

Client and Family Relations: Annual Report (2022 - 23)

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 (“Holland Bloorview”) 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.

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">433 client and family-nominated Spotlight AwardsTop 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">180 individual staff/team consultationsOnline conflict resolution/de-escalation training presented by the client and family relations facilitator is offered to (non-)clinical staff, leaders, and students.

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"> 32 clients/families filed concerns Top area of concern: communication & information-sharing
Quality Improvements	
<ul style="list-style-type: none"> Our hospital continues to lead pediatric rehabilitation through our commitment to advancing quality, creating the safest environment for care, and partnering with clients and families. 	<ul style="list-style-type: none"> Examples of changes which were informed by client and family experience included: established a standard response time of three business days with respect to Pro Bono Ontario inquiries of which all potential clients are informed; promoted the availability of translation services in e-mail scripts for new patient appointments at the Dental clinic; and improved on-site security during off-hours (e.g., additional security guard on-duty, and restricted elevator access).
For more information	
<ul style="list-style-type: none"> 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 comparative feedback information, see the Client and Family Relations Annual Report from previous years: Publications & Financials Holland Bloorview 	