



Hospital Services:

Behavioural Supports Ontario (BSO) Hospital Clinical Leader Program

As a part of the HNHB LHIN's Behavioural Supports Ontario (BSO) Strategy, the BSO Hospital Clinical Leader Program supports complex older adults with cognitive impairment and responsive behaviours* in hospital. BSO Clinical Leaders are based from Niagara Health System, Brant Community Healthcare System, St. Joseph's Healthcare Hamilton, and Hamilton Health Sciences and serve all hospitals within the Hamilton Niagara Haldimand Brant Local Health Integration Network.



Who does the BSO Hospital Clinical Leader serve?

- Patients in hospital with cognitive impairment and responsive behaviours. The BSO Hospital Clinical Leader can consult when these behaviours have presented as a barrier to the provision of care, or acceptance into Long-Term Care or other discharge destinations.

How can the BSO Hospital Clinical Leader help?

The BSO Hospital Clinical Leader collaborates with the hospital team to:

- Understand the triggers of, and strategies to manage, responsive behaviours using information gained from standardized and unstandardized assessments, observations from hospital staff, and history obtained from the patient and care partners. The Hospital Clinical Leader collaboratively recommends strategies, monitors their effectiveness, and shares them with the receiving discharge destination.
- Identify educational opportunities for staff and explore ways of meeting these educational needs
- Share information between hospital, Long-Term Care and community partners to develop plans that promote timely acceptance and smooth transition to an appropriate discharge destination

* What are Responsive Behaviours?

- 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 care 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.

Contact your BSO Hospital Clinical Leader

Contact Information	Hospitals Served	Contact Information	Hospitals Served
W: 905-522-1155 x 34205 C: 905-870-1926 F: 905-521-6139	St. Joseph's Healthcare Hamilton Joseph Brant Hospital	W: 905-378-4647 x44542 C: 289-696-0071 F: 289-398-0121	All NHS Sites Hotel Dieu Shaver
C: 226-388-0907	BCHSYS - Brantford General Site Haldimand War Memorial Norfolk General West Haldimand General	W: 905-521-2100 x 12363 C: 905-870-0645 F: 905-549-4237	All HHS Sites