

# Client and Family Relations: Annual Report (2024 - 25)

## Quality, Safety and Performance

### 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>449 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>117 individual staff/team consultations</li><li>617 (non-)clinical staff, leaders, and students have completed the online conflict resolution/de-escalation training presented by the client and family relations facilitator since 2021.</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>45 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 quality improvements which were informed by client and family feedback and 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

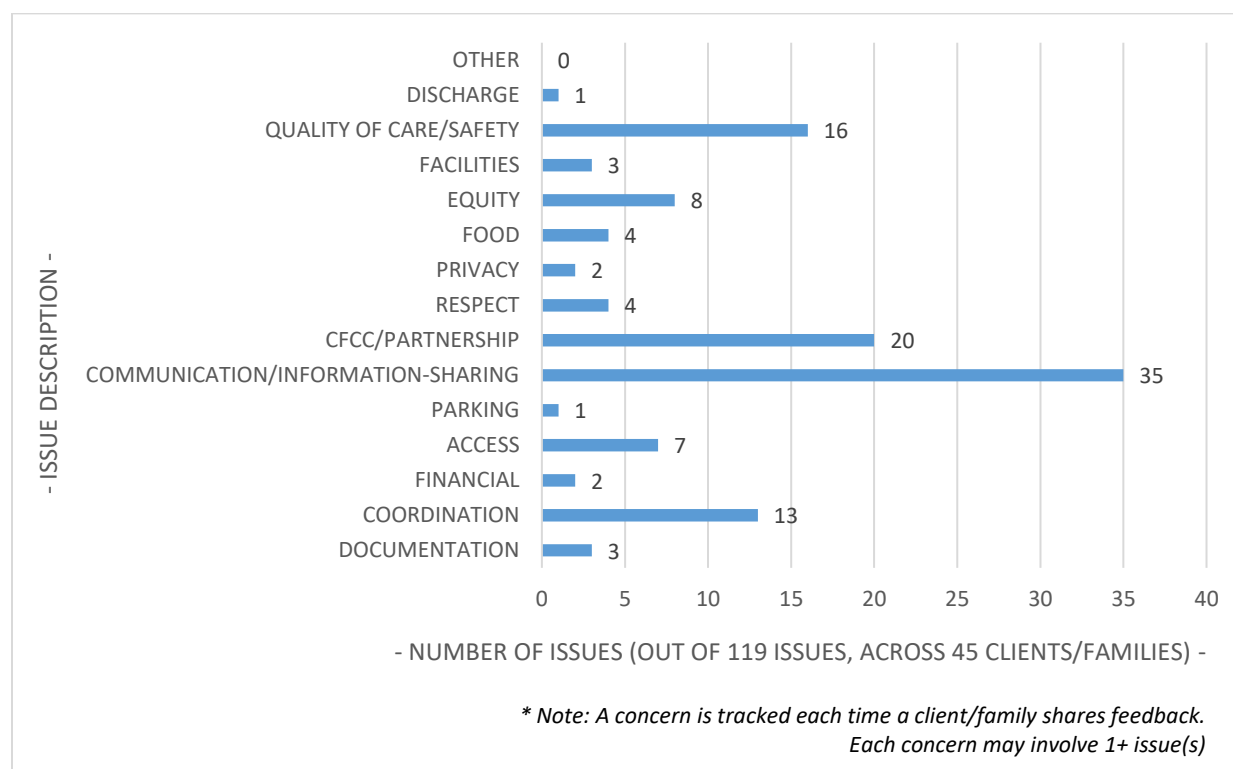
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### **Examples of compliments from clients and families:**

- Recognizing a physician: *"I would like to thank [the physician] for being the first person to listen to me about my pain... Her help has been instrumental in trying to improve my quality of life."*
- Recognizing a clinical operations manager: *"I had a meeting with [the manager] this morning. I was able to tell her my concerns. She really lifted a huge weight off my shoulders."*
- Recognizing a therapeutic recreation team: *"We were thankful for the daily conversations with the Rec Team and watching the smiles that they put on children's faces. We can't imagine [our child's] recovery without the [Rec Team], the pure enjoyment that they provided will never be forgotten. This team goes over and above every day and we will be forever grateful for their support."*
- Recognizing a nurse: *"I want to recognize [the nurse] for her patience and tolerance of [my son] even if he's over demanding. Thank you for having beautiful hearted people!"*
- Recognizing a speech language pathologist: *"We have had many weeks of speech therapy and seen great improvements. The sessions are always engaging and enjoyable with lots of helpful tips. Thank you for keeping things fun and all of your guidance!"*
- Recognizing a dental team: *"Dentist appointment = Party of the Century!!! [...] My son was treated with the utmost respect, like [a] celebrity. Made a scary appointment fun, and full of learning. Absolutely loved their approach. So much understanding and so much fun!"*
- Recognizing an occupational therapy team: *"Thank you all for giving our child the confidence, support, care, [and] understanding to help him develop into a strong human being."*

