

MEDIA RELEASE

Local seniors benefiting from groundbreaking provincial project Investment in behavioural supports leading to better care in community, long-term care and hospitals

May 29, 2012 – Seniors coping with dementia, neurological conditions, mental illness are receiving the care they need thanks to a new plan for the North East.

Through the *Behavioural Supports Ontario (BSO) Project* new services, programs and training are now being introduced to provide appropriate care and support for an increasing number of seniors across Ontario and their families and caregivers, who live and cope with dementia, mental illness and/or other neurological conditions.

BSO has allowed local health service providers to hire new staff including nurses, personal support workers and other health care professionals. Meanwhile, the project has also leveraged existing/complementary services and resources, galvanizing a regional approach to caring for this population in a coordinated, integrated way. As a result, both new and existing workers have received specialized training for the skills required to provide patient-centered care to seniors who have responsive and complex behaviours.

In the North East, health service providers worked together with the LHIN to develop a local action plan that has added **58** new health professionals with specialized training to meet the health care needs of older adults with responsive behaviours to 9 communities throughout the region. As the regional specialized mental health service provider, The North Bay Regional Health Centre (NBRHC), with its expertise and experience in mental health psycho-geriatric medicine, is leading the delivery of Behavioural Support Services in the region.

These behaviours, which put either the senior or their caregiver's safety at risk, include striking out, wandering, and agitation. For many, these behaviours can trigger a crisis visit to hospital where they may remain for an extended period of time and are at risk of becoming Alternate Level of Care patient.

First announced by the province last August, BSO represents a comprehensive system redesign that has successfully broken down barriers, encouraged collaborative work, shared knowledge and fostered partnerships among local, regional and provincial agencies. The result is a cultural transformation; a new way of thinking, acting and behaving.

The Behavioral Support Facilitator position has already made a difference for families and caregivers of persons with dementias in the Sudbury area. Those with responsive behaviours can now spend more time at the Alzheimer Society of Sudbury Manitoulin's Day Program – where in the past their participation was limited. The facilitator also works with individuals and their care partners to implement strategies and skills needed to assist those remaining in their homes.

At Extendicare Tendercare Sault Ste Marie, a trained BSO Personal Support Worker has helped with two seniors whose behaviour during meal times caused others at the facility anxiety and frustration. Meal times are now much calmer and the seniors receiving this care have gained weight. This behaviour support benefited all residents on this unit and has improved their quality of life.

To date, more than 300 new front-line staff have been hired across the province, over 310 long-term care homes have increased their in-house behavioural supports, and upwards of 4,000 new and existing front-line staff have received specialized training in techniques/approaches applicable to behavioural supports.

Quotes

"Ontario's population is aging and so too are the numbers of seniors living with dementia and other complex health needs. These seniors need and deserve quality patient-centered care. I'm proud that our government's investment in Behavioural Supports Ontario has enabled dedicated health care providers to work with their LHINs to develop and implement local plans that are making a difference and leading to the right care being delivered in the right place, at the right time."

-The Honourable Deb Matthews, Minister of Health and Long-Term Care

"The Alzheimer Society of Ontario applauds the progress BSO has made towards improved quality of life for this group of Ontarians, especially those living with dementia. We're encouraged by these early signs of success and look forward to working with the LHINs as the project continues to roll out across the province."

-Gale Carey, CEO, Alzheimer Society of Ontario

"With 17% of people living in the North East LHIN region aged 65 and over, we are focusing our LHIN efforts on shifting care to where it's needed. The number of people at risk for responsive behaviours is increasing, and more services and support for these Northerners, their families and their caregivers is an investment in the well-being of Northeastern Ontario.

-Louise Paquette, CEO, NE LHIN

"We have worked closely with the LHIN to develop a plan – supporting Behaviour Response Team implementation across Northeast Ontario, The teams are supported by clinical leaders who are subject matter experts managing responsive behaviour. This new program will make highly specialized services available to patients, families and care facilities throughout the region."

