

## Building an Integrated Regional SGS Program

### NSM Behavioural Support System: New Year, New Name!

Over the years there have been various teams supporting older adults with cognitive impairment and responsive behaviours in the North Simcoe Muskoka (NSM) region. You may have heard the terms 'Mobile Support Team', 'Behaviour Intervention Response Team (BIRT)' and 'Behaviour Support Service'.

With the launch of the NSM Specialized Geriatric Services (SGS) program, these behaviour resources have been redesigned into one awesome team! The team is moving away from individual names and will be known as the **NSM Behavioural Support System (BSS)**. One team, a single referral form and a new name!



### New Funding for BSS

Through the provincial Behaviour Supports Ontario initiative, and as part of the Ontario Dementia Strategy, the NSM BSS is receiving an additional \$552,699 in base funding! On an ongoing basis, funds will increase the number of RN and RPN resources within the BSS

team to better support NSM long-term care homes and residents. Between January-March 2018, one-time funds will be used to support education and project work.

### The NSM SGS Program Continues to Grow!

Psychogeriatric Resource Consultants (PRC) from Collingwood General & Marine Hospital transferred to the SGS program, becoming official (and important!) members of the SGS program on October 1, 2017. The team would like to welcome Debbie Lashbrook, Maureen O'Connell and Kim Simpson to the SGS team!

In October 2017 the Orillia Soldiers' Memorial Hospital (OSMH) and Waypoint Centre for Mental Health Care, lead agency for the NSM SGS program, submitted a business case to the NSM LHIN for the voluntary integration of the Integrated Regional Falls Program (IRFP). This integration would result in the transfer of the leadership of the IRFP from OSMH to Waypoint to continue to build a single integrated regional program for seniors who are frail and their caregivers. We are pleased to report that the NSM LHIN Board supported the proposed integration! The NSM IRFP will become part of the NSM SGS program on April 1, 2018.

### Innovation & Partnership at it's Best!

Under the leadership of the NSM LHIN, the SGS team participated in a submission to the Ministry for the Seniors at Home funding initiative. The submission was successful! Effective December 2017, a BSS clinician will partner with the County of Simcoe, LOFT and Simcoe Terrace Retirement Home in Barrie to support the care needs of Alternate Level of Care (ALC) patients with responsive behaviours transitioning from hospital to Simcoe Terrace for supportive housing. This will help individuals receive the right care, in the right place from the right providers.