- Recognizing an interdisciplinary team: *“Thank you for taking care of me this past month. All of you have made one of the biggest and greatest impacts of my life. I may be going home but I will always remember the kindness I received at Holland Bloorview. Thank you so much and I will come someday to visit you!”*
- Recognizing a social worker: *“[Y]ou made tough days lighter. Thank you for helping us start [our son’s] life over. People like you come once in a lifetime. I appreciate all of the time and effort you put in to make our family thrive. I’m overwhelmed with gratitude for you. I don’t think I’ll ever be able to thank you enough.”*
- Recognizing an Environmental Services staff member: *“[O]ur dear friend: [...] We were told by others when we arrived how wonderful you are, but you have exceeded any expectations we had... So thoughtful, generous, selfless, funny, gentle and patient. You spread joy and kindness wherever you go. While we agree that [our child] has received great care in her program... We all agree that the most excellent care we have received is from YOU. We will never forget you, your smile, or your kindness. Thank you!”*
- Recognizing the client and family relations facilitator: *“Thank you for your understanding, for listening, for not judging me, and for letting me know what I can expect from this process. I really appreciate your time.”*
- Recognizing a physiotherapist: *“We cannot thank you enough for everything you have done for [our son]. You have helped him to stand, to walk, to dance. Many things we were told he would never do again and we are so grateful that you pushed him to try his best. While we are looking forward to going home we will miss everyone at Bloorview.”*
- Recognizing a clinic flow assistant: *“I would like to thank [the clinic flow assistant] for her support... She demonstrated a high degree of respect and supported information sharing at a time when we felt stressed, worried, and impatient. [She] responded calmly and thoughtfully to my inquiries though I’m sure she has many other things to do in her day! Thank you... for helping our family navigate this process.”*

**ii Concern themes reported by clients and families:**



**iii Examples of quality improvements which were informed by client and family feedback and experience:**

- Implemented parking enhancements to improve accessibility (e.g., added 2 more side loading parking spots; posted no overnight parking signs for accessible parking spots; and added 5 new accessible parking spots)
- Added relevant information to “Welcome Bags” for inpatient families, including “Tips for Inpatient Families, by Inpatient Families!” resource
- Revised hospital’s visitor’s policy (e.g., clarified process for visitors who are not visiting clients and incorporated more inclusive language to include both parents and legal guardians), and posted on Holland Bloorview website
- Incorporated influencing factors (such as self-confidence and anxiety) as part of the criteria healthcare providers can evaluate when assessing a client’s capacity to provide consent

- Introduced new tools for tracking Family Support Fund applications that require follow-up, thus improving family communication and minimizing processing delays
- Clarified referral criteria for accessing autism assessment services, updating referral form and hospital website
- Relaunched Emergency Transportation Fund, helping families alleviate some of the financial stress with physically accessing Holland Bloorview services by covering a range of non-medical emergency transportation needs (e.g., on-site parking costs, support for clients to reach home safely when other options are unavailable, etc.)
- Introduced a weekly coffee and colouring group co-hosted by a Family Mentor and Family Support Specialist, providing respite and social support for inpatient families
- Developed a newcomer tipsheet including culturally specific organizations, legal and employment resources
- Piloted new registration system with the goal of moving from paper-based to electronic registration, enhancing efficiency and improving access to community life skills programming
- Relaunched Turning Point (i.e., 1-week residential immersive life skills summer group) in response to client feedback requesting overnight experiential learning opportunities of shorter duration
- Revised Employment Action Coaching program service delivery model
- Implemented monthly virtual family sessions led by Family as Faculty and Youth Facilitator, focusing on inclusion
- Revised the inpatient client menu
- Distributed a food services fact guide to all inpatient rooms, outlining the many food options in and around Holland Bloorview
- Operationalized the Lokomat equipment for inpatient clients, creating a standard of care and training process for therapists
- Updated doors with accessibility buttons, making more spaces more accessible for people with mobility challenges and promoting safety and independence
- Relaunched “the paperwork party model,” supporting families with completing Canadian Dental Care Plan applications

- Revised screening process for referrals for Employment Pathways programs
- Posted updated signage for infection prevention and control communication in inpatient client rooms (e.g., isolation precautions)
- Updated Get Up and Go (GUaG) admission process (e.g., offering in-person tour of unit, creating virtual tour, and standardizing who leads the tour)
- Purchased new bedside sleeper chairs for inpatient caregivers
- Streamlined referral and intake process for Psychopharmacology (PPC) clinic and Extensive Needs Service (ENS)
- Co-designed various components of the hospital's "No Piece of Cake" advocacy campaign with families
- Introduced toys for sale in the hospital's cafeteria based on feedback from Youth Advisory Council (YAC) members
- Added a pantry with non-perishable items for inpatient clients and families requiring kosher foods
- Purchased new inpatient client beds to address pressure relief and prevent skin breakdown
- Relaunched monthly Family Workshops, focusing on information, resources and support for caregivers
- Expanded inpatient meal voucher program to include the cafeteria and Tim Hortons
- Implemented text-based reminders for all ambulatory (outpatient) client appointments
- Offered Error Prevention (EP) training to families and caregivers, empowering them with the tools to recognize safety concerns, advocate for their loved ones, and support our shared goal of zero harm
- Revised the Activities of Daily Living (ADL) kitchen access hours, allowing inpatient families to cook on their own in a comfortable space, creating healthy, familiar meals while removing the need to buy expensive takeout or delivery food
- Enhanced the variety of healthy snacks and drinks available in the cafeteria, including fresh fruit, smoothies, and a fresh salad bar