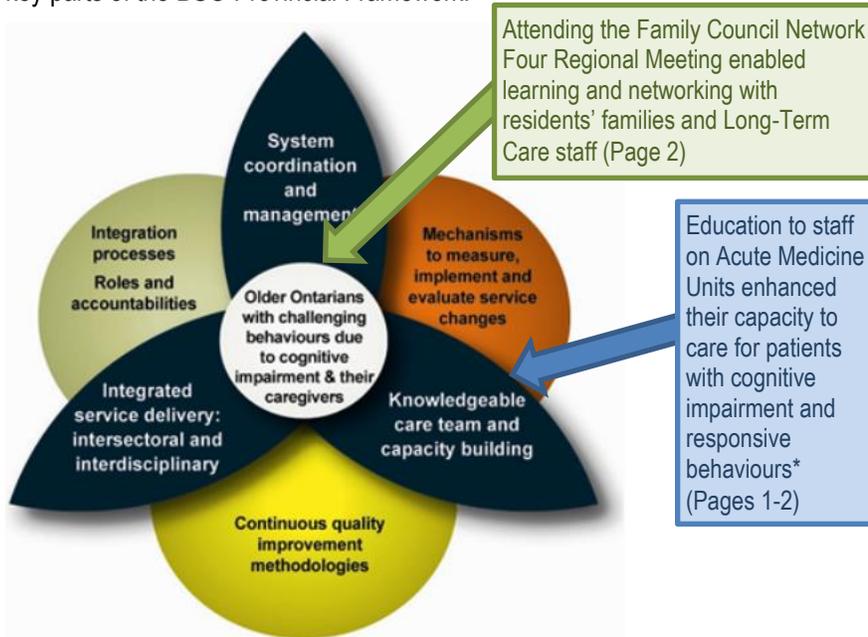




## Education and Engagement: Essential Elements of the BSO Strategy

Members of the Behavioural Supports Ontario (BSO) team have been busy sharing information and collaborating with partners and clients to talk about the programs we offer, and how we can meet the needs of those served. This month, we discuss two sessions that were held to educate others about BSO services, and engage with those who interact with BSO. These sessions also align with key parts of the BSO Provincial Framework:



### 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

### Education to Acute Medicine Units: Adding new tools to hospital staffs' repertoire

On June 20th and 21st, a member of our BSO hospital Clinical Lead team completed education to staff on the Acute Medicine Units at Hamilton General Hospital. 56 participants from varied health professions took part in the 3-hour education sessions. Four separate sessions were offered, so that staff from all shifts were able to attend. Some staff even came in on their day off to take part! Plans are underway to provide the education to additional Hamilton Health Sciences sites serving patients with cognitive impairment and responsive behaviours.

Here's what some participants had to say about the education:

"Fantastic. It was very practical. Provided real tools that can be implemented. Very meaningful afternoon. Thank you."

"The presentation was very engaging and applicable to the patients on our floor."

"That was one of the best hospital education sessions I've ever attended! Very practical and relevant. Thank you for putting this together for us!!"



A survey completed with hospital staff before and after the education also shows the positive changes in their comfort, knowledge and safety when working with patients with cognitive impairment and responsive behaviours.

	Average rating <i>before</i> the education		Average rating <i>after</i> the education
I feel <b>comfortable</b> working with patients with cognitive impairment and responsive behaviours.	3.5		4.1
I feel <b>competent and knowledgeable</b> working with patients with cognitive impairment and responsive behaviours	3.4		4.2
I feel <b>safe</b> working with patients with cognitive impairment and responsive behaviours	2.9		3.9
<b>Statements were rated on a scale from 1 (strongly disagree) to 5 (strongly agree)</b>			

### Family engagement at the Family Council Network Four Regional Meeting

On June 29<sup>th</sup>, representatives from the BSO Strategy Team, Long-Term Care Mobile Team, Transitional Lead Program and hospital Clinical Leader program attended the Family Council Network Four Regional Meeting at Grandview Lodge in Dunnville.

- 72 participants attended:
  - 56 family members
  - 16 staff from Long-Term Care
- When asked to rate their level of agreement with the statement “I learned a lot from the Guest Speakers’ presentation about ‘Behavioural Supports Ontario’”:



Talking to the family members and other informal care partners of the clients we serve is an important part of the BSO teams’ work. As such, we count and report on how many informal care partners are supported by BSO teams. These numbers are used to describe the work done by BSO teams, look at changes over time, and understand how our services can be modified or added to meet the needs of families and care partners. See below to learn more about our efforts to engage with families and care partners:

- Each quarter (3-month increment), BSO teams support a combined total of **900-1,000** family members and informal care partners.
- On May 4<sup>th</sup>, 2017, the BSO Coordinator attended the Caregiver Resource Fair in Burlington, and spoke with approximately **40** care partners. BSO will also attend the Caregiver Resource Fair on August 27<sup>th</sup> in Burlington

**Do you have any thoughts or input about how we can better engage with families and other informal care partners? Let us know by visiting us at [http://hnhb.behaviouralsupportsontario.ca/69/Contact\\_Us/](http://hnhb.behaviouralsupportsontario.ca/69/Contact_Us/)**

#### \* 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.