

Canadian Behavioural Support Systems: A Conversation about Care

June 7th, 2010
Meeting Summary

The Canadian Behavioural Support Systems: A Conversation About Care was held on June 7th, 2010. The Canadian Dementia Resource and Knowledge Exchange (CDRAKE) and the Alzheimer Knowledge Exchange (AKE) partnered to host the forum at Ryerson University. CDRAKE and the AKE facilitated the 5-hour conversation onsite and provided web-based interactive broadcasting (webinar) for those participants who were unable to travel to Toronto. The participants included inter-professional and inter-sectoral key leaders on the topic from across Canada.

Canadian BSS Conversation: Function

The meeting was a first in a series of knowledge exchange opportunities aimed to connect people, knowledge and resources related to behavioural support systems to assist with the transfer of knowledge to practice and improved patient care. Within the context of behavioural support systems, these exchanges will:

- Connect leaders of dementia care
- Profile leading behavioural support system practices
- Promote collaboration, networking and exchange of knowledge
- Assemble and create resources to support practice
- Disseminate knowledge of behavioural support systems and resources

Meeting Objectives and Agenda

The primary focus of this forum was to provide an opportunity for participants to share their provincial and territorial behavioural support system practices, innovations, resources, procedures and policies, which will assist all participants to leverage their collective wisdom and knowledge to both set Canadian priorities and replicate successes in their local contexts. The original agenda outlined for the day was revised to accommodate thorough sharing between participants. As a result the remaining agenda items and objectives intended for the June 7th meeting will be completed at a follow-up teleconference scheduled for July 29th. A summary of the July 29th meeting outcomes will also be circulated.

CANADIAN DEMENTIA RESOURCE AND KNOWLEDGE EXCHANGE

The logo for the Alzheimer Knowledge Exchange (AKE) consists of the text "Alzheimer Knowledge Exchange" in white, italicized font, set against a solid green rectangular background. The green background has a subtle white crosshair design.

Canadian Behavioural Support Systems Agenda

Part 1: June 7, 2010

Agenda Items

- Welcome and Introductions
- People and Places
- Cross Country Check-Up
- What We Know: Outcomes from a Jurisdictional Review (presented in an Ontario-based BSS Model)

Objectives

- Begin to build personal and professional networks to facilitate learning and exchange
- Identify the context(s) within which to discuss best care practices for seniors with behaviours
- Start to identify provincial/territorial approaches and best practices for care of seniors with behaviours associated with complex mental health, dementia or other neurological conditions
- Develop an understanding of the research literature and practice-based experiences available across Canada

Part 2: July 29, 2010

Agenda Items

- Developing a Blueprint for Canadian BSS: What is your dream?
- Building a Road Map: Identifying the Gaps, Causes and Next Steps

Objectives

- Identify and prioritize critical components of the 'best case' Canadian Behavioural Support System
- Identify opportunities for improvement based on gaps between current and desired system performance
- Identify next steps for continuing the conversation through collaboration and exchange

Cross Country Check-Up

The majority of our time together at the June 7th meeting was spent sharing realities across all provinces and territories¹. Participants assembled presentations that responded to the following questions:

- What contextual considerations are unique to your province or territory that impact your behavioural support systems?
- What are some high-level examples of the *types* of projects, innovations, or approaches that are currently getting support and/or seem to be working?
- What would you identify as the top three challenges in your province/territory regarding behavioural support systems?

¹ While Alberta was scheduled to present, due to an unexpected illness, the AB presenter was unavailable during this part of the June 7th meeting. The AB slides have been circulated to participants.

As a result of this sharing the participants identified that, while contexts may vary in terms of provincial/territorial legislation, funding opportunities, population/demographics and geography, there are striking similarities in the following areas:

- **Current priorities, areas of momentum, and readiness**
- **What's working** (such as, behavioural assessment units, behavioural support teams, education/training programs, specialized outreach services)
- **Challenges** including lack of funding and formalized support, rapidly increasing population, lack of human resources including primary care and specialized services, and a fragmented health system

For provincial and territorial slide decks, see Appendix A.

Questions and Answers

As a result of the discussion following each presentation in the cross-country check-up, a list of questions was compiled for each province and territory with the intent to circulate after the meeting so participants could fill in the information gaps. The compiled questions and associated answers received to-date are compiled in Appendix B.

Moving Forward Together

The Canadian Dementia Resource and Knowledge Exchange and the Alzheimer Knowledge Exchange are dedicated to supporting an ongoing exchange platform for provincial and territorial dementia care leaders to continue to share their approaches to behavioural support systems and together frame these approaches within a national context.

Next steps include:

1. **Canadian BSS Part 2 Webinar: July 29th, 2010:** An online webinar with participants from the June 7th meeting to continue with the agenda items including to:
 - Identify and prioritize critical components of the 'best case' Canadian Behavioural Support System
 - Identify opportunities for improvement based on gaps between current and desired system performance
 - Identify next steps for continuing the conversation through collaboration and exchange
2. **Fall 2010:** An in-person think tank to act on priority outcomes of the webinar conversation