

Behavioural Supports in Acute Care Capacity Building Package Background & Guidelines

Background

The Behavioural Supports Ontario (BSO) Acute Care Collaborative identified key recommendations pertaining to capacity building found in the [Behavioural Supports in Acute Care: Current Practices and Opportunities for Growth Survey Report](#):

- Invest in capacity building in relation to the behavioural health of older adults for all acute care team members (e.g. nurses, personal support workers, allied health team members, clerical staff, security, porters, environmental service attendants, students, volunteers, etc.).
- Ensure policies, procedures and standard assessments/treatments reflect best and emerging practices regarding the care of older adults with, or at risk of, responsive behaviours/personal expressions. Current successful practices and innovations in caring for those with responsive behaviours/personal expressions must be shared amongst all stakeholders in acute care.

The BSO Acute Care Collaborative recommends acute care organizations invest in formal educational initiatives found within the Behavioural Education and Training Supports Inventory ([BETS!](#)). The Collaborative also identified an opportunity to create additional capacity building products tailored to the acute care setting that can reinforce key messages in providing person, family and relationship-centred care.

Purpose

The Behavioural Supports in Acute Care Capacity Building Package is designed to reinforce foundational knowledge within acute care teams in providing quality care to older adults with, or at risk of, responsive behaviours/ personal expressions associated with dementia, mental health, substance use and/or other neurological conditions.

The Acute Care Capacity Building Package contains three posters with three accompanying slide decks to support mini-education sessions. These resources are aimed at all point-of-care team members working in acute care (both in Emergency Departments and inpatient settings).

Each poster and slide deck highlight a key message:

Title	Key Message
Get to Know Me	Highlights the value of understanding a patient’s personhood in preventing or reducing responsive behaviours/personal expressions.
All Behaviour Has Meaning	Encourages team members to understand the meaning behind a patient’s behaviour in order to tailor their approach to prevent or reduce responsive behaviours/personal expressions.
Your Approach Matters	Encourages team members to be intentional in their approach with a patient with, or at risk of, responsive behaviours/personal expressions.

Guided by the Knowledge to Practice Process Framework (Ryan et al., 2013), the posters and slide decks are knowledge transfer and translation tools that can be used by BSO Acute Care Clinicians, PRCs, and other educators within acute care who can further support implementation of the promoted skills and approaches.

An artist (ThinkLink Graphics) was commissioned to illustrate a fictional patient to elicit empathy through a human story.

Implementation Checklist

- Designate a lead within your acute care organization to support utilization of the Behavioural Supports in Acute Care Capacity Building Package.
- Gather stakeholders (e.g. BSO Team Members, educators, managers) to create an implementation plan and establish timelines.
- Decide what areas of the hospital would benefit from the training (e.g. ED and inpatient units).
- Determine who will be responsible for printing and posting the posters for each department/unit within the determined timelines. **Refer to logistical considerations below regarding poster printing and placement.**
- Determine who will deliver the mini-education sessions in the various departments/units. **Refer to logistical considerations below regarding the slide decks and mini-education sessions.**
- Liaise with additional stakeholders (e.g. managers, communications department) as needed.

Logistics

Poster Printing & Placement

- Gain the needed permissions to post these posters within the acute care organization.
- Print in colour on letter size paper (8.5x11"). Larger posters (11x14") are also available.
- Consider hanging these posters on huddle boards, at team stations, in common staff areas (e.g. lunchrooms and washrooms) or using digital formats (e.g. staff newsletters and blogs).
- All three posters can be posted in the same area or placed independently.
- All three posters can be posted at the same time or each poster could be posted during planned time intervals to promote the various messages over a period of days/weeks and to align with the provision of the mini education sessions.

Slide Decks & Mini-Education Sessions

- Consider delivering these mini-education sessions at the team station or in a small conference room where team members can easily gather.
- Reserve 15 minutes for sessions one and two (i.e. *Get to Know Me* and *All Behaviour Has Meaning*) and 30 minutes for session three (i.e. *Your Approach Matters*). If a 30 minute session is not possible, session three can also be shortened (e.g. prioritizing certain slides), or divided into shorter sessions.
- You may choose to project the slides on a screen, use a hand-held device (e.g. tablet) or print the slides in order to display them to the group.
- The slide decks are only available in PDF format in order to maintain the integrity of the content.
- Each slide deck has an accompanying PDF document with speaking notes to support the delivery of the mini-education session. The speaking notes can be tailored as needed.

Feedback/Evaluation

- The QR code on each poster/slide deck provides an opportunity for acute care team members to provide feedback in real time through a brief survey. There are two versions of the survey, one for the posters and another for the mini-education sessions/slide decks.
- BSO Acute Care Collaborative members or those leading the implementation of the capacity building package in your organization are encouraged to gain verbal feedback about the posters/mini-education sessions and foster discussion about the key message. This could take place at team huddles, meetings or 1:1 with team members. The following questions are suggested questions:
 - 1) What are your initial thoughts about the Behavioural Supports posters/mini-education sessions?
 - 2) What key messages resonated with you?
 - 3) How have you applied any learnings from the posters/mini-education sessions to your practice?
- This qualitative verbal feedback from acute care team members is welcomed at BSO Acute Care Collaborative meetings or through the BSO Provincial Coordinating Office (see contact information below).

Acknowledgements

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- Martina Greco, Program Evaluation Coordinator (The Royal Ottawa)
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- Debbie Hewitt Colborne, Project Advisor, BSO Provincial Coordinating Office (North Bay Regional Health Centre)
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- Rebeka Larter, Elder Life Specialist (Guelph General Hospital)
- Nancy Lesiuk, Regional Lead Behaviour Supports Ontario, Champlain and Manager Geriatric Outreach (The Royal Ottawa)
- Jillian McConnell, Knowledge Mobilization Lead and Knowledge Broker (brainXchange)
- Roxanne Riendeau, Clinical Nurse Specialist (Hôpital Montford)

Interested in joining the Behavioural Supports in Acute Care Collaborative?

The Collaborative meets virtually on the 2nd Thursday of the month 10:00 am - 11:00 am EST. To join us or learn more, please contact our Knowledge Broker (jillian@brainxchange.ca).

Contact the BSO Provincial Coordinating Office

1-855-276-6313
provincialBSO@nbrhc.on.ca
brainXchange.ca/BSOAcuteCare

Reference:

Ryan, D. et al., (2013). Geriatrics, Inter-professional Practice, and Inter-organizational Collaboration: A Knowledge-to-Practice Intervention for Primary Care Teams. *Journal of Continuing Education in the Health Professions*, 33: 180–189.