

Client and Family Relations: Annual Report (2020 - 21)

Client and Family Integrated Care

At Holland Bloorview Kids Rehabilitation Hospital (hereafter called “Holland Bloorview”), 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 the time to tell us about how we can transform hospital care and services to best meet their evolving needs, as well as feedback on what we are currently doing, so that we can partner in providing meaningful and quality-based experiences. The voices of our clients and families drive our commitment to ongoing change and the pursuit of excellent care for all, regardless of who they are and what services they are accessing.

In this year’s Client and Family Relations Annual Report, you will learn about the most recent feedback we have heard from our clients and families. With the onset of COVID-19, our Client and Family Relations program has listened deeply and with compassion to the adverse impact the pandemic has had on our community. The past year has given rise to unexpected challenges, access and equity barriers, but has also been a source of creativity and innovation. In response, our staff and leadership teams implemented several changes to improve the quality, safety and equity of care and services across the hospital. Some of these examples included:

- On-site visiting program introduced to support inpatient clients;
- Family Support Fund’s coverage expanded to include emergent COVID-19 needs; and
- Client and family guidelines for virtual care were created and published.

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 report you will see an overview of the feedback we have heard from our clients and families over the past year, and changes we have implemented which were informed by client and family experience.

Client and Family Relations: Annual Report (2020 – 2021) *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"> 849 client and family-nominated 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 and students seeking guidance by consulting on how to build stronger relationships with clients and families. 	<ul style="list-style-type: none"> 166 individual staff/team consults Introduced online conflict resolution/de-escalation training presented by the client and family relations facilitator
Concerns Data	
<ul style="list-style-type: none"> The client and family relations facilitator works with individual clients and families to address their concerns. 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"> 50 clients/families filed concerns Top area of concern: client and family centred care & partnership

Quality Improvements

Examples of feedback-driven changes:

- Introduced an on-site visiting program to support inpatient clients;
- Expanded Family Support Fund's coverage; and
- Published client and family guidelines for virtual care.

- 95% of clients/families reported that they felt treated with respect throughout the concerns resolution process (thus surpassing our Quality Improvement Plan target of 75%)

For more information

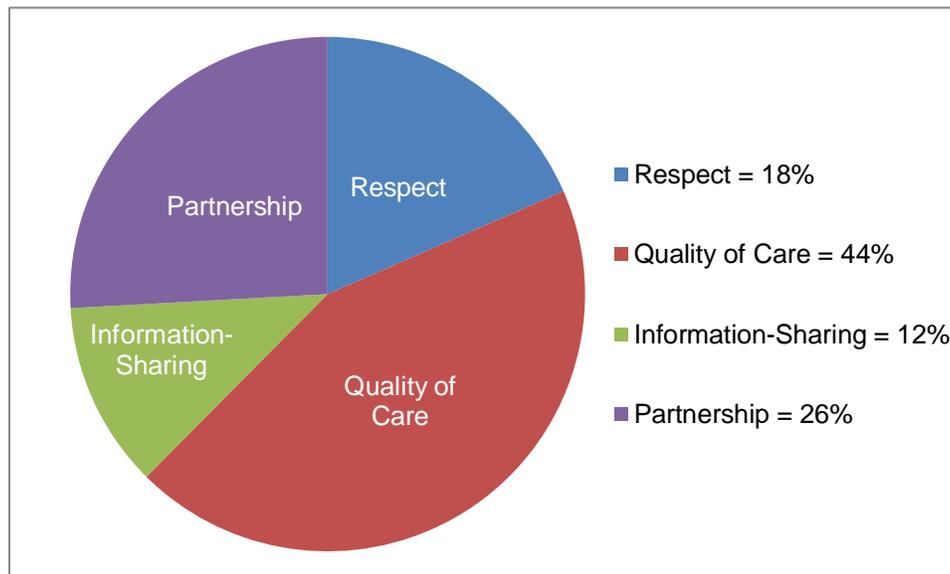
- Contact Kimberley Siu-Chong, client and family relations facilitator: 416-753-6084 | feedback@hollandbloorview.ca
- Visit us in the Grocery Foundation Resource Centre (1st Floor) or online: [Connect with client and family relations](#)
- For a more detailed description of Holland Bloorview's Client 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: [Publications & Financials | Holland Bloorview](#)

