



June- July 2014

Transferring Knowledge into Daily Practice: *How Billings Court Manor Do It Well*

The administration and staff of **Billings Court Manor** in Burlington have applied the new **BSO Protocol for Responsive Behaviours Guide** (Guide) in an effective way that improves the care to residents with responsive behaviours*. The Guide has facilitated staff to:

- ✓ better understand the 'meaning' behind the behaviour ,
- ✓ learn the resident's story and their unique needs,
- ✓ apply what they have learned about the resident and the behaviours in an informed care plan that best suits that resident's needs.
- ✓ structure monthly meetings for more effective and focused care planning development

At Billings Court Manor, the multidisciplinary team meets monthly to review and discuss residents who are exhibiting responsive behaviours. We call this Gentle Persuasive Approach (GPA) Rounds. When our psychogeriatric resource consultant introduced us to the HNHB BSO Protocol for Responsive Behaviours Guide, our team was eager to implement it. We were searching for a structured format to focus our discussions, and utilize our PIECES training to understand the meaning behind the behaviour. By the end of each meeting, our goal is to develop an action plan and implement strategies that really focus on individualized resident needs.

An 87-year-old lady was discussed at GPA rounds, as she was exhibiting an increase in responsive behaviours such as attention seeking (demanding), anxiety and agitation. She has been a resident with us for four years. The staff were very frustrated and were having a difficult time managing her requests. We decided in preparation for GPA rounds, the staff would come prepared with the HNHB BSO Protocol for Responsive Behaviours Guide filled out and ready to discuss. The guide helped us utilize the PIECES framework in a concise and manageable format. The discussion was meaningful and reflected on the possible contributing factors to understand the meaning behind the behaviour.

In utilizing the guide, we were able to see that a number of changes had occurred in this resident's life over the last couple months. Staff had identified that there had been a decline in her physical health status, but the guide really helped in clarifying the specifics. Some of the changes the tool helped identify were: new dining room seat placement, assistance required with eating, new texture of food, bowel habits, changes in medication, and a new wheelchair.

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HNHB BSO Models

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

An "AHA" moment occurred as staff confirmed that any change in resident's routine caused her anxiety and distress.

Even though she still exhibits some anxiety, staff awareness has made an extreme difference in providing care by understanding the meaning behind the behaviour. The team was able to put some effective strategies in place, based on the discussion at GPA Rounds. The HNHB BSO Protocol for Responsive Behaviours Guide continues to be used by our staff to help us focus our discussions and develop a more effective and focused individualized care plan as we truly discover the meaning behind the behaviour.

**Story by Andrea McTaggart, RN, BScN,
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Billings Court Manor**

Understanding Behaviours

When older adults with a cognitive impairment begin to show behaviours (*responsive behaviours**) that can be challenging for themselves, staff or other residents within the Home, understanding the residents' 'story' is important. Their story may include details on their health, social and emotional state, as well as their physical setting. Best practice has shown that **'Behaviours Have Meaning'**. By studying their story, the behaviour can be better understood. A key to providing a resident-centred approach to care, is understanding what the person is trying to communicate through their behaviour.

Providing excellent, quality care, in a home-like setting, is a common goal for Long-Term Care (LTC) Homes. LTC and external partners often collaborate to improve the quality of life for residents, and this collaboration is often seen when there are residents with challenging, complex needs.

The Alzheimer Society, Specialized Geriatric Services, BSO LTC Mobile Teams, pain specialists, Nurse Lead Outreach Teams and others, partner with LTC Homes through support like education, tools, exploring strategies or even policies that help residents with responsive behaviours. This supports the overall goal of building capacity across all healthcare settings and sharing learning, a main focus of the Behavioural Supports Ontario (BSO) project.

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

The BSO Responsive Behaviour Working Group, made up of experts including Psychogeriatric Resource Consultants, case managers from Specialized Geriatric Outreach, and BSO leaders, developed and tested a Protocol and accompanying Guide for the Management of Responsive Behaviours in Long-Term Care. This Protocol and practical Guide was created based on the P.I.E.C.E.S.* template and has been made available to LTCHs within HNHB to assist staff in the assessment, management, and follow-up of residents with responsive behaviours.

Is your LTCH interested?

The BSO Responsive Behaviour Working Group are inviting LTC Homes to learn more about the Protocol and Guide and how these tools could facilitate better management of residents with responsive behaviours. Members of the working group are happy to meet with LTC Homes and provide guidance in how to use these tools in an effective way that meets the Homes current needs. **If you would like assistance in implementing these tools into your home, please click [feedback](#) to indicate your interest via email.**

Learn More

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

** P.I.E.C.E.S. template stands for Physical, Intellectual, Emotional, Capabilities, Environmental, Social/Psychosocial well-being.

[BSO Flyers are now available!](#)

For Clients/Caregivers:

[BSO Connect](#)

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

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

For Health Care Providers:

[BSO Connect](#)

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

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