How do we grow our capability to meet holistic and complex needs?

Full understanding for families upon referral - what to expect, where to access supports, what to do next etc.

Robust proactive admission process for high acuity clients

Comprehensive preop discussions with families and the team to prepare for long term needs proactively

Resources on site to support higher acuity patients 24/7

Enable direct referral from community to therapy - trusting the assessment of the initial intake provider to make appropriate referrals internally

Pro-active
planning and
resources to
support a better
client, family and

staff experience

supporting clients and families with higher acuity and social needs, improving their quality of life while at HB and in their communities

Access to services based upon needs in addition to diagnosis

Build the expertise

Services accessible to families without requiring a physician referral

Remove artificial firewalls between services within our team so each team can be a one-stop shop so we don't have to wait on additional assessment

Build on ECHO
programs – building
capacity with
community providers
so they know how to

serve clients

Grow capacity

outside of Holland

Bloorview to meet

the needs of kids

with disabilities and

complex needs

Partner with others to advocate for improved services in the

community

Warm coordinated discharge with community providers

100% of families complete (voluntary) social needs screening tool with clinicians early in HB experience

Robust system navigation support to meet holistic needs

System navigator assigned to families prior to transition and on long term basis.

available through

our family

Community satellite clinics for transition age

The Six F-Words For Childhood Disability

Proactive education

for our teams so

there are ready for higher acuity clients

Increased access to mental health supports

Embrace our role

adults