## Building an Integrated Regional SGS Program (cont'd)

### Quality Framework 2018-2020 Endorsed!

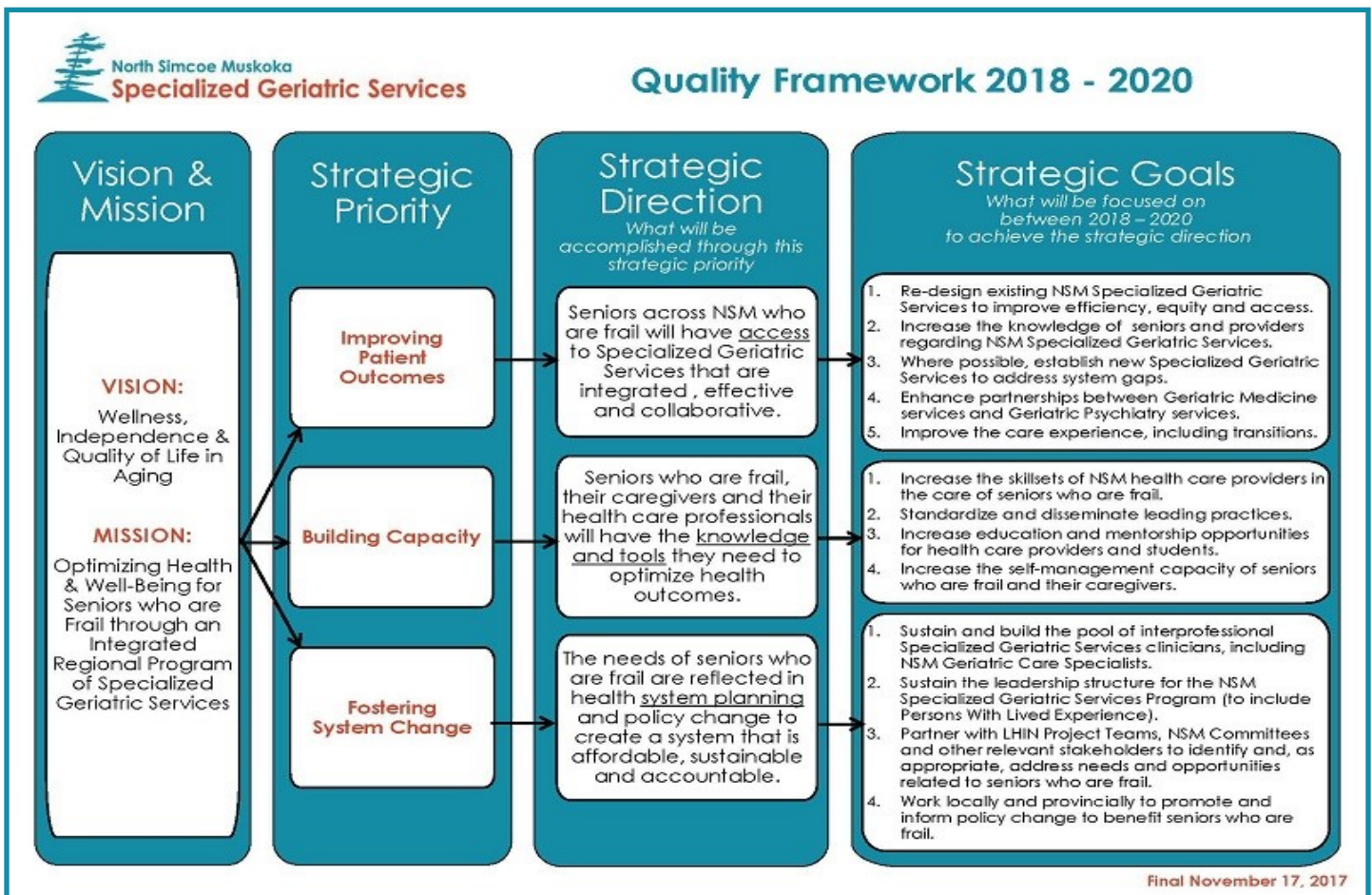
Planning and work within the NSM SGS program has been guided by a Quality Framework for the past three years. Over the last several months consultation has occurred to review and revise the framework.

The NSM SGS program is pleased to report the 2018-2020 Quality Framework was endorsed by the NSM Seniors Health Project Team on November 17, 2017. This framework will guide the strategic directions of the program over the coming years to ensure we continue to improve the care provided to seniors who are frail in the NSM region and their caregivers.

## Committee Structure Changes

Prior to the inception of the NSM SGS program, many committees were put in place to support work in the region related to seniors who are frail and their caregivers. To reduce duplication and meeting time, some committees will be disbanded when their work is complete; committees will be collapsed when their work aligns; and the frequency of committee meetings will be reduced where possible in the coming year.

Thanks to all partners who have supported the work to date and we look forward to ongoing collaboration! Watch for further information on committee structure changes in future newsletters.



## Good News Stories

### The BSS Team - A Success Story!

A recent success story we wanted to share, was of an elderly woman admitted to long-term care after being cared for in hospital over a three year period. During her time in hospital, her health care team helped manage her behaviours and support her needs. That team also developed and implemented a care plan to support her transition to long-term care.

As can occur during a transition as a result of changing environment and staff, the woman's behaviours increased, and the long-term care home's staff was faced with responsive behaviours, including refusal of personal care. This created a difficult environment for the woman, her co-residents and staff. Seeking additional support, the home made a referral to the BSS team.

The BSS team spent time observing the resident and patterning her behaviours. They identified triggers tied to pain, meals, continence and sleep patterns. The BSS team implemented a variety of strategies, including strategies from the hospital care plan. They incorporated doll therapy and collaborated with LTCH staff to ensure appropriate pain management throughout the day. The team also extended the coaching phase of LTCH staff to 4 weeks to improve staff knowledge and comfort.