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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



- 849 client and family-nominated Spotlight Awards
- Top area of recognition: quality of care
- Examples of client and family compliments which demonstrate what client and family centred care looks like in action to them:
 - **Recognizing a music therapist:** *“Thank you... for continuing programming at bedside! We are so thankful for her persistence in providing music therapy and encouraging more movements (communication avenues) with [my sister]. Her commitment and facilitating these sessions showcase the importance of music therapy and the magic of how it is helping create more possibilities for... many of the clients she sees.”*
 - **Recognizing an inpatient nursing team:** *“Thank you so much for always making [my son] feel special and capable of anything. We will miss your positive energy and friendliness.”*

- **Recognizing the nursery school team:** *“I just wanted to let you know that my child had a great first day back at school! When I picked him up he said: ‘I love my school! Can I keep going here forever?’ Oh how I wish he could! Thank you for running such a great program and having such absolutely wonderful loving staff! I appreciate all the extra work you are doing to keep the kids safe yet still have a fun time! [...] We missed you and are so glad to be back!”*
- **Recognizing a member of the senior management team:** *“The Youth Advisory Council would like to recognize [the Vice President of Experience and Transformation] for her awesome partnership and information sharing! She gave us a very thorough update about the organization’s response to COVID and asked for our input about ways to transform the experience clients will have in the future.”*
- **Recognizing a nurse practitioner:** *“[The nurse practitioner] is a 5-star health professional. She has been there every step of the way since our daughter’s...diagnosis... She responds promptly and with compassion to all of our inquiries, is on time, empathetic, professional, always friendly... knowledgeable, detail oriented, answers questions honestly without judgment (no matter how many we ask!), shares important resources, keeps us informed and has a heart of gold... We never hesitate to reach out to her as we know we will receive great advice, support, assistance and next steps. The prompt replies to emails/phone calls, the expertise shared at every interaction, the support and knowledge have been beyond appreciated as we navigate through a life we never imagined. She is a true lifeline and a saving grace, multiple times over! We are so blessed to have [her] on [our daughter’s] Team.”*
- **Recognizing an inter-disciplinary inpatient team:** *“I want to extend gratitude to you all for taking such good care of me during my recovery at Holland Bloorview. I really appreciate the effort, patience and time you all invested in [me] throughout my journey of getting better and feeling better about myself... You stood by [me] from my first visit to the end of my four weeks of therapy, and your bubbly sense of humour made it so there was never a dull moment at the hospital. Thanks for pushing me to limits I didn’t think was possible and for going above and beyond to help. I love you all.”*
- **Recognizing a prosthetist:** *“During our first appointment, [the prosthetist] offered us clear and concise information that helped us make a very difficult decision... We were immediately impressed with her warm, positive, and direct demeanor... The trust [my son] has for [the prosthetist] has been earned through her time, communication, patience, quality of work and the care she demonstrates for him... [B]eing in the middle of pandemic, I wasn’t sure if we would be able to see her. I reached out and sure enough, we saw her the next week... It’s the difference between [my son] walking and not... We loved [her] new superhero outfit with her gown, gloves, face mask and shield!”*

