

**June 2013 to August 2013**

The summer months have been busy for the committees, working groups, participants, and agencies in the Behavioural Supports Ontario (BSO) Models. The service providers continue to demonstrate their commitment toward full implementation and sustainability of the BSO models.

BSO Community Models

Quality improvement initiatives have been happening through the summer, including one with the **BSO Connect model** – the single point of entry for clients and/or caregivers seeking support and services. The BSO Connect is testing a new tool that fosters improved connections and communication between BSO Connect and the service providers in the community. This tool ensures the client and/or caregiver has been successfully linked to the appropriate service through a “feedback loop” where the referred agency informs BSO Connect staff of the outcome of a referral.

BSO Connect is continuing its effort to be the primary connection for the BSO population by reaching out to **Primary Care Physicians and Health Care Teams**.

The **Integrated Community Lead (ICL)** model has continued to become known as a best practice philosophy within the HNHB LHIN. With further implementation of the model through regular meetings within the five local regions, and the development of practice tools that guide the functions of the “lead” agency or staff, the **ICL** is reaching its goal of providing improved client-experience for the BSO client in their journey through the health care system.

The BSO Community Outreach Teams (COT)

have continued to support BSO clients and caregivers through crisis. In an effort to reach out to community partners in local regions, the BSO COT is helping to coordinate community forums. This community engagement not only educates agencies and the community at large regarding the crisis supports in their community, but also fosters relationship building among community partners. The initial launch of the community forum took place in Brantford this past spring and the feedback indicated the forum was very well received by those who attended. For information on upcoming community forums, please contact [Kathy Peters](#).

Action Plan Highlights

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

Organization to support individuals and caregivers by taking a lead role in coordinating programs and services across multiple organizations

Mobile outreach teams to support individuals and caregivers in the community when in crisis

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

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

In developing the **ICL practice tools**, feedback was received by our community partners to ensure the tools reflect what the ICL model should look like in day-to-day practice with the BSO population. The below tools help guide service providers in the practical application of the ICL model:

[Integrated Community Lead – Guiding Steps](#)

[Integrated Community Lead - Process](#)

BSO Long-Term Care Model

The Long-Term Care Home (LTCH) Mobile Teams have been busy with providing supportive, scheduled care, as well as transitional support, to residents and their caregivers. In addition to the day to day functions of the mobile teams, the goal of capacity building within the LTCH continues to guide the efforts of the teams, as well as the Responsive Behaviour Working Group. The working group, consisting of experts including Psychogeriatric Resource Consultants, case managers from Specialized Geriatric Outreach, and BSO leaders, has developed and tested the Protocol and accompanying Guide for the Management of Responsive Behaviours in Long-Term Care, which is built on the P.I.E.C.E.S. framework. The feedback received through multiple quality improvement initiatives has been very positive from participating LTCHs and other P.I.E.C.E.S. trained health care professionals.

The BSO Responsive Behaviours Working Group is currently in the final stages of testing the protocol and guide. We encourage LTCHs to use of the drafts of the

[HNHB BSO Protocol for the Management of Responsive Behaviours in Long-Term Care](#)

and

[HNHB BSO Protocol for Responsive Behaviours Guide](#)

Continuing with the aim of building knowledgeable care teams and developing skill capacity, BSO is looking for LTCH partners across the LHIN to engage in the [Behavioural Education and Training Supports Inventory \(BETSI\)](#). The BETSI is a system-wide framework – adapted from the Dementia Educational Needs Assessment (DENA) - that targets the educational needs and associated programs to support local care providers. Embedded in this tool are strategies to support the translation of knowledge into sustainable practice change which is necessary for providing the best possible care for the BSO population. Should your organization wish to learn more or participate in this work, please contact Laurie Fox at Laurie.Fox@LHINS.ON.CA

BSO Primary Care Toolkit

The Primary Care Toolkit is a resource that can be used to assist primary care providers with the early identification and management of older adults with responsive behaviours. This early identification enables timely access to individual and caregiver directed healthcare services/supports ultimately optimizing their cognitive and functional health status, and overall quality of life. Two key components of this toolkit include:

1. **One number to call (BSO Connect)** for primary care providers to access services to support for their clients and caregivers;
2. **Assessment tools** that have been identified through an environmental scan, literature review, and interviews with specialists in geriatrics and psychiatry and family medicine.

Please check-out the toolkit and share your [feedback](#) on how you have used it to help in your practice!

[Primary Care Toolkit](#)

Resource for Primary Care Practitioners and Health Care Professionals

Learn More

- [BSO in HNHB LHIN](#)
- [BSO Provincial Website](#)
- [HNHB Sustainability Plan](#)
- [BSO Final Implementation Report Including Q4](#)

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.

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