



APRIL - MAY 2014

Behavioural Supports Ontario: *Primary Care Toolkit*

The creation of a **Primary Care Toolkit** was one of five improvement opportunities identified and developed for the Behavioural Supports Ontario (BSO) Project. The Toolkit is a resource for primary care providers to help with the early identification and management of older adults with responsive behaviours*.

Primary Care Toolkit Resource for Primary Care Practitioners and Health Care Professionals

Two key components of the Primary Care Toolkit include:

- **One number to call (BSO Connect: 310-CCAC or 1-800-810-0000)** for health care providers to access services to support their clients and caregivers;
- **Assessment tools** that have been identified through an environmental scan, literature review, and interviews with specialists in geriatrics and psychiatry and family medicine.

The Toolkit: *A Practical Guide For Family Medicine Physicians*

During the testing phase of the Primary Care Toolkit in early 2012, specific pilot sites were chosen to use the toolkit in their general medicine practice. One contributor to the creation and testing of the Primary Care Toolkit was **Dr. Ainsley Moore** from the **Stone Church Family Health Centre**.

Presently, Dr. Moore has implemented the Toolkit into her daily practice and considers it a best-practice resource to share with Family Medicine residents at the Stone Church Family Health Centre. Under Dr. Moore's leadership, medical residents are using the Primary Care Toolkit to guide them in:

- ✓ Identification of patients with behavioural changes
- ✓ Completion of appropriate tests for the patient
- ✓ Management, treatment and follow-up
- ✓ Making timely referrals to services/supports for the client and/or caregiver

Action Plan Highlights

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

An approach 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 are now available!

Flyers For Clients/Caregivers:

[BSO Connect Flyer](#)

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

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

Flyers for Health Care Providers:

[BSO Connect Flyer](#)

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

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

TOOLKIT IN ACTION: A GUIDE FOR FAMILY MEDICINE PHYSICIANS

Dr. Ainsley Moore is passionate for the care of older adults and is educating a new generation of family physicians to assess, treat, and support this population and their caregivers using the Behavioural Supports Ontario Primary Care Toolkit, a toolkit based on best-practices for this patient population.

Quote by Robert Tohn, First Year Family Medicine Resident, McMaster University:

"There are so many causes for behavioural changes. A likely cause, which is often infection can be identified and treated. It's easy to stop there and forget about additional compounding factors. The toolkit helps me uncover additional problems, such as depression and other conditions that might have been otherwise missed or attributed to a simple infection."

Spreading the Primary Care Toolkit

The Primary Care Toolkit is appropriate for use in many settings, by various providers - family physicians, nurse practitioners, nurses, allied health practitioners, and others – and promotion of the Primary Care Toolkit will be an ongoing initiative of the Behavioural Supports Ontario (BSO) Project team.

Early identification of older adults with challenging behaviours as a result of cognitive impairment, mental health, addictions, or other neurological conditions, is essential to:

- provide timely access for clients and their caregivers to be directed to appropriate supports
- optimize the client's cognitive and functional status
- optimize overall quality of life

In some cases, it is not the primary care physician who has the first opportunity to identify the client/patient as an individual in need of further testing, supports, etc. The signs and symptoms of challenging behaviours could be first noticed by other care providers in the client's home, community, or other setting. The Primary Care Toolkit can support and guide all health care providers through the process of early identification and management of the clients symptoms.

Please use this [link to the Toolkit](#) and share your [feedback](#) on how you have used it to help in your practice!

Learn More

- [BSO in HNHB LHN](#)
- [BSO Provincial Website](#)
- [HNHB Sustainability Plan](#)
- [BSO Final Implementation Report Including 2013:Q4](#)