



Introducing... New members of the BSO Team!

In August of 2016, an exciting announcement was made by the Ontario Ministry of Health and Long-Term Care: enhanced funding was made available to Behavioural Supports Ontario (BSO) initiatives province-wide.

Within the Hamilton Niagara Haldimand Brant (HNHB) Local Health Integration Network (LHIN), a working group came together to carefully and thoughtfully develop new roles – and expansions of existing roles – to equip providers to care for people with cognitive impairment and responsive behaviours*.

These enhancements have strengthened BSO services across the continuum of care:

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



1 full-time Community Outreach Worker to support clients and their families experiencing crises in the community



1 full-time Responsive Behaviour Specialist (Retirement Homes) to offer practical strategies and education to clients, families, and staff in Retirement Homes



6 full-time BSO LTC Transitional Leads to assist people moving from their homes into Long-Term Care who will need some extra help and planning for the transition



1 full-time Hospital Clinical Leader to help patients and staff in hospitals to manage responsive behaviours, and plan for the transition out of hospital.

* 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.



Celebrating success in caring for BSO clients

We are pleased to share the great work done by teams in the Hamilton, Niagara, Haldimand-Norfolk, Brant and Burlington areas.

BUILDING KNOWLEDGEABLE CARE TEAMS

In addition to the new staff described on page 1, the enhanced funding received in 2016-17 allowed for education to be provided to **health care providers** working with people who have cognitive impairment and responsive behaviours.

A total of **63** formal education sessions were delivered to **1150** participants from long-term care, hospital and the community health care settings. The true success lies not in the quantity of education provided, but in the high quality of care that providers are equipped to provide to clients with responsive behaviours.

87% of long-term care homes in our region assigned 1 or 2 Behavioural Leads, or Champions, to receive training and lead support of residents with responsive behaviours in their home.

Putting learning into action benefits residents' care and safety

At the Brant Center in Burlington, the Behavioural Leads within the home reflected on falls after attending the 2-day DementiAbility Montessori workshop. When residents had falls at the toilet, the staff thought about their Montessori training and replaced the white toilet lid with a black one that contrasted more clearly with the surroundings. Since this change, there have been no further falls at the toilet. The new toilet lids were obtained for about \$20. This is a great example of applying *Knowledge to Practice!*

AWARD WINNERS

On June 1st, the 14th annual Service Awards for Geriatric Excellence (SAGE) were held to recognize the outstanding achievements of individuals, teams and organizations that have demonstrated excellence in positively influencing the health, independence, and quality of life of older adults.

Congratulations to all the winners, and especially from our BSO family:

BSO Connect – “one place to call” for clients, families and providers to access support and assistance – who was awarded the ‘Team Award’

Deb Bryson, Psychogeriatric Resource Consultant with the Alzheimer Society Brant, Haldimand Norfolk, Hamilton Halton, who was awarded the ‘Individual Award’

STAYING CONNECTED WITH BSO

Our BSO website has been up and running for over a year. In this time, we have continued to promote our website and use it to post educational materials and resources related to BSO.

Visit us at:

<http://hnhb.behaviouralsupportsontario.ca>

