



October 2016

Learning together to improve resident-centered care

People's health care needs are ever changing and no two people's care needs are alike. This is especially true for individuals with cognitive impairments who express responsive behaviours*. Our health care providers must be knowledgeable in best practices and approaches to care so they can provide individualized care to those unique individuals.

On September 14th, over 150 staff members from the Behavioural Supports Ontario (BSO) Long-Term Care (LTC) Mobile Team and LTC homes in our region attended an education day focused on providing care for residents who may express responsive behaviours in LTC. Topics included: developmental and intellectual disabilities, detection and management of responsive behaviours in residents with these disabilities, strategies for effective communication, and engagement in meaningful activities. Here's what participants had to say about the day:

"In my 42-year nursing career, I have seen so much change. My perspective has changed as I've learned more about understanding all types of people and how to accommodate their needs. We need to see the person, not their disability"

-Lynne, BSO LTC Mobile Team RPN, Brant

"The day helped me re-think how we do things and why we may be seeing responsive behaviours. We need to find other ways to do things – if someone needs to have a bath, we could let them choose the towel they'll use rather than whether or not to have a bath that day"

-Blanca, LTCH staff PSW, Burlington

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 in long-term care and their caregivers

Clinical Leaders to support patients in hospitals, and the staff who work with them every day

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

"I liked learning about the ABC [antecedent, behaviour, consequence] approach. It reminded me that there is always a reason for the behaviour, and made me think about my own residents"

-Mary Anne, LTCH staff PSW, Burlington

[The content] was great - things are changing with our residents in long-term care, and we need to adapt and find new interventions to help them live better"

-Rose, LTCH staff RPN, Hamilton

* What are Responsive Behaviours?

- It is any behaviour that is in response to a real or perceived stimulus and may result in increased risk for the client or others.
- The behaviour may present a challenge to receiving appropriate interventions or co-existing with others.
- Responsive refers to the fact that many of these behaviours could respond to appropriate and timely interventions, and may be occurring as a result of an unmet need or desire that can no longer be communicated.
- Include pacing, wandering, repetition, verbal outburst, and physical outburst toward oneself or others.





Above: Participants listen to a session at the education day. September 14, 2016.

Person-Centered Care In Action

Elizabeth's story below demonstrates how the learnings from educational events can be incorporated into day-to-day practice to improve resident care.

Elizabeth was a 63-year-old lady who lived alone. Elizabeth had multiple health conditions and identified as having a disability. When her ability to manage living at home alone changed, she moved into long-term care. Shortly after her move into long-term care, Elizabeth became fearful that her belongings would be taken from her. She demonstrated verbally responsive behaviours* to staff in the long-term care home, and was hesitant to leave her room. She collected papers with notes written on them and stored them around her room, but those around her worried that Elizabeth may be 'hoarding' the papers.

A referral was made to the BSO Long-Term Care Mobile Team, who completed a person-centered assessment with Elizabeth called "I Am Who I Am", which revealed that she loved cats. The BSO staff worked with Elizabeth to find a stuffed cat that was available in her home – she named it Pumpkin. Elizabeth carried Pumpkin with her most of the time, and found that it helped her to feel confident in leaving her room and engaging with others. She spent time in recreation groups painting and drawing pictures of Pumpkin, which she hung in her room. Elizabeth and the BSO staff collaborated to create a filing system where she could store important papers in her bedside table, and track dates and appointments in a day planner. Staff within the long-term care home noted how the strategies were effective, and began using them with Elizabeth as well.

By working with Elizabeth to make small changes that tapped into her individual interests and respected the things that she valued, the BSO LTC Mobile Team helped Elizabeth settle comfortably into her new home, and eliminate her responsive behaviours.

Learn More About Behavioural Supports Ontario in Our Region: [BSO in HNHB LHIN](#)