



December 2012, newsletter



It takes a team effort! Participants in the BSO Fall Kaizen gather outside during a lunch break.

### Behavioural Support Services in the North East

Behavioural Supports Ontario (BSO) offers a new way of caring for our most vulnerable – **older adults with dementia, neurological conditions, substance abuse disorders and mental illness**. BSO also provides new help and a stronger support system for their caregivers.

BSO is a provincial project that has been adapted differently in LHINs across the province. In our region, the North East LHIN has invested in 56 frontline workers who are working one-on-one with seniors, providing them the care they need and the respect they deserve, as well as coaching families and caregivers on strategies to deal with *responsive behaviours*.

*Responsive behaviours* can range from wandering to shouting to striking out at loved ones. They are called *responsive* because the behaviour may be caused by an unmet need or desire that a person can no longer communicate. These seniors need to be cared for in a way that respects their individuality. Their new care plans may adjust their environment, change the way their caregivers relate to them, or find meaningful activities for them to do.

In the North East these new personal support worker coaches, nursing coaches, clinicians, psycho-geriatric resource consultants, and behaviour support facilitators have been divided into **four Integrated Response teams** to serve geographic areas in our region (Sudbury-Parry Sound-Manitoulin, Nipissing-Temiskaming, Cochrane and Algoma). Medical specialists are also linked to these teams. The North Bay Regional Health Centre, with its expertise in psycho-geriatrics, is coordinating our collective BSO efforts across the region.

BSO in the North East is also leveraging more care for these older adults and provides specialized geriatric training for other professionals working in long-term care homes, hospitals and at community service organizations.

Concerned about a client or loved one?  
Call **1-855-BSO-NE13**



## A few of the North East LHIN region success stories...

“Sarah” exhibited a variety of outward behaviours associated with early onset of Alzheimer’s including exit seeking. Sarah also wanted to prepare and serve herself meals in a facility ill-equipped for such an activity. As a result, meal times became a high-risk period when she would often manipulate the locks on kitchen doors in an attempt to serve herself. The home assigned a staff person to her at all times, but it became increasingly difficult to keep up with Sarah’s responsive behaviours.

After an initial assessment, the BSO team developed a care plan for Sarah that included:

- A steel door with a sophisticated locking system that was installed for kitchen access and painted to look like a fence.
- Frosted glass installed on all exit doors to impede her view to the outside.
- A designated self-serve area that was built into the dining room where Sarah could freely serve herself.
- Staff kept to a new schedule that reduced opportunities for escape.
- BSO staff also provided extra support and new activities - sorting laundry, putting clothes away and stacking shelves.

The facility has been able to engage and monitor Sarah without requiring a staff member assigned only to her. Sarah is no longer considered a high risk resident, her quality of life has improved and her family is very appreciative.



*Nurse, Marilyn Bell (right) and BSO Personal Support Worker, Lynda Johnson (left) show off the new door at Lakeland Long Term Care in Parry Sound. That was a key part of the care plan for “Sarah” who suffers from onset of Alzheimer’s.*

**Amelie** Rainville, a Behaviour Support Facilitator with the Alzheimer Society Sudbury-Manitoulin, helped a client successfully transition to a short-stay respite bed and then return home again by preparing a specific care plan, meeting with the long-term home staff, and visiting him while at the facility.

*“The stay was very successful and proved to be a smooth transition back to the community,” said Amelie. “The caregiver stated that since his stay went so well, she will be able to do this more, thus decreasing caregiver burnout and admission to long-term care.”*





**“Mary”** was losing weight following her admission to Algonquin Nursing Home in Mattawa. BSO team members worked with her to reduce stimulation at meal times. Staff now assist Mary with her meals in a quiet setting. Her care plan includes a slow integration into the dining room. Since the changes were implemented, Mary has gained 2.3 kg and her psychotropic medication has been reduced by 50%. Mary’s family is pleased with the BSO initiative and the holistic approach.

**“The smallest changes often make the biggest difference,”** said Marcelle Lavigne, with the Algonquin Nursing Home Dietary Department.

**“John”** spat at St. Joseph’s Manor staff during baths and showers. The BSO team created a new care plan for John that included:

- Two staff helping him bathe.
- Instead of rinsing his hair with a sprayer, a cup is used.
- Putting a towel around his chest to keep him warm and then wrapping him in warm blankets when he gets out.
- Taking a very slow approach to bath times.
- Making sure he has his eyeglasses and hearing aid so that he is not startled.

Since starting the new bathing routine this fall, only one incident occurred with responsive behaviour. The bath person no longer wears a mask and the staff is able to complete his personal care. The bathing plan is also in the tub room for all staff to follow.



