Quality Improvement Plan 2016/17
Child, Youth and Family Engagement

Sonia Pagura – Sr. Director Quality, Safety and Performance
Laura Oxenham-Murphy – Manager of Quality
Why Engage?

- Excellent Care for All Act, Bill 8, Patient’s First Act
  - System wide focus on client/family engagement
  - Very little information on ‘child/youth’ engagement in patient safety

- Improve and formalize the way we engage youth and children
## How We Engaged?

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Question</th>
<th>YAC</th>
<th>CAC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety</td>
<td>Think about all of your visits to Holland Bloorview. Do you feel that the environment is safe when you are here?</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Communication</td>
<td>Do you understand when your doctor, nurse or health care provider speaks to you?</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Access</td>
<td>Do you get to see your doctor, nurse or therapist as often as you need to?</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>Transitions</td>
<td>Do you know what to do when you’re not here at Holland Bloorview to continue your rehab at home?</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>Does the care you receive here help you reach your goals?</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Goal setting</td>
<td>Do you sit with your therapist to set goals on your care?</td>
<td>N</td>
<td>Y</td>
</tr>
</tbody>
</table>
What We Found - Results

Children's Advisory Council Results by Dimension

- Goal Setting
- Effectiveness
- Transitions
- Communication
- Safety

Youth Advisory Council Results by Dimension

- Effectiveness
- Transitions
- Access
- Communication
- Safety

Legend:
- None of the time
- Some of the time
- All of the Time
- No response

Holland Bloorview
Kids Rehabilitation Hospital
Communication: “I think they (providers) sometimes forget... that we eventually get to an age where we can understand health information by ourselves... you don’t have to talk to me like I’m 5 anymore, you can talk to me like I’m 16 or 17 and you need to respect that and not speak to me in such a condescending tone. This is something that’s been bothering me for a long time.”

Transitions: “I do my exercises for about a week and a half and then I think, you know what, I’m not going to see them for another 6 months, so what difference does it make. So they trail off.”

Goal setting: “I have never been asked what my goals are, ... no one asked me ‘what do you want to do, what do you want to improve.’”
What we’re doing...

It’s important that clients and their families understand why they’re taking certain medications and have all of their medication questions answered. This helps improve care outcomes and reduces potentially harmful errors. That’s why we’re working with families to create a standardized medication information sheet that clients and families review with their care providers at appointments.

We want to support clients and their families as they transition from the hospital to home, so in addition to calling inpatient clients 72 hours after discharge to answer questions and provide support, we will also be calling outpatients clients in our feeding clinic (our feeding clinic helps improve clients’ feeding skills).

We want to ensure our clients and their families get the diagnoses they need and receive timely care, so we are actively reducing wait times with a focus on our autism diagnosis service and neuromotor medical clinic, which connects kids and youth with the physical and other therapies they need. A couple ways we’re reducing wait times is by implementing an electronic referral system and enabling clients and families to change their appointments through our online patient portal, connect2care.

We’re partnering more with clients and families in setting therapy goals to ensure the goals meet their needs and expectations, and improve care outcomes. We’re also testing the use of fitness tracking technology to help clients stay on track with their therapy between appointments.

Feedback from clients and families helps us understand what we’re doing well and what we need to improve. For example, we’ll be asking clients and their families in our neuromotor medical clinic, which connects kids and youth with the physical and other therapies they need, for specific feedback about their care experience so we can customize improvements in that clinic. We’re also reviewing client and family feedback to identify common concerns across the hospital so we can make improvements.
What’s Next

- Formalized Kid’s Feedback Month process for inpatients and outpatients to drive change

- Sharing of feedback and improvement initiatives across the entire organization