- **Recognizing a physician:** *“Every single day of our journey at Holland Bloorview, you attended to [our son]’s care with heart and soul, you went over and above to learn all you could about [our son], what made him unique... and oh so special. Your in-depth, detailed notes and summaries, made for thorough and valuable care. You made yourself available at all times and explained in great detail and with compassion anything that we inquired about. You lead by example and made caring for [our son] a team effort where the nurses and all involved felt supported... Thanks for being you.”*
- **Recognizing the food services team:** *“Thank you for everyday meals and smiles while you served the food.”*
- **Recognizing a speech language pathologist:** *“It’s always good to see [the speech language pathologist]. She is very accommodating and helps my daughter with her speech. She was really prompt even during the lockdown with checking-up on us and keeping all of our appointments.”*
- **Recognizing a social worker:** *“From our first phone call for pre-admission, to meeting on day 1 and throughout my son’s admission, [the social worker] has been a constant source of knowledge, compassion, comfort, reassurance and support. It is obvious in her daily interactions that she truly cares about the children and families she supports, their successes and struggles. She has an incredible way of counseling that is supportive, yet she can challenge you to reflect and think in order to resolve difficult situations. [The social worker] follows up on concerns quickly and always has a resolution the same day. This puts children’s and family’s minds at ease. She has met regularly with my son and I and has facilitated some conversations for us to look at our relationship in order to promote independence for my son in a way that is nurturing. Bloorview inpatient families are very lucky to have such a compassionate and professional social worker to support them through some of life’s most challenging times.”*
- **Recognizing the therapeutic clown team:** *“Thanks to the therapeutic clowns for continuing their adventures through the units! Extra thanks for the national anthem they may sing every now and then to brighten up [my sister’s] day! It’s her favourite and makes her more alert.”*
- **Recognizing a family leader:** *“[The family leader’s] willingness to engage in virtual meetings, provide rapid feedback and co-create new ways of supporting families during these challenging times is a testament to her deep commitment to client and family centred care.”*
- **Recognizing a therapeutic recreation assistant:** *“[The therapeutic recreation assistant] is funny and caring and fun to be around. He always finds fun things for me to do and helps me if I can’t do something. He uses humor and always makes me smile and laugh even if I’m having a bad day.”*

- **Recognizing a family support specialist:** *“I just had a call with [the family support specialist]... and have to say that I am blown away... [S]he asked me about me and how I was doing. She listened so attentively and was so focused on what I was saying.... She was kind and generous and took her time. She displayed all the [client and family centred care] principles in spades...”*
- **Recognizing an interdisciplinary clinical team and non-clinical staff:** *“I witnessed first-hand how quickly policies and procedures were put into place at the start of COVID. Staff were resilient at adapting to these changes while continuing to provide the most exceptional level of care to children and their families. Throughout [my son’s] admission, we had many questions and concerns. With each concern, we were listened to, taken seriously and there was always a quick resolution. Communication was always of the utmost importance and I was very impressed that staff involved followed up with us separately to ensure the concerns were adequately resolved. All of the staff from nursing, house-keeping, therapeutic recreation, social work, physiotherapy and occupational therapy demonstrated daily their commitment, passion, humor, perseverance and love to both [my son] and our family. It is evident through their care that this is not ‘just a job’, but they become a very important part of each child’s life. Thanks to the support of all the... staff, [he] far exceeded anything we expected in physiotherapy... [and] in his growth in independence, self-advocacy, and confidence. We are both going home very different people... Please know that [the staff] make a difference every single day.”*
- **Recognizing the COVID testing team:** *“Unfortunately we have had to get [our child] tested for COVID twice... [The staff] that are there testing are fabulous. Friendly, always greet you with a big smile, supportive and efficient. We took the 2 hour round trip visit in rush hour this week because we had a positive first experience... [W]e are lucky to have Holland Bloorview and their wonderful staff.”*
- **Recognizing a physiotherapist:** *“From day 1, [the physiotherapist] has demonstrated...compassion and great care to both my son and my needs. Most recently, she went above and beyond to listen to his fears, validate them and come up with a plan to help overcome them that included trust, taking it one step at a time and reassuring him she was there to support him and would not let anything bad happen to him... [She] is world class and we are so lucky to have her as part of [my son’s] rehab team!”*
- **Recognizing a dental and orthodontic hygienist:** *“[The hygienist] is really amazing and gets the kids engaged and not scared to get their teeth cleaned.”*
- **Recognizing an occupational therapist:** *“[The occupational therapist] has been really great, super empathetic, big heart and has a very soothing way about her to calm [my son] amidst his frustrations during his sessions, she has been really thorough with him and had a great grasp of his abilities.”*