*Monica Bretzlaff (left) is the Regional Behavioural Supports Ontario Coordinator with the North Bay Regional Health Centre. She received the NE LHIN’s first Healthy Change Champion Award from NE LHIN CEO Louise Paquette (right). Monica’s collaborative BSO work is reshaping how older adults with responsive behaviour issues are being cared for in Northeastern Ontario.*

### Stats to be proud of Across Northeastern Ontario...

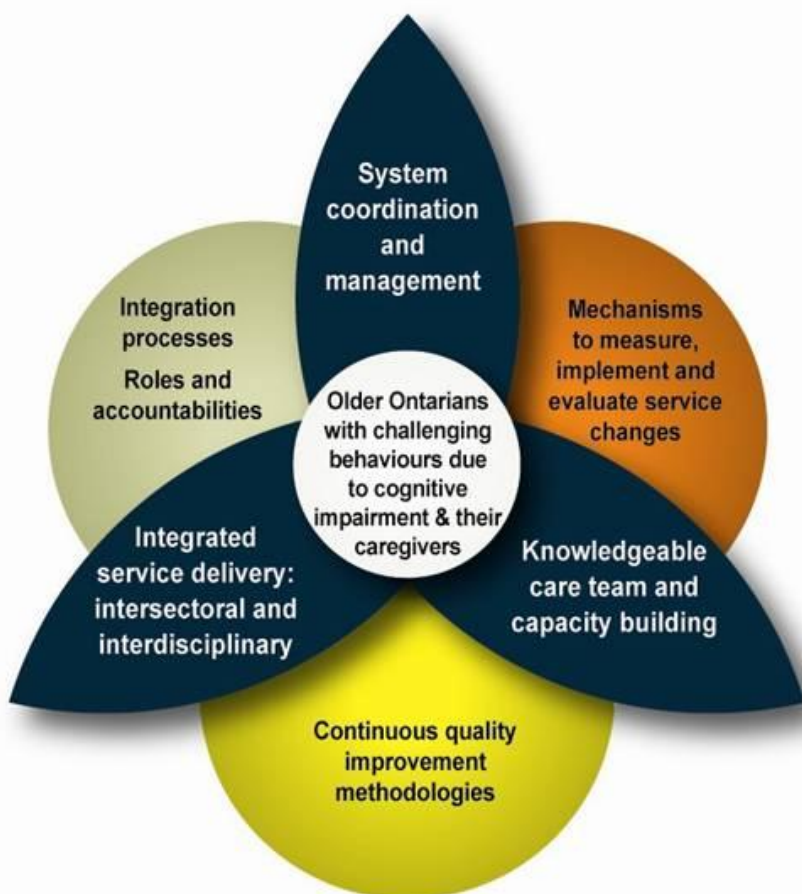
- **1,303** client-based services have been delivered
- **56** BSO staff have been hired
- **1,976** other health care professionals have received specialized geriatric training including PIECES
- **504** referrals have been made to mobile teams
- **428** provider-based services have been delivered
- **Two** Kaizens have led to a strong intake process. A Kaizen is a team building event focused on developing new tools and processes.
- Work is underway to develop a **Lived Experience Network**. This will be comprised of people who have lived through the experience of knowing someone with behavioural issues.
- The creation of a new NE BSO screening tool, **PIECES of my PERSONHOOD**.



### Meet the BSO *Integrated Response Team* Members...

Building upon existing services, four **Integrated Response Teams** have been created to serve the North East LHIN hub planning areas: Nipissing/Temiskaming; Cochrane – Hudson/James Bay Coast; Algoma; and Sudbury/Manitoulin/Parry Sound. These teams are supported by a Regional Coordinator and Regional Central Intake based at Kirkwood Place, the Sudbury campus of North Bay Regional Health Centre.

1. **Clinical Behaviour Response Specialists:** Work directly with older adults presenting with responsive behaviours and are linked with existing seniors' Mental Health Teams throughout the North East.
2. **Behaviour Response Facilitators:** Provide support, education and care strategies to family caregivers of older adults with responsive behaviours and are linked with Alzheimer Society Chapters.
3. **Psychogeriatric Resource Consultants:** Provide education, indirect clinical consultation, network building and support for professionals working with older adults with responsive behaviours. They are employed by North Bay Regional Health Centre and positioned across the four hub planning areas.
4. **Long-term Care BSO Nurses and Personal Support Workers:** Provide coaching/mentoring, behavioural assessment and individualized holistic care approaches and are based in various long-term care homes throughout the North East.
5. **Regional Specialized BSO Medical Champions:** Provide capacity building within primary care across the North East.



#### What criteria must be met to qualify for BSO services?

- An older adult presenting with responsive behaviour(s).
- An individual with an age-related disorder who has responsive behaviours.
- An individual whose behaviour(s) are not effectively supported in their current care environment.

#### An individual's behaviour may be related to:

- Mental health concern(s)
- Diagnosis of Dementia
- Substance use disorder
- Other neurological disorder(s)