

BSO Provincial Pulse

At the Heart of System Transformation

Behavioural Supports Ontario (BSO) Provincial Newsletter
Issue 8 – September 2017



Welcome

Welcome to our fall issue of the BSO Provincial Pulse! The autumn equinox is upon us and as such there is a shift occurring allowing for a balance between daylight and darkness. Why is balance important? How do you strive to achieve balance? What are your strategies to flourish and thrive? We hope you will find inspiration or new ideas in the pages ahead.

As always, the Provincial Coordinating Team would love to hear from you! You can share your comments on any of this issue's features by e-mailing us at provincialbso@nbrhc.on.ca.

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BSO's Balance SO easy...

"Never slouch, as doing so compresses the lungs, overcrowds other vital organs, rounds the back and throws you off balance" — Joseph H. Pilates.

Why is it important to pay attention to your posture?

1. Good posture looks and feels great
2. Puts less pressure on the joints
3. Saves your knees and hips
4. Helps you feel younger and better with age
5. Helps you with **balance**
6. Keeps your body flexible and mobile
7. Improves muscle function
8. Radiates an attitude of confidence
9. Allows us to move efficiently
10. Allows us to breathe deeply and fully

Source: <http://exhaletomove.com/2017/06/the-importance-of-good-posture/>

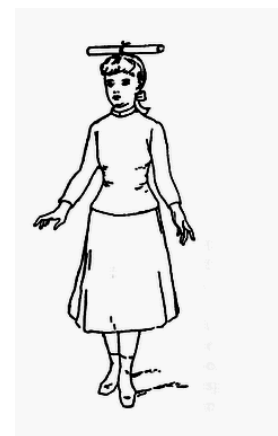
Additional article on the benefits of sitting up straight:
http://www.huffingtonpost.ca/entry/good-posture-benefits_n_5914018

TEDEd video: <https://ed.ted.com/lessons/the-benefits-of-good-posture-murat-dalkinic>

Good posture means:

- chin parallel to the floor
- shoulders even (roll your shoulders up, back, and down to help achieve this)
- neutral spine (no flexing or arching to overemphasize the curve in your lower back)
- arms at your sides with elbows straight and even
- abdominal muscles braced
- hips even
- knees even and pointing straight ahead
- body weight distributed evenly on both feet.

Source: <https://www.health.harvard.edu/staying-healthy/why-good-posture-matters>



Mary Ellen Parker's Story



In 2011, Mary Ellen's partner's family was noticing behavioural changes in their 82-year-old mom. At that time, Mary Ellen's mother-in-law (MIL) lived with her son and his wife. In 2015, they were faced with supporting her through a hip replacement. They lived in Woodstock. Mary Ellen and her partner live in Blenheim.

All three members of the family (MIL, brother-in-law and sister-in-law) moved to Blenheim as Mary Ellen worked full-time and was unable to relocate. There were no other family supports available. Also during this time, Mary Ellen's mother passed away at the age of 90.

The surgery caused further changes to her mobility and cognition. She was in need of support more often throughout the day and could not be left alone for much longer than one hour.

There is something else you should know about Mary Ellen. She is the Chief Executive Officer (CEO) of the Alzheimer Society of Chatham-Kent which is the Lead Agency for BSO for the Erie St. Clair LHIN. She has worked in this sector for 27 years.

As Mary Ellen worked with the family to mitigate these changes, she was amazed by how little the family knew about the health care system and how to approach her mother-in-law's changing behaviours. Many conversations were held trying to educate. Mary Ellen was fairly certain of what was coming. And it came.

Mary Ellen's partner sustained a neck injury. Her sister-in-law was diagnosed with breast cancer and was scheduled for a double mastectomy. In-home respite was brought in but it wasn't enough. Mary Ellen and her partner then moved her mother-in-law into their house – a house that was not set up for this type of caregiving. In-home respite was transferred there.

Her sister-in-law had the double mastectomy and is awaiting chemotherapy. Mary Ellen's partner provides 7 days per week, 24 hours per day care. It involves a great deal of reassuring, hundreds of steps on the stairs and answering questions over and over. Due to her partner's neck injury, Mary Ellen does most of the yard work and heavy chores. Time together has been reduced significantly. Mary Ellen feels a great deal of responsibility and worry for both her partner and her MIL and many times feels overwhelmed juggling work and home.