- **Recognizing an inter-disciplinary outpatient team:** *“The... appointment started on time... We had a very full conversation and discussed some options... We needed some time to consider our options and [the nurse] followed up with information. When we reached out regarding next steps, follow up occurred right away and we're onto next steps in our journey... This team... has got [virtual care] figured out and it made all the difference. These appointments can be anxiety provoking but we felt reassured and respected throughout.”*
- **Recognizing a clinical resource leader:** *“[The clinical resource leader] was always there every day to fix any problems and was incredibly approachable. She helped so much in coordinating situations so they wouldn't become issues. She was awesome.”*
- **Recognizing a communications disorders assistant:** *“You're an EXCELLENT trainer... the whole time I was doing it I could 'hear' your voice telling/showing me how to do it... I thought maybe it would be nice for you to hear how big of a difference you made in our family's life when we needed the help and direction the most. I will always remember you and think of you... Thank you for doing what you do!”*

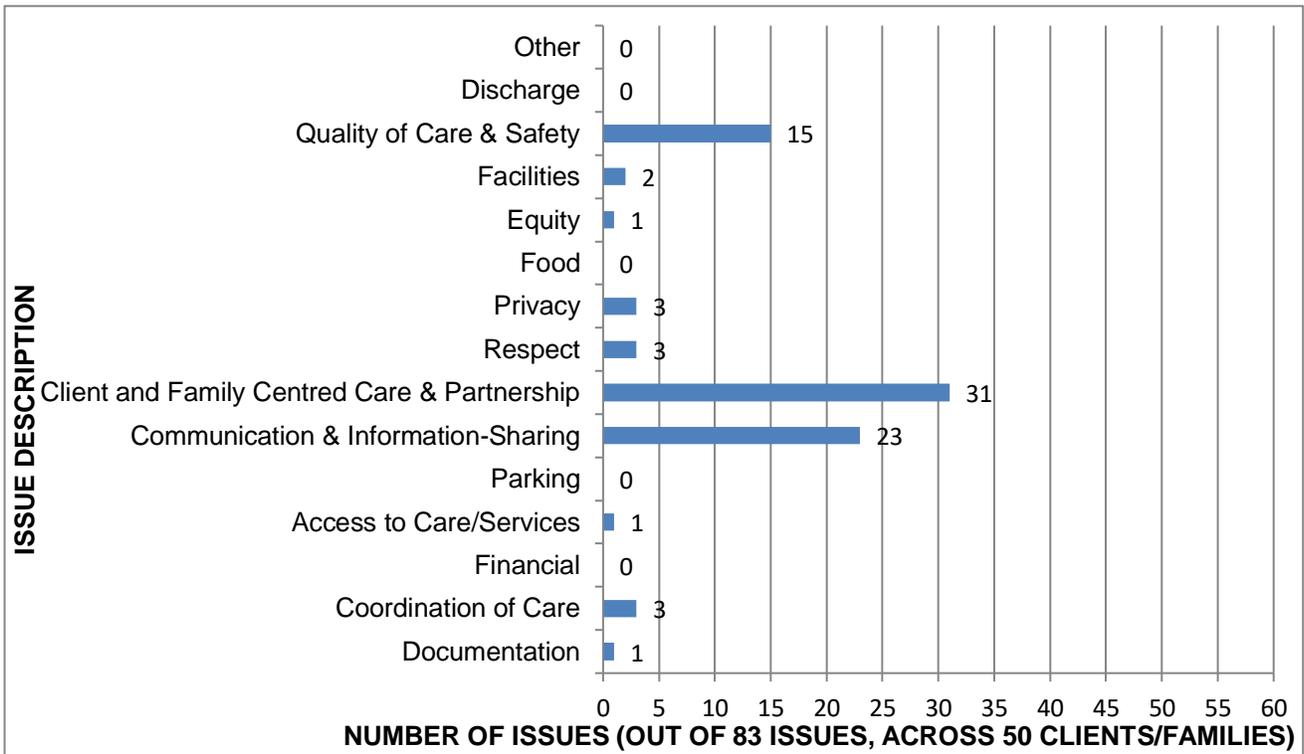
Staff Consultations Data

- The client and family relations facilitator supports employees and students seeking guidance by consulting on how to build stronger relationships with clients and families.
- 166 individual staff/team consultations
- Introduced online conflict resolution/de-escalation training presented by the client and family relations facilitator

