for all new standards and standards due for revision
- Engaged clients and families in Advancing Cardio-Respiratory Care Initiative, informing many elements of the enhanced care pathway
- Facilitated Applied Suicide Intervention Skills Training (ASIST) to family leaders
- Offered family-led wound management education sessions to Accreditation Team Members
- Hosted a complimentary Thanksgiving Dinner for inpatient families

#### Communication & Information-Sharing

- Developed and implemented Pediatric Rehabilitation Spinal Cord Injury (SCI) Clinical Pathway, supporting clients and families along their personalized pathway to achieve their best possible outcomes with a spinal cord injury
- Developed and implemented the Tracheostomy Transition to Home Pathway with SickKids: i.e., a family-facing tool to support transitions for children with new tracheostomies and their families
- Revised the waiver form to access Accommodations Suites, providing families with a clear code of conduct
- Revised appointment confirmation letters, clarifying the off-site address for Play & Learn
- Revised Ronald McDonald Playroom brochure, providing clear information about how to access this service and service expectations
- Enhanced family/client-facing E-Screen on inpatient unit, including general information (e.g., shuttle bus service, food vouchers, luggage carts, iPad program, etc.), and upcoming events/activities (e.g., Parent Talks, Spa Nights, Adult Only Swim times, etc.)
- Posted signage in pool change rooms and level 1 washrooms, informing visitors about how to contact housekeeping if an area requires cleaning attention
- Increased concussion education for parents and youth when completing baseline concussion testing
- Offered a webinar option for “Concussion & You” education sessions
- Revised connect2care enrollment forms, including additional details on how Holland Bloorview protects the user’s personal information
- Offered CWAS Parent Talk sessions which included information on modeling, how to choose an AAC system, managing multiple communication goals, accessing an AAC clinic, and motivating children to communicate

**For more information**

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