“Caregiving tests you physically and emotionally. It tests relationships. Ambiguous loss of the person is a whole other issue. There are good moments to be sure. There are times when they all laugh together.” Mary Ellen admits that she did not truly understand the responsibilities of caregiving until it was in her home full time. She has always been devoted to her work, but even more so now and is as determined as ever.

Because Mary Ellen was witness to the family's belief that they could manage this on their own and their lack of knowledge in accessing help, she was inspired to join the BSO Provincial Lived Experience Advisory. Her goal was to contribute from 2 separate lenses – lived experience and health system management/change.

There is a saying that people don't know what they don't know. How can we help them? Or can we help them? Do people have to experience things in their own space and time with the end result being a potential crisis that needs immediate response? With a lack of resources, how can the system respond in a timely manner to these crises? Mary Ellen looks forward to hearing the thoughts and ideas from those in the Lived Experience Collaborative at the same time using her 27 years of providing care to those affected by dementia to further understand how we can help families face this disease.

She also notes that with all of her experience, “until you are living this, you can never truly understand the impact.”

Release of BSO's Annual Report

Every year, the Provincial Coordinating Office (PCO) has the honour and privilege of producing BSO's Annual Report.

Through concerted efforts and contributions, we get to tell BSO's story in one special document.

We hope you were as inspired as we were while immersing yourselves in the report.

We would like to acknowledge the BSO LHIN Leads & Clinical/Strategy Leads who provided information for the report and to thank all of our wonderful partners across the province for their ongoing commitment to the initiative.

If you haven't already done so or wish to peruse it again, we invite you to read the wealth of information and witness the stories that have taken place across all 14 LHINs.

The final report may be found on the following websites:

Behavioural Supports Ontario

<http://www.behaviouralsupportsontario.ca/Uploads/ContentDocuments/BSO%20Annual%20Report%202016-17.pdf>

brainXchange

<http://brainxchange.ca/Public/Files/BSO2/BSO-Annual-Report-2016-17.aspx>



North Bay Regional Health Centre

Centre régional de santé de North Bay



The Fountain of Health Initiative

The Fountain of Health (FoH) is a collaborative effort made by a collection of academic, non-profit and government organizations in Nova Scotia.

This initiative brings you evidence-based information on healthy aging, as well as useful tips and strategies for:

- making positive aging a choice in your life and
- reducing the risk of illness and disability.



The goal is to help everyone learn more about aging well so we can help ourselves and each other.

Fountain of Health consists of **5 key messages** which will help your health physically, emotionally and mentally.

Tap into your fountain of health. Research shows that there are five actions you can take to optimize your health and happiness as you age.

The Fountain of Health Prescription: 5 Things You Can Do

Here are the 5 key actions that can help you stay healthy for life:



Positive Thinking

It turns out, attitude is key to longevity! Changing the way you think about aging might be one of the most important ways to stay healthy.



Social Activity

Social activity is an important part of your overall health and well-being. It can improve brain performance, including your memory.



Physical Activity

Physical activity is good for our brains and our bodies. It has a good effect on our heart function and affects the way we feel and think.



Brain Challenge

You are never too old to learn something new. Challenging your brain with mental exercise as you age is just as important as physical activity!



Mental Health

Growing older doesn't have to mean feeling sad. Minding our mental health has a positive impact on our physical health.

The Fountain of Health is your source for reliable information about positive aging, with steps you can take to promote and protect good health. To learn more, visit <http://fountainofhealth.ca> and watch the video, take the healthy aging quiz, or try the positive thinking exercise. Visit "[Clinicians' Corner](#)" to download the Clinicians' Guide, and to request copies of the FoH Handbook, please contact: info@fountainofhealth.ca.

It is worth noting that BSO is in the process of collaborating with the Fountain of Health to coordinate a learning event. Further details will be shared and posted as they become available. Stay tuned!

Change Day Ontario



**Change Day
Ontario**

The difference is you.

The BSO Provincial Coordinating Office has joined the grassroots health care movement Change Day Ontario by signing up as an Ambassador. The initiative is designed to empower people within the health system to make positive changes through making pledges and taking actions, big or small, to improve compassionate quality care.