Concerns Data

- The client and family relations facilitator works with individual clients and families to address their concerns. The facilitator also collects and interprets client and family feedback to help inform hospital-wide quality improvement initiatives.
- 50 clients/families filed concerns, raising a total of 83 issues
- 100% of concerns acknowledged within 2 business days

Areas of Concern Filed with Client and Family Relations



* Note: A concern is tracked each time a client/family shares feedback. Each concern may involve 1+ issue(s)

- Top area of concern: client and family centred care & partnership
- The volume and nature of feedback received were impacted by COVID-19. For example, factors such as the reductions in our on-site outpatient clinic appointments as well as other programs and services, and lower inpatient census likely contributed to the decrease in concerns filed (in comparison to previous years).
- The majority of client and family centred care/partnership concerns related to the initial restrictions imposed by our Family and Caregiver Presence Policy in response to COVID-19. At the start of the pandemic, this policy limited inpatient clients to having a single caregiver on-site within a 24-hour period, who had to be 16+ years old. In response to these restrictions, families filed feedback to request exceptions. Once these rules were scaled back in accordance with the hospital's ramp-up plans, the number of concerns filed with Client and Family Relations decreased significantly.

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 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, 95% of clients/families reported that they felt treated with respect throughout the concerns resolution process (thus surpassing our Quality Improvement Plan target of 75%).
- Examples of changes which were informed by client and family experience:

Equity

- Reviewed the hospital's caregiver escalation process to take into account acts of discrimination (such as racism), and inappropriate/disrespectful conduct between caregivers/families
- Launched the hospital's Inclusion, Diversity, Equity and Accessibility (IDEA) Task Force. The IDEA Task Force partners with clients and families, volunteers, staff, students and trainees to advance equity across hospital programs and services.

Response to COVID-19

- Improved accessibility of remote Youth Advisory Council meetings: e.g., switched from teleconferencing to Zoom based, and offered captioning for virtual meetings

Financial

Response to COVID-19

- Expanded Family Support Fund's coverage, creating a new emergent needs category of support that provided up to \$3,000 towards food security, housing security, clothing and hygienic products. This expansion of support made the Family Support Fund Canada's largest hospital-based financial assistance program.

Access to Care/Services

Responses to COVID-19

- Added staffing resources to streamline and enhance access for clients across outpatient clinics
- Expanded hours of dental services to 3 days per week

Facilities

- Increased access to outdoor terraces for inpatient families
- Implemented enhanced inspection processes in response to incident reporting and survey results, resulting in 90+% average audit results in clinical and common areas of the hospital

Responses to COVID-19

- Provided a Caregiver Business Center for inpatient families
- Expanded respite spaces for inpatient caregivers
- Installed Plexiglass screens for screening and other areas of the hospital
- Modified office and family rooms to ensure physical distancing measures

Food

- Increased variety and availability of staple food items in inpatient kitchens
- Conducted a food waste audit and implemented improvements in waste reduction
- Launched phase 1 of the International Dysphagia Diet Standardization Initiative program on the inpatient units which standardizes food textures and nomenclature across the health system
- Added cafeteria options, including a refresh of the “Garden Grill” menu, as well as the addition of “Mindful Snacking” (e.g. snacks which focus on healthy options and specialty diets), the “Simply To Go” Smoothie program, and Freshii “Grab and Go” options
- Added healthy options to vending machines
- Implemented changes to inpatient food preparation, including a new weigh scale for staff to verify weight of ingredients

Responses to COVID-19

- Provided inpatient families with complimentary coffee and pastries on the weekend

Client and Family Centred Care & Partnership

- Increased spiritual care supports and services to inpatient clients and families
- Purchased iPad/iPhone holder for clients to use during dental care
- Created the Holland Bloorview Rights & Responsibilities document which highlights our values and guides how members of our hospital community are expected to treat and communicate with each other

Responses to COVID-19

- Introduced an on-site visiting program to support inpatient clients in response to visitor restrictions imposed by our Family and Caregiver Presence Policy
- Launched the Family Wellness Board on the inpatient unit
- Re-opened the Ronald McDonald Playroom with infection control provisions in place to support outpatient clients and siblings
- Streamlined the exception request process with respect to the Family and Caregiver Presence Policy, allowing access for caregiver support where required