-Mark Hurst, President and CEO North Bay Regional Health Centre

Quick Facts

- BSO is a \$40-million investment by the Ontario government
- 65 per cent of long-term care home residents have dementia
- By 2020, the number of persons with dementia in Ontario will increase by 40 per cent to 250,000
- 34 per cent of Alternate Level of Care (ALC) bed days are occupied by people with dementia
- Behavioural Supports Services: will include the North East LHIN's existing Senior Mental Health Programs and psycho geriatric resource consultants, as well as, four newly formed interdisciplinary Integrated Response Teams.
- These teams will be located in the North East's four urban hub centers --Timmins, North Bay, Sudbury and Sault-Ste Marie -- with linkages in the smaller communities.

Backgrounder:

What does this mean for Sudbury?

In addition to a regional coordinator and program assistant, **20.5** health professionals with specialized training will be added to the area.

- Extendicare York and Falconbridge: 3 RPNs and 5 PSWs;
- Pioneer Manor: 2 RPNs and 4 PSWs;
- Alzheimer Society Sudbury Manitoulin: 1 Behaviour Support Facilitator;
- Health Sciences North: 2 Clinical Behaviour Response Specialists and 1 Nurse practitioner.
- NBRHC's Sudbury Kirkwood Site: 1 Psychogeriatric Resource Consultants, Regional Coordinator and 0.5 program assistant based in Sudbury

What does this mean for Nipissing?

A total of **15.25** health professionals with specialized training added to the area.

- East Nipissing District Home for the Aged (Cassellholme): 2 nurses (RNs/RPNs) and 5 personal support workers (PSW);
- Alzheimer Society of North Bay: 1 Behaviour Support Facilitator
- North Bay Regional Health Centre: 2 Clinical Behaviour Response Specialist; 1 Nurse practitioner; 1.25 Psychogeriatric Resource Consultants
- Algonquin Nursing Home in Mattawa: 1 RPN and 1 PSW.

What does this mean for Sault Ste Marie?

A total of **9.25** health professionals added to the area.

- Extendicare Great Northern, Extendicare/Tendercare, Extendicare Van Daele: 3 nurses (RNs/RPNs) and 4 personal support workers (PSW);
- Alzheimer Society of Sault Ste. Marie and Algoma District: 1 behaviour support facilitator
- Sault Area Hospital: 1 Clinical Behaviour Response Specialist;
- 0.25 Psychogeriatric Resource Consultant based in SSM (NBRHC)

What does this mean for Timmins?

A total of **7.5** health professionals with specialized training added to the area.

- Extendicare Timmins : 1 RPN and 2 personal support workers (PSW);
- Extendicar Kapuskasing: 1 RPN and 1 PSW
- Alzheimer Society of Timmins- Porcupine District : 1 behaviour support facilitator
- Canadian Mental Health Association Cochrane Timiskaming: 1 clinical behaviour response specialist
- 0.5 Psychogeriatric Resource Consultant based in Timmins (NBRHC)

What does this mean for Parry Sound?

Lakeland Long Term Care Home: 1PSW and 1 RPN with specialized training. Parry Sound will also be linked to the Sudbury Integrated Response Team, drawing on its expertise.

What does mean for the Elliot Lake-Blind River area?

Four new professionals with specialized training have been added to the area and will be linked to the Algoma Integrated Response Team.

- St Joseph's Manor, Elliot Lake: 1 Registered Practical Nurse and 1 Personal Support Worker
- Golden Birches Terrace, Blind River: 1 RPN and 1 PSW

Learn More

- To learn more about Behavioural Supports Ontario in the North East LHIN please visit www.nelhin.on.ca
- To learn more about the Behavioural Supports Ontario project, please visit www.bssproject.ca
- To learn more about Alzheimer's disease and other dementias, visit www.alzheimer.ca/on
- For further information related to this release, see attached backgrounder.

For more information

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