From now until November 17, 2017, anyone engaged within or touched by the health system is invited to participate by making a pledge. The initiative is a chance to remind people within the health system that we can all make a difference, every little action counts, and we can collectively build a culture of quality.

Originating in the UK, Change Day has now spread to many countries, and most recently to Canada in British Columbia, Alberta, Saskatchewan and, now, Ontario. To date, over 40 organizations from across the provinces have joined Change Day Ontario.

Why Change Day Ontario?

We believe that individual acts of change – regardless of their size – can add up to significant improvements for Ontarians and the health care system. We know that every one of us has the power and passion to affect change that leads to improved compassionate quality care. We want to empower this potential and drive change through a coordinated campaign for better care.

MAKE A PLEDGE

So, what's a pledge anyway?

A pledge is something that you commit to doing, changing or improving in health care. It's that simple! When you are considering your pledge, think about something that you are passionate about. What is one change that you have always wanted to make? Now is the time.

Do it your way.

The pledge and how it comes to life is completely up to the individual. It can be anything from spending a day in a wheelchair to further empathize with the patient experience to taking 15 minutes a week to shadow a colleague to better understand their role.

Who can join in?

Anyone working in the health care system, or anyone who interacts with the system, can make a difference. Front-line workers, administrative workers, health system volunteers, patients, families, and students. If you have an idea to make things better, no matter what it is, you can participate in Change Day Ontario. Join us!

When should I pledge?

Pledging officially begins on September 12th, and continues all the way up until November 17th, the day of celebration for Change Day Ontario! You can act on your pledge on Change Day or any day leading up to November 17th.

Help! I don't know what to pledge.

What you pledge and how you act on it is entirely up to you. Pick something that is meaningful to you, something that you are passionate about. A pledge can reinvigorate processes or relationships with clients, teams and/ or for yourself. You may not transform health care alone, but if each of us commits to making one small change, really big things can happen. It's already happened elsewhere.

At changedayontario.ca you can either create a new pledge or join someone else's pledge. Change Day Ontario is being sponsored by Associated Medical Services (AMS) and Health Quality Ontario. To learn more please visit the website.

“Execution of key elements ensures a successful transition into a new home.” Erie St. Clair LHIN

An Erie St. Clair (ESC) BSO Chatham-Kent System Navigator received a referral for transitional support for an 81-year-old male who was residing at home alone. The client was very independent, however lacked insight into his care needs. This client had a diagnosis of dementia and had aphasia (i.e., has difficulty with language/communicating). His daughter has played a large role in supporting the client and began to experience caregiver stress due to her father's increasing support needs.



The goal was to transition the client into the same Long Term Care Home (LTCH) where his wife resided. Due to the client's lack of insight into his care needs, the transition to LTCH was anticipated to be difficult for the client to accept. To prepare for this transition, various care partners collaborated to ensure a smooth transition for the client and his family. A client history was provided to the BSO LTC Lead Team by the Alzheimer Society Chatham-Kent Day Program, where he was a regular participant. This provided a comprehensive history of the client and his personhood for the LTCH's BSO Internal Champions and staff. The LTC Lead Team also worked with the Internal Champions and staff in the LTCH prior to admission to ensure they were prepared for his arrival, and were aware of the best approaches and non-pharmacological recommendations to ensure a positive experience.

The client's son-in-law and the Home and Community Care BSO Care Coordinator were at the client's residence to provide support on day of admission, Mobile Crisis Support Services were on standby to access support for the client if needed, and a BSO LTC Lead Team PSW was awaiting the client's arrival at the LTCH on the day of admission.

The transition to the LTCH was a success. After validation of the client's concerns and anxiety regarding admission to the LTCH, the client eventually agreed to transportation to his new home. LTCH staff and the client's wife were warm and welcoming upon the client's arrival. The BSO LTC Lead Team PSW remained at the LTCH for several hours; engaging the client, supporting staff and ensuring staff understood the client's methods of communication and personhood.

The BSO LTC Lead Team continued to provide transitional support to the client for an additional 3 weeks. At that point the BSO LTC Lead Team was able to discharge the client from transitional support as he no longer required the increased support. This decision was based upon ongoing reports from the staff; positive documentation during the transitional phase to the LTCH, and upon the BSO LTC Lead Team's own observations.