The BSS team's collaboration with the LTCH staff resulted in a significant reduction in responsive behaviours, as well as rapport building between staff and the resident. As a result of changes in the care plan, target behaviours were reduced from 61 documented behaviours in the 4 weeks prior to BSS involvement, to just 6 behaviours following.

Implementing a consistent routine and care approach can promote dignity and have a positive impact on a person's quality of life by reducing responsive behaviours, increasing staff

confidence and building positive relationships between individuals and their health service providers.

The team is hoping to have a long list of stories just like this one as they continue to change processes, gain new knowledge and implement new strategies.

### 2017 Waypoint Celebration of Excellence

Waypoint's Excellence and Core Value Awards are an opportunity to thank Waypoint staff for their willingness to serve, and live the Waypoint values by demonstrating excellence in caring, respect, accountability and innovation as well as patient safety, collaboration, leadership psychological health, safety, wellness and team work.

Congratulations to Nancy Hooper, a Community Clinician with the BSS team who won the leadership award this year! Nancy was nominated by Annalee King and Tamara Nowak-Lennard.

Since joining the BSS team in the spring, Nancy has been a key resource to the team, providing leadership to advance the community service and improve the quality of care for seniors, their caregivers and health service providers.



L-R: Annalee King, Nancy Hooper, Tamara Nowak-Lennard



## Provincial Updates

### Ministry of Health & Long-Term Care Dementia Strategy

The SGS program and our NSM care partners, play key roles in implementing the Ministry’s dementia strategy throughout North Simcoe Muskoka. The premise of the strategy is that everyone living with dementia in Ontario, their families and their care partners need the right supports, funding and tools in place to make informed decisions about care.

Highlights of the strategy include:

- Increasing access to adult day programs for people with dementia and additional hours of care and transportation to help people travel to their local program location.
- Enhancing caregiver respite services, both in-home or overnight, so that caregivers can schedule breaks for rest, family commitments or other priorities.
- Expanding behavioural supports, which are tools and techniques used to address

- behavioural symptoms of dementia, in all long-term care homes and providing similar support at home and in the community.
- Improving the coordination of care, including building strong partnerships between primary, specialist and community care providers that are critical to help people with dementia live well.
- Continuing to invest in health care providers’ education with in-person, educational resources and public awareness about the signs and symptoms of dementia to support geriatric care.
- Raising awareness about dementia risk factors and reducing stigma through targeted public awareness campaigns to inform and educate people in Ontario about dementia and how to maintain a healthy brain.

The Dementia Strategy key investments schematic is shown below which highlights where the Ministry will be focusing resources in their effort to ensure successful implementation of the strategy.



## NSM Partner Updates



### First Link® Expands in North Simcoe Muskoka

Enhancing the care of seniors is key to the NSM LHIN's overall Senior Strategy of which NSM SGS is a component. We have exciting news to share for families and providers that have accessed the First Link® services offered by the Alzheimer Societies in our area. On November 28<sup>th</sup>, the Ministry of Health and Long-Term Care announced that the government was investing \$8.15M over three years to enhance the First Link® program as part of Ontario's Dementia Strategy.

First Link® has been in place in Simcoe County and Muskoka since 2008 with funding support from the North Simcoe Muskoka LHIN. It is a direct referral and early intervention program that links the person living with dementia, and care partners to coordinated learning, services and support from the point of diagnosis and throughout the continuum of the disease. First Link® provides individuals recently diagnosed with Alzheimer's disease and other dementias with comprehensive and coordinated services by identifying and reaching out to them as early as possible in the disease process.

This new funding will help local Alzheimer Societies enhance the critical role that First Link® plays in ensuring people living with dementia and their care partners are connected to the support, services and resources they need.

The Alzheimer Society of Ontario has been working closely with partners at the Ministry of Health and Long-Term Care and local Alzheimer Societies over the past few months toward the implementation of this important investment. It is exciting to note that the Alzheimer Society of