Quality of Care & Safety

- Created a Saturday Therapy Program which includes Robotics and a Science Club
- Offered on-site flu clinic for outpatient clients with appointments
- Integrated youth and family feedback using human centred design methods into the re-design of the OnTrack: Transition Navigation Hub's service delivery model
- Developed social and friendship programming, and piloted the initial youth-parent coaching elements with Family Leaders (and with support from Underhill)
- Hosted virtual summer 2020 groups: i.e., 9 virtual programs alternatives, including the first hybrid life skills program
- Provided "Get Creative" & "Get Active Kits": i.e., 100 Grab & Go Activity kits for our registered outpatient families with children that were waiting for service
- Developed virtual programming for variety of learning styles based on youth and family feedback: e.g., evolved Summer Youth@Work and Fall VolunteerABLE programming (including home-based learning options)
- Implemented strategies to create a more sensory adapted environment to facilitate dental care, including the Dental Storybook, and Snoezelen products
- Published the "5 Questions to Ask About My Medicine" resource: i.e., a tool that helps guide clients and families to ask the right questions and have the important conversations about their medications
- Launched the Client Care Needs Assessment Admission Planning Tool which takes into account the evolving intensity of client care needs, and supports a safe and effective system of patient flow to meet the needs of stakeholders (such as clients and families, system partners, health care personnel, and leadership)
- Developed zero tolerance for violence signage to help foster a safe and respectful space for clients, families, staff, volunteers, researchers, students, donors and visitors while at the hospital
- Developed the Pressure Injury Education pamphlet for clients and families

Responses to COVID-19

- Implemented a masking requirement for screeners
- Reviewed our outpatient survey inclusion criteria to take into account the increase in virtual appointments
- Published client and family guidelines for virtual care
- Partnered with SickKids to offer COVID testing on-site for children and youth with disabilities, as well as young adults with disabilities
- Implemented a safe process and resources to support inpatient families with weekend passes to prepare for discharge and transition to community
- Shifted to virtual care across outpatient appointments
- Introduced formal evaluation of virtual care to inform on-going improvements
- Launched the "Virtual Friendship" Series which was created to address the social isolation that many of our clients experience in typical life, in addition to the magnified loneliness brought on by the pandemic (e.g., RECC Room, Netflix, Youth Drop-in, Common Room)

- Offered “Virtual Holiday Friendship” programming, including Virtual Outpatient Sensitive Santa Event, Holiday Hang, and Bring in the New Year Event
- Enhanced cleaning protocols and practices throughout the hospital

Communication & Information-Sharing

- Launched the “Family Workshops & Events” calendar
- Launched the HB Infoline and HB Welcome Desk to support better access to information about services at Holland Bloorview
- Hosted the Autism Summit; i.e., a virtual event where presenters shared insights, strategies and resources in support of children and youth on the autism spectrum, as well as their families
- Developed a new session on “employment agencies post high school” which has been adapted to run regularly as a Transitions Pop-Up, based on requests from families in the Employment Action Coaching program and previous family feedback
- Reinstated reminder calls for outpatient appointments

Responses to COVID-19

- Offered virtual workshops, allowing families to attend and participate information-sharing sessions in more accessible ways (e.g., solution-focused coaching for families; Zippy’s Friends resiliency program; transition-related workshops for families on pandemic-specific topics, including participation in the home, resources and connecting with other families)
- Provided regular letters to inpatient families, including hospital updates and infection control and prevention tips
- Hosted frequent Family Town Halls, providing inpatient families with the opportunity to ask questions and discuss concerns with members of the hospital’s leadership team
- Published a list of resources geared towards families with children in the early years which focused on: learning about handwashing and social distancing, safely participating in the home/community, ways to connect with others virtually, creating your own routines at home, chores and self-care for parents/caregivers

For more information

- Contact Kimberley Siu-Chong, client and family relations facilitator: 416-753-6084 | feedback@hollandbloorview.ca
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