The success in this transition is found in the team's priority in understanding the importance of the client's personhood and validating the client's emotions associated with a challenging life transition. Collaborating with care partners and developing a detailed and proactive plan for transition was also key.

As a result of this positive transition, a care partner stated that "Knowing the client's history, validating his emotions, meeting him where he is at and collaborating with care partners has led to our reassurance that he is in a safe environment with his wife."

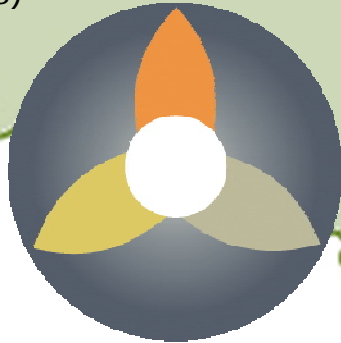
Crunching the Numbers: Q1 Quantitative Metrics

The 4 Behavioural Support Units (BSUs) supported by BSO had an average occupancy rate of **98%**
(data from all 4 LHINs)

BSO supported **423** individuals to transition from hospital (acute care) into LTC
(data from 13 LHINs)

15 individuals were discharged from the 4 BSO-supported Behavioural Support Units (BSUs)
(data from 4 LHINs)

BSO received **5,591** new referrals from the LTC sector
(data from 14 LHINs)



BSO's Provincial Qualitative Stories

The following quotations were retrieved from some of the qualitative stories received in Q1 from various BSO teams across the province.

Ms. S's sister was very pleased to see how much she has improved. "You guys are doing a great job; I thank you for having so much patience with her."

- Sister

"She is doing much better, more relaxed and calm now."

- Registered staff

"She looks stronger and is more alert and responsive now."

- Registered staff

Toronto Central BSO Team

"When you came up with the brilliant idea of colouring for my sister it was a game changer for her from the very first day. Who knew she would thoroughly enjoy this activity and be totally engrossed day after day? She gets to choose which picture she will work on first and which colours to use. This gives her the independence and autonomy she's always wanted. She loves her "office". I'm so grateful for your dedication and your ongoing praise of her efforts.

- Sister

Central East BSO Team



Check out the **50** most commonly used words in BSO's Q1 Qualitative Stories!

"It has taken some time, but I'm glad he has what he needs and that he can still smile and be happy."

- Son

North East BSO Team

"We took the time to get to know him before he came and it made a great difference in our ability to welcome him."

- SBSU Team Member

North West BSO Team

Professional Development & Upcoming Events

October 1 – 4, 2017

Critical Care Canada Forum Conference – Toronto, ON

<https://criticalcarecanada.com/>

October 18, 2017, 6:30 p.m. – 8:00 p.m. EST

Provincial Behavioural Supports Ontario Lived Experience Live Chat – Topic: Acute Care

<http://dementiacrossroads.ca/ontario.php>

October 20 – 22, 2017

Ontario Long Term Care Clinicians (OLTCC) Conference – Toronto, ON

http://oltcc.ca/conference_2017/index.html

October 25, 2017

Dementia Conference featuring Dr. Marla Shapiro and Dr. John Puxty – Kingston, ON

http://brainxchange.ca/Public/Events/Event-Files/2017-Dementia-Conference_KFLA.aspx

November 2 – 4, 2017

Canadian Conference on Dementia – Toronto, ON

<http://www.canadianconferenceondementia.com/>

November 4 – 5, 2017

Canadian Academy of Geriatric Psychiatry Annual Scientific Meeting – Toronto, ON

<https://cagp.wildapricot.org/event-2542703>

November 28, 2017 – Introduction to the Senior Alcohol Misuse Indicator (SAMI) Screening Tool

"Save the Date" for the November 28th webinar from 12:00 p.m. - 1:00 p.m. EST

Watch for more information in brainXchange's Upcoming Events (<http://brainxchange.ca/Public/Events/Upcoming-Events.aspx>)

Our lines of communication are always open for feedback.

Contact Information: BSO Provincial Coordinating Office

Call us at 1-855-276-6313, email at provincialBSO@nbrhc.on.ca

Or visit us at <http://www.behaviouralsupportsontario.ca>

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