

Understand and remove access barriers for clients and families and support families where they are

- Capture reliable data about why families are missing appointments and transition experiences to inform priorities to address the needs of families falling through the cracks
- Develop satellite clinics in key neighbourhoods
- Explore virtual care options for visits that do not need to be in person
- Expand client and family self-advocacy programs and personalized transition planning across all HB programs
- Prioritize areas to build capacity in the community to care for clients and families and adults with disabilities

Grow our capacity to tailor and personalize care with predictive tools

- Grow a reliable data collection culture at Holland Bloorview where everyone trusts and sees the value and potential of using data to inform better more equitable care and services
- Use data to identify patterns that can inform our approaches to health equity and quality of care
- Build in flags and notifications that support clinicians and families to proactively refine care and advocacy

Understand and address social needs as a critical element of quality care

- Make it safe and comfortable for clinicians to ask, and families to share their social needs
- Expand equity and social needs screening everywhere
- Create immediate connections to the navigation hub for families with immediate needs
- Leverage the data we generate to identify trends, programmatic needs, and prioritize access

Grow a client and family advocacy hub with tools, guidance and resources

- Ensure all families understand the condition of their children, what they are entitled to, and how to access supports and resources
- Build family to family practical supports and resources around most common needs (tiktok type vignettes to help combat ableism / medical ableism and other barriers in the broader world)
- Build a sustainable advocacy hub with individualized support

Collect and utilize data to ensure that all clients and families have equitable access and highest probability of best possible outcomes

Campfire Output: How do we leverage what we know to address individual needs and personalize care?