



February 2012

The HNHB LHN Behavioural Supports Ontario (BSO) Oversight Committee and four sub-committees are working toward developing and implementing a health system that provides enhanced care for older adults and seniors with responsive behaviours and their caregivers*.

Primary Care

The content of the toolkit for primary care providers has been finalized. The purpose of the toolkit is to assist primary care providers with early identification, appropriate testing required, treatment, management and referral of older adults with responsive behaviours.

Testing of the toolkit began in February. The pilot sites are testing the proposed toolkit and collecting data on an ongoing basis to measure outcomes and benefits for the client, family, and primary care provider. This data will guide decisions about changes required to improve the toolkit.

Community

Testing is underway for three key deliverables the community sub-committee is overseeing. The first, taking place in Niagara, is testing how individuals with responsive behaviours and their caregivers can access community resources, programs and services through a single contact point (called the Gateway Model). This test uses the HNHB Community Care Access Centre (CCAC) as the contact.

The second test also happening in Niagara, is examining how individuals with responsive behaviours and their caregivers can receive consistent support as they move between multiple services (called the Integrated Community Lead). This involves both new clients (via the Gateway Model pilot) and existing clients. There are four partner organizations: the Alzheimer Society of Niagara Region, the HNHB CCAC, Niagara Region and the Geriatric Mental Health Outreach program.

The third test underway focuses on responding to people in crisis situations in the community who need community supports to potentially avoid an emergency department visit. This is being tested through COAST (Crisis Outreach and Support Team) Hamilton.

All three tests will be evaluated to identify successes and challenges that will help further refine the models and future testing to ensure the best possible outcomes and experience of individuals with responsive behaviours and their caregivers.

Interviews are in progress for job opportunities with the community mobile outreach team.

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

Long-Term Care

Testing of the core components of the long-term care home mobile team model are underway.

The first test in progress involves a protocol that outlines the steps long-term care home staff can follow to care for residents with responsive behaviours. This is being tested in select long-term care homes throughout the LHIN. The protocol, based on best practice, uses the P.I.E.C.E.S framework which provides an approach to understanding and enhancing care for individuals with complex physical and mental health needs with associated behavioural issues. This framework is currently being used throughout the LHIN by health care providers who specialize in caring for individuals with responsive behaviours.

The second test (now complete) involved modeling care to support long-term care home staff to care for residents with responsive behaviours. A BSO team made up of existing experts in the field, including a Registered Nurse (RN), Registered Practical Nurse (RPN) and Personal Support Worker, (PSW) were paired up with their peers in two Niagara long-term care homes. The team worked together with staff to identify and model various approaches and strategies to caring for these individuals. This approach provided the long-term care home team with support and encouragement to try new strategies, which may benefit the resident and work to help enhance capacity within the home through each interaction.

Human Resources

Several health care providers have been hired for the long-term care home mobile teams, including PSWs, RPNs, and RNs. Interviews for additional positions are in progress. An extensive training program is scheduled for late March which includes various best practice approaches to caring for individuals with responsive behaviours.

To ensure quality care and accountability, each of the hub long-term care homes will sign a Memorandum of Understanding with the LHIN.

Learn More

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

*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.*

***Responsive behaviours:** Includes pacing, wandering, verbal aggression, and physical aggression toward oneself or others.