



January 2012

The Behavioural Supports Ontario (BSO) Project is about enhancing care for older adults and seniors with responsive behaviours and their caregivers. The [HNHB LHIN's Action Plan](#) outlines four key solutions to enhancing care locally. Four sub-committees have been developed to advance these solutions: **Primary Care, Community, Long-Term Care** and **Human Resources**. The work of these sub-committees is being overseen by an Oversight Committee.

To ensure that the implementation of the Action Plan results in quality care, we will work with Health Quality Ontario (HQO) to test and evaluate the work through pilots. This quality improvement approach is intended to create sustainable improvements in the quality of care and quality of life for individuals with responsive behaviours and their caregivers.

On the Road to Enhancing Care

Primary Care

Working with primary care providers and stakeholders, an evidence-based toolkit was developed for primary care providers, such as family doctors and nurse practitioners, to help them identify patients with behavioural challenges, ensure the appropriate tests are done, and help with the management, treatment and referral of these patients. Pilot sites for the toolkit are being confirmed and will begin in early February. The pilots will test and evaluate the toolkit so improvements can be made prior to implementing it across the LHIN.

Community

The sub-committee developed a model for community agencies to work together to provide seamless care to individuals with responsive behaviours and their caregivers. We know that many individuals and their caregivers are unsure of who to call, what assistance is available (called the *Gateway Model*), and how to navigate the system (called the *Integrated Community Lead*). This model addresses these issues by providing a 'one-stop shop' for information about community resources, programs and services, and also provides consistent support to individuals and their caregivers as they move between multiple services. Planning is underway to pilot these models, which will be tested and evaluated for improvement prior to implementing it across the LHIN.

Action Plan Highlights

Toolkit for primary care providers to help them assess and manage patients with responsive behaviours

Single point of contact for individuals and caregivers to connect with multiple resources and services

Mobile outreach teams to support individuals and caregivers in the community

Mobile outreach teams to support individuals and caregivers in long-term care

A model for a mobile outreach team in the community has been developed. This team will be integrated into existing crisis teams to provide crisis support as well as training and education to help caregivers and health care providers to manage responsive behaviours.

Long-Term Care

A network of mobile teams is under development to provide outreach services to the LHIN's long-term care homes. There will be five mobile teams, one to serve each of the LHIN's geographic regions – Brant, Burlington, Haldimand-Norfolk, Hamilton and Niagara. Each team will be stationed at a long-term care home in each of the geographic regions. The sub-committee is currently planning for the staffing complements for each team, which will consist of Registered Nurses, Registered Practical Nurses and Personal Support Workers.

These mobile teams will provide outreach support to the staff in long-term care homes by modeling different approaches and techniques to interacting with and caring for residents with responsive behaviours. Residents will also be supported by the mobile team during transitions in care (for example, as they move from community to long-term care, long-term care to hospital and back). The teams will enhance capacity in long-term care through modeling with each interaction and proactive involvement in care planning with long-term care home staff.

Human Resources

Interviews are underway for three positions related to the long-term care home mobile teams: Registered Nurse (BSO Mobile Team Manager), Registered Practical Nurse (BSO Clinical Coach), and Personal Support Worker (Care Support Worker). The committee has met with and received feedback from community service providers regarding education and training protocols.

Learn More

- [BSO Provincial Website](#)
- [BSO in HNHB LHIN](#)