



COMMUNIQUÉ – October 2011-2

Knowledge Exchange Begins: Sharing Lessons Learned

A series of knowledge exchange opportunities have begun to help the four Early Adopter LHINs - Hamilton Niagara Haldimand Brant, North Simcoe Muskoka, Central East and South East – learn from each other and from the other 10 LHINs across the province. This knowledge sharing is a crucial step toward the development of a provincial network of LHINs working together to enhance care for older adults with responsive behaviours related to dementia and other neurological conditions.

In partnership with Health Quality Ontario, the North Simcoe Muskoka LHIN, the Ministry of Health and Long-Term Care, and the Alzheimer Society of Ontario, the Alzheimer Knowledge Exchange facilitated knowledge exchange sessions on October 12th with the Early Adopter LHINs and on October 20th with all 14 LHINs.

The purpose of these exchanges was to identify opportunities for collaboration among the LHINs on common change initiatives, to develop a common understanding of BSO Project expectations and timelines, and take the first steps toward building a common language. These are the first in a series of exchanges scheduled throughout the implementation of the BSO Project, intended to provide support to the LHINs at key project milestones.

“Buddy” LHINs Accelerating Planning and Implementation

Through the knowledge exchanges so far, we have learned that “Buddy” LHIN groupings (i.e. the process of connecting an Early Adopter LHIN with 2 or 3 other LHINs for exchange) are proving to be an effective means for sharing lessons learned in terms of Value Stream Mapping, action planning and health human resource deployment. In addition, the exchanges have provided a valuable opportunity for questions and clarifications related to the early stages of the BSO project. Each of the four groups has met to-date and committed to continue meeting on a weekly to biweekly basis. The Buddy LHIN groupings have created communication channels critical to the success of the BSO project.

In the upcoming months, the LHINs will have several more opportunities to connect with and learn from each other, both online through webinars and the BSO Collaboration Space, and in-person to inform and accelerate the experience of the Early Adopter LHINs during implementation and next 10 LHINs as they begin the Value Stream Mapping and action planning process.

Canadian Behavioural Support Systems: Guiding Principles and Recommended Components

In July, the Behavioural Support System Community of Practice and the Canadian Dementia Resource and Knowledge Exchange released the “Canadian Behavioural Support Systems: Guiding Principles and Recommended Components”.

Stakeholders from 11 provinces and territories across Canada contributed to these guidelines, providing a framework to support an integrated system of quality care for older persons with cognitive impairment and changes in behaviour, along with their caregiver(s). This included older adults with complex and responsive behaviours associated with cognitive impairments due to complex mental health, addictions, dementia or other neurological conditions.

This document provides the planner, policy maker, provider and caregiver with recommended guidelines, and targeted areas to focus improvement strategies and measures of success. Please visit the BSO website at www.bsoproject.ca to access the report.

Upcoming Knowledge Exchange Events

- November 10th: Webinar - all 14 LHINs
- November 24th: Toronto - all 14 LHINs
- November 25th: Toronto - 4 Early Adopter LHINs
- December (date to be determined): Webinar - all 14 LHINs

BSO Key Accomplishments – October

- **October 14, 2011** – Early Adopter LHINs submit final Action Plans
- **October 20, 2011** – Launch teleconference for Action Planning in Next 10 LHINs
- **October 31, 2011** – Early Adopter LHINs and CRO submit first Quarterly Report to MOHLTC

For more information on the BSO project, including a list of upcoming events, please visit www.bsoproject.ca. You can also contact the CRO at 1-866-903-5446.