

**September 2013 to October 2013****BSO Connect**

Navigating the health care system and its services can seem overwhelming for some clients and caregivers. Often their first point of contact with a health service provider will 'set the stage' for their journey through the system.

The importance of effectively directing clients and caregivers to the appropriate services in a timely and coordinated manner can not be underestimated. This is one reason **BSO Connect** is a valuable service in the Behavioural Supports Ontario community models of care.

BSO Connect is that single point of entry where services are pulled toward the client and direct links to agencies are made on the client's behalf. BSO Connect is an important service that helps to enhance care for older adults and their caregivers through these links to services.

"I am so grateful for all the support BSO team has provided to my mom, myself and the staff at the retirement Home." --daughter of Ms. Jones (*Real name withheld)*

Ms. Jones*, who had been living in a retirement home for just under a year, was exhibiting occasional behaviours, such as wandering, refusing care, and verbal aggression. The manager of the Retirement Home called **BSO Connect** and reported Ms. Jones' care needs were becoming too much for the staff to manage.

BSO Connect recognized Ms. Jones as a BSO client and identified the potential crisis risk through a thorough intake process with the manager. BSO Connect then called **BSO Community Outreach Team (COT)** to refer Ms. Jones for an assessment. BSO Connect provided the details of Ms. Jones' story so the BSO COT could tailor their assessment process and avoid duplication.

BSO COT was able to assess Ms. Jones' needs, provide supports through referrals, and improve communication among the retirement home management, the client, and the client's family through facilitating a face to face meeting. The outcome resulted in Ms. Jones avoiding crisis and remaining in her home of choice, while receiving appropriate support from the retirement home and external community services.

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

BSO Flyers for Health Care Professionals and Clients/Caregivers are now available to share!

[BSO Connect Flyer for Clients](#)

[BSO Connect Flyer for Health Professionals](#)

[BSO Community Outreach Team \(Crisis\) Brochure for Clients](#)

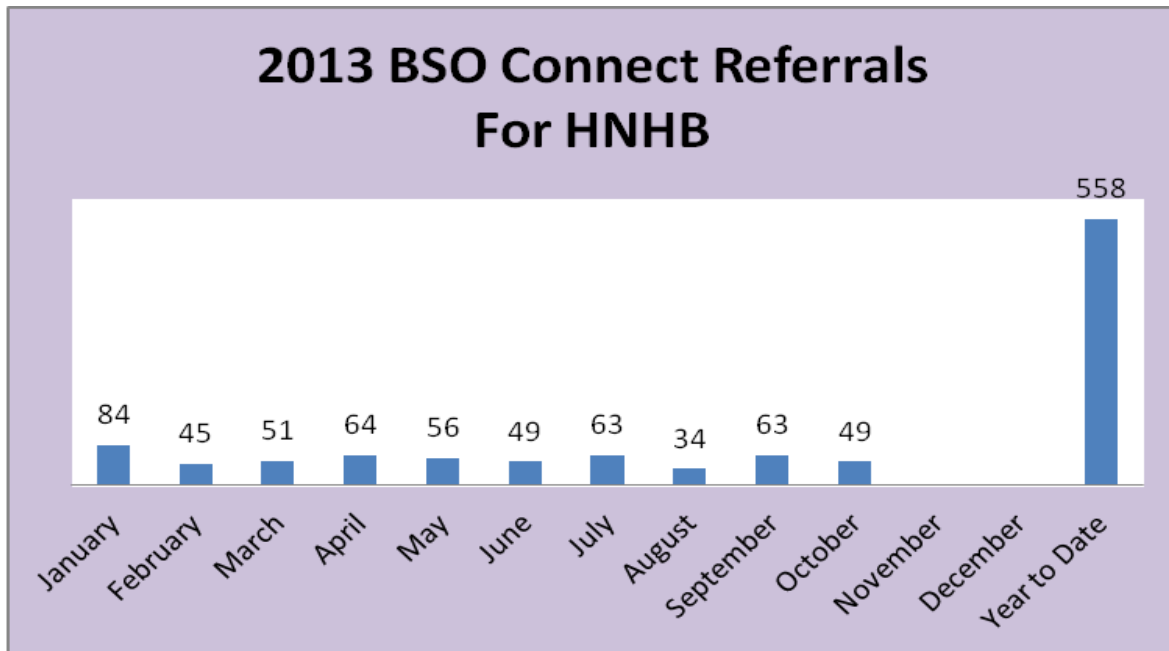
[BSO Community Outreach Team \(Crisis\) Flyer for Health Professionals](#)

[BSO Long-Term Care Mobile Team Flyer for Clients](#)

[BSO Long-Term Care Mobile Team for Health Professionals](#)

BSO Connect Data

The positive impact BSO Connect has had on clients with cognitive impairment, who exhibit or are at risk of exhibiting responsive behaviours, is evident not only in the clients' stories, but also in the numbers. As it has throughout 2013, in the last two months of September and October, BSO Connect has continued to link clients and their caregivers to much needed services in their community setting.



In this current year to date, 558 connections to services and supports have been made for BSO clients and their caregivers by BSO Connect. The client's journey through the health care system has been guided by their initial call to the BSO Connect team. It is the goal of BSO Connect to continue to support this population along their care path by providing timely and appropriate guidance and referrals to the most appropriate services and care providers.

Learn More

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

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