

Behavioural Supports Ontario (BSO)
**MEETING NEW CHALLENGES
 in the TIME of COVID-19**

Behavioural Supports Ontario (BSO) provides behavioural healthcare services for older adults in Ontario with, or at risk of, responsive behaviours/personal expressions associated with dementia, complex mental health, substance use and/or other neurological conditions. BSO also provides support to family care partners and healthcare providers across sectors.

This infographic illustrates the findings from 'BSO: Meeting new challenges in the time of Covid-19' (full report) available at: www.brainXchange.ca/bso

This evaluation summarizes the findings from three evidence sources:

(A) 269 qualitative stories written by BSO teams across Ontario that provide detailed first-hand accounts of day-to-day practice between 2018 and 2020.

(B) 20 key informant interviews with BSO team members and collaborators conducted in late 2020 and early 2021.

(C) 13 consultations with persons with lived experience via a live forum and individual interviews in 2021.

QUALITATIVE STORIES | 9 DIMENSIONS

Dimension 1: THE PERSON



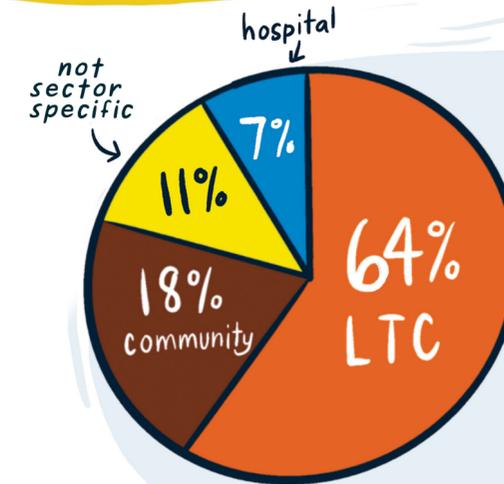
RESPONSIVE BEHAVIOURS/ PERSONAL EXPRESSIONS are complex:
 → physical, verbal & sexual expressions

BEHAVIOURS DON'T DEFINE A PERSON



HEALTH CHALLENGES
 PHYSICAL
 SOCIAL
 MENTAL

Dimension 2: FIRST CONTACT with BSO



Dimension 3: CARE PROVIDERS & PARTNERS



BSO INITIATIVES INVOLVE INTERDISCIPLINARY, INTERORGANIZATIONAL & SECTOR-SPANNING COLLABORATIONS

FAMILY CARE PARTNERS

BSO initiatives AIM to SUSTAIN FAMILY CARE PARTNERS AS PART of AN INTEGRAL "UNIT of CARE"

STRESS & COMPASSION FATIGUE

Dimension 4: TRANSITIONS



SUCCESSFUL TRANSITIONS between care settings that are supported by BSO TEAMS

INTERDISCIPLINARY & INTERORGANIZATIONAL RESOURCES

Helping INDIVIDUALS REMAIN in PLACE

AVOIDING or DELAYING TRANSITIONS



Dimension 5: BSO INITIATIVES



ORGANIZATIONAL

implementation of standardized tools, supporting assessments, education and training

INDIVIDUAL

aimed at improving well-being

SYSTEM

interdisciplinary, interorganizational, boundary-spanning connections

Dimension 7: IMPACT

BSO initiatives continue to yield **SIGNIFICANT BENEFITS** at multiple levels



individual



organizational



system



Dimension 8: CHALLENGES in the TIME of COVID-19

PANDEMIC STIMULATED **CREATIVE RESPONSES** BY BSO TEAMS to COPE with DIFFICULT SITUATIONS and CONTINUE TO PROVIDE SUPPORT



Individualized creative strategies and approaches



Use of telephone & video conferencing



Continued reach across disciplinary & organizational boundaries to ease transitions



PRIORITIZE TAILORED NON-PHARMACOLOGICAL APPROACHES

- Engage experts in medication reviews
- Support persons to use medications appropriately
- Heighten awareness of potentially negative consequences of medication use



Dimension 6: BALANCING APPROACHES

* pharmacological and non-pharmacological

Dimension 9: BEST PRACTICES & LESSONS LEARNED

PERSON-CENTRED CARE

- This is **VITAL** given the growing and more **COMPLEX NEEDS** and heightened awareness around issues of **DIVERSITY & INCLUSION**

FAMILY CARE PARTNER Engagement

- Importance of engaging **CARE PARTNERS** as active collaborators with their own support needs

Interdisciplinary & Intersectoral COLLABORATION

- Multi-faceted **COLLABORATIONS** continue to be **KEY**

TRANSITIONS

- BSO teams continue to play an essential role by avoiding unnecessary transitions when needed

Knowledge Mobilization & CAPACITY BUILDING

- BSO teams advance mobilization and capacity building at organization and system levels

Balancing Pharmacological & Non-Pharmacological Approaches

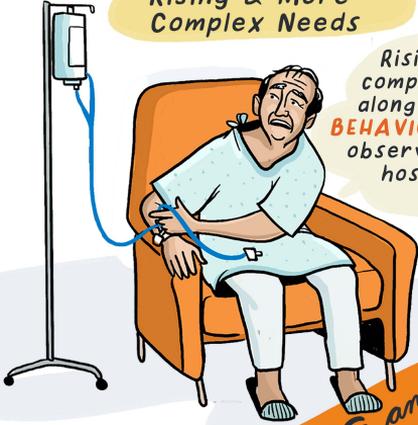
- Prioritize tailored non-pharmacological approaches
- Engage experts in medication reviews

Key Informant INTERVIEWS | DEMAND & SUPPLY TRENDS

The Demand

Rising & More Complex Needs

Rising volume and complexity of needs, along with increasing **BEHAVIOURS/EXPRESSIONS** observed in community, hospital, and LTC settings



The Supply

Growing Care Gaps

Family Care Partners play a **CRUCIAL ROLE** struggle to access and coordinate the care system



Health Care Providers: an increasingly stretched **WORKFORCE**



DEMAND for both embedded BSO leads and mobile BSO teams

GROWING and MORE COMPLEX NEEDS

COVID-19

worsened long-standing **CHALLENGES**, and added **NEW** ones

Wide-ranging disruptions to established routines that could worsen **BEHAVIOURS/EXPRESSIONS**



ISOLATION

Community services removed temporarily, unfamiliar workers, families/partners unable to visit

"In a period of rising and more complex needs, and care systems that struggled to meet demands even prior to the pandemic, the work of BSO and its readiness to take on the most complex challenges at individual, organizational, and system levels is all the more essential."

10 BEST PRACTICE RECOMMENDATIONS

- 1 Deliver Person-Centred Care
 - 2 Bolster interdisciplinary, interorganizational collaborations including care partners
 - 3 Support transitions
 - 4 Advance knowledge mobilization and capacity building
 - 5 Balance pharmacological & non-pharmacological approaches
 - 6 Use technology as an enabler
- From Health Care Providers**

- 7 Know and value the person
 - 8 Engage and support care partners
 - 9 Ensure access and continuity of care
 - 10 Start early
- From People with Lived Experience**