

# Client and Family Relations: Annual Report (2023 - 24)

## 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"><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>281 client and family-nominated Spotlight Awards</li><li>Top area of recognition: quality of care</li><li>See additional notes<sup>i</sup> for examples of compliments from clients/families.</li></ul>
Staff Consultations Data	
<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>82 individual staff/team consultations</li><li>Online conflict resolution/de-escalation training presented by the client and family relations facilitator is offered to (non-)clinical staff, leaders, and students.</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 concerns. 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>36 clients/families filed concerns</li> <li>Top area of concern: communication &amp; information-sharing</li> <li>See additional notes<sup>ii</sup> for concern themes reported by clients/families.</li> </ul>
<b>Quality Improvements</b>	
<ul style="list-style-type: none"> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>See additional notes<sup>iii</sup> for examples of changes which were informed by client and family experience.</li> </ul>
<b>For more information</b>	
<ul style="list-style-type: none"> <li>Contact Kimberley Siu-Chong, client and family relations facilitator: 416-753-6084   <a href="mailto:feedback@hollandbloorview.ca">feedback@hollandbloorview.ca</a></li> <li>Visit us in the Grocery Foundation Resource Centre (1st Floor) or online: <a href="#">Connect with client and family relations</a></li> <li>For comparative feedback information, see the Client and Family Relations Annual Report from previous years: <a href="#">Publications &amp; Financials   Holland Bloorview</a></li> </ul>	

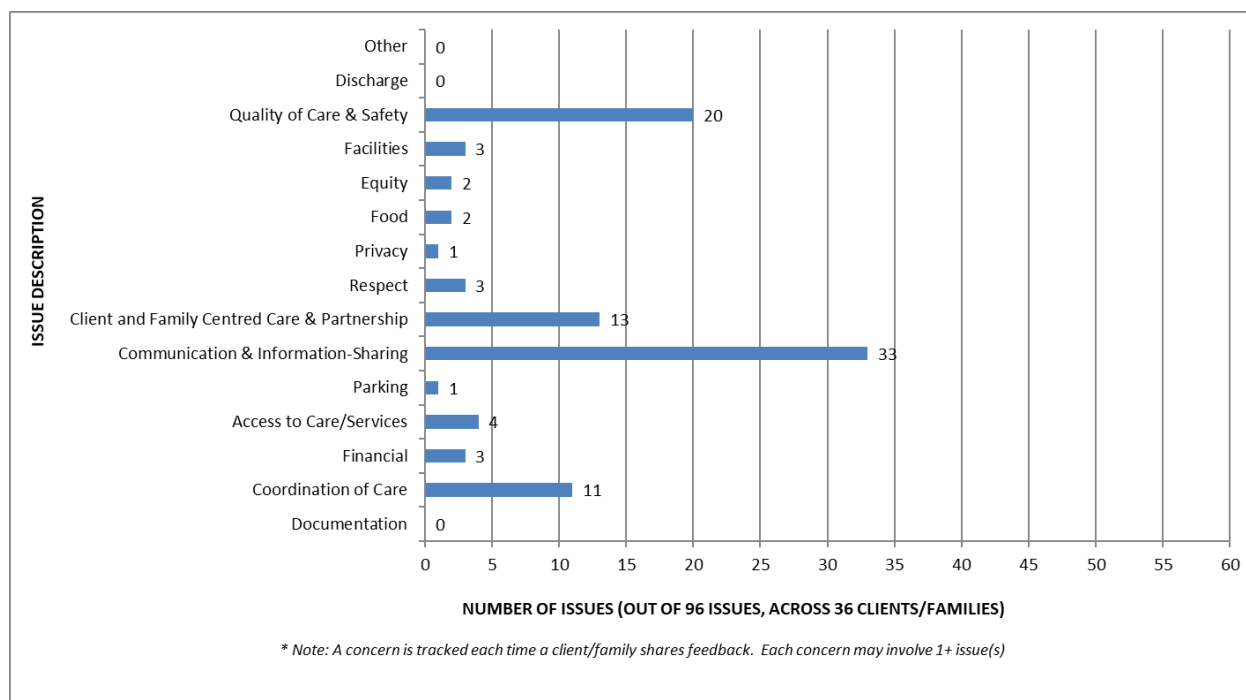
## Additional Notes

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### **<sup>i</sup> Examples of compliments clients and families have shared with us included:**

- Recognizing a client service facilitator: *"[The facilitator's] dedication to her work and her exceptional customer service skills are truly commendable. She made the process of booking an appointment seamless and stress-free for me, and I am grateful for her assistance. Please pass along my heartfelt thanks... for her outstanding service, and please know that her hard work and dedication are very much appreciated."*
- Recognizing the client and family relations facilitator: *"I didn't think you'd remember us! Thank you for being so thoughtful. I've often thought of you over the years and your kindness towards me and my grief when we were inpatients at Holland Bloorview. I needed the support you provided so badly - thank you for all that you did back then and still do today..."*
- Recognizing a nurse practitioner: *"[O]ur Nurse Practitioner is phenomenal. She blends her vast knowledge and natural curiosity with empathy and a patient-centred approach that is thorough as well as collaborative with the caregiver. She is a superstar!"*
- Recognizing a social worker: *"My family and [I] are very thankful of you! You listened to me and kept my secrets safe, you helped me through a lot and I'm grateful for that. My family is very thankful for your help with me, housing, and etc. Thank you so much for everything! [...] I see this girl... in a beautiful dress who helped me through my pain... In the future I hope she has the best life because she was a blessing. A special thanks from my family!"*
- Recognizing a dentist and dental assistant: *"Our son... who has autism, consistently despises visits to any doctor or dentist. [They] made [his] appointment today amazing, and filled with love, and a breeze. He even gave them hugs!!! Wow!!! Thank you both so much."*

ii **Concern themes for the 2023-24 fiscal year were as follows:**



iii **Examples of client/family feedback-driven changes included:**

- implemented parking improvements (e.g., additional parking spots added for side-loading vans, and upgraded parking equipment to enhance accessibility);
- added pool change room safety measures (e.g., posted signage encouraging water shoes, installed handrails, and installed emergency buttons);
- created more respite spaces for Holland Bloorview community members and a semi-private designated breast/chestfeeding-friendly space in the Family Resource Center;
- installed one-touch coffee station; and
- transitioned the Family Support Fund application process to an electronic submission system.