



Behavioural Supports Ontario **(BSO)** Provincial Lived Experience Network Planning Meeting

Meeting Information

Date: Tuesday, January 26, 2016

Time: 12:30pm – 1:30pm (EST)

Teleconference Number: 1-877-860-3058; Passcode: 156799#

Webinar Link: <https://nebso.adobeconnect.com/livedexperiencenetwork/>

Agenda Item & Discussion Notes

Welcome & Introductions

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- Monica Bretzlaff – Manager: Behavioural Supports Ontario (BSO) Provincial Coordinating Office, North East BSO & Senior’s Mental Health- Regional Consultative Service Devonshire
 - Welcomed everyone on the call and thanked everyone for joining
 - Thanked all of those who provided feedback on the BSO Provincial Pulse Newsletter that was released in December
- Katelynn Viau – Project Coordinator, BSO Provincial Coordinating Office
- Debbie Hewitt Colborne – Project Coordinator Advisor, BSO Provincial Coordinating Office
- Jillian McConnell, Knowledge Broker, brainXchange
- Gabriele Davey, Product Development Manager, thehealthline.ca
- Sharon Osvald, Lived Experience Representative

Provincial BSO Project Updates

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(1) Ontario’s Best Practice Exchange & Report – Jillian McConnell (brainXchange)

In planning next steps for the Ontario Best Practice Exchange, it became apparent that there is a need to focus efforts on a few of the Collaboratives in order to move along the development and dissemination of tools and resources. These Accelerated Collaboratives will be provided additional supports in the months ahead by the BSO Provincial Coordinating Office and brainXchange. The remaining Collaboratives will continue to have support in a second phase roll-out.

The decision regarding which Collaboratives to accelerate was made through the input received from a Catalyst Event participant survey, the Lived Experience follow-up teleconference that was held and through discussions with the Collaboratives’ co-chairs. The three accelerated collaboratives are: Behavioural Support Transition Units, Behavioural Support Mobile & Inter-Agency Teams, and Substance Use. Person and Family-Centred Care perspectives will be intertwined throughout the work of the accelerated collaboratives and the other topic areas (i.e. tertiary care, antipsychotics and

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primary care/health links) will also be included in some of the work.

The brainXchange and Provincial BSO Coordinating Office have also collaborated on the development of an Executive Summary and full report of the event.

Feedback on the Executive Summary of the report:

- Eye catching and easy to follow; will be good for drawing people in
- Helpful to have the verbal explanation as well as the written document
- Document is helpful for gaining a better sense of everything that is happening in relation to this initiative
- The executive summary provides a great first glance; looking forward to the full report
- Good avoidance of acronyms
- Suggestion to remove the letters in the phone number and replace them with the numbers instead (**Note:** this change has been made)

(2) BSO Mini-Sites - Gabriele Davey (thehealthline.ca)

BSO was selected by thehealthline for the development of mini-websites ('mini-sites') and has been working collaboratively with the BSO Provincial Coordinating Office and 14 LHINs since summer of 2015. Thehealthline.ca provincial platform is a partnership between the Ontario Association of Community care Access Centres (OACCAC), Community Care Access Centres (CCACs) across the province, and thehealthline.ca Information Network (THLIN). Thehealthline.ca provincial platform consists of a provincial splash page and 14 regional websites that link users to information about health services and programs across Ontario. Mini-sites are specialized websites that use thehealthline.ca service information and applications to present contextualized information, tools, and resources to a targeted audience. Working with BSO, thehealthline.ca will be creating 1 provincial portal with information about the initiative and behaviour change, and this site will act as a provincial gateway to regional program mini-sites. The content for each of the 14 mini-sites is tailored for each region and will include information for how to get in touch with local services. As the mini-sites continue to develop and eventually launch in March 2016, the BSO Provincial Coordinating Office/healthline.ca team will be looking to this group to help inform the ongoing development of the mini-sites and provide suggestions regarding content.

Feedback on the development of BSO mini-sites:

- This is an excellent project that will help in furthering the spread of knowledge about behavioural supports across Ontario
- Good use of pictures and great inclusion of BSO mandates on home page

Ideas for spreading the word once mini-sites are launched:

- There are often large TV/Computer monitors in long-term care homes at the entrance; possibility of advertising the availability of the sites on the monitors.
- Links to the sites could be sent to all long-term care homes in each region
- Inclusion of links to mini-sites in Ontario Association of Residents Councils and Family

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	<p>Councils of Ontario newsletters</p> <ul style="list-style-type: none"> • Could provide letters to physicians so that they can share the sites with appropriate patients • Could provide information to caregiver support groups <p>(3) Dementia Crossroads Website [DEFERRED CONVERSATION]</p>
-3-	<p>Provincial BSO Lived Experience Network Future Planning Discussion</p> <ul style="list-style-type: none"> • Explore the possibility of using webinars with video (e.g., Zoom) for the Lived Experience Network meetings as AdobeConnect has limited capabilities/ is not very user-friendly (<i>Go to Meeting</i> – another software option) • After lunch-time meetings fit many people’s schedules but should accommodate those with scheduled lunches (~12:45 – 1:45 preferred) • Helpful to have meetings scheduled further in advance • Proposal to plan a few monthly 1-hour meetings and then move the network to bi-monthly (every second month) meetings
-4-	<p>Conclusion</p> <p>Review of Action Items & Next Steps</p> <p>(1) Provincial BSO Coordinating Office to link with Phyllis Fehr regarding the use of Zoom (update: completed)</p> <p>(2) Provincial BSO Coordinating Office to send out a doodle poll to identify which day works best for the majority of people and send out invitations to the next meeting</p> <p>(3) Provincial BSO Coordinating Office to develop a draft Terms of Reference to bring to the next meeting for discussion</p>