Advancing Feedback Driven Quality Improvement through Real-Time Engagement

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Background

Holland Bloorview Kids Rehabilitation Hospital (HBKRH) is a specialty pediatric rehabilitation hospital in Toronto, Canada with 65 inpatient beds and 60,000 ambulatory care visits annually. We care for kids with disabilities, kids needing rehabilitation after illness or trauma, kids whose medical complexity requires a kind of care they can't get elsewhere.

Client and Family Integrated Care continues to be a key strategic focus of the hospital. Beginning in 2015, an integrated team embarked upon a multi-year journey to more meaningfully partner with kids and youth and families in the co-design of a new approach to quality improvement planning. Two related initiatives emerged:

- **Youth Feedback Corner**
- **Kids Feedback Interviews**

By The Numbers

**Youth Feedback**
A total of 59 interviews were conducted, 46 were completed.

- Outpatients: 9
- Inpatients: 16
- Parents: 14
- Support worker: 1
- Former clients: 2
- Siblings: 1

**Kids Feedback**
A total of 92 interviews were conducted, 90 were completed.

- Outpatients: 2
- Inpatients: 53

In total there were 151 interviews with a mix of inpatient and outpatient clients and a total of 42 improvement suggestions.

Ingredients for success

- Hired youth with lived experience to co-design and lead each initiative
- Hospital-wide collaboration
- Strong front-line clinician engagement (e.g., scripts, templates)
- “Real-time” nature of feedback conversation

Impacts

Children and youth who participated in the feedback conversations about quality, safety and their care experience have expressed that they valued being in these discussions and felt confident that their voices impacted the hospital’s selection of annual quality improvement priorities. As a result of sharing this feedback participants have stated feeling that they will experience better and safer care in the future.

Actions Taken & Next Steps

Aligned with the feedback from our children and youth through these feedback channels the hospital has prioritized the following improvement initiatives:

1. Personalized goals & transition planning
2. Food quality & availability
3. Accessibility (getting to and around the hospital)
4. Timely access & wait times
5. Sharing of health information

We developed a child friendly one page overview of the hospital’s improvement priorities to share back with the children and youth involved.

Next Steps:

- Continue with an annual approach to engaging children and youth in quality improvement priority setting
- Broadly share feedback videos and detailed results at hospital committees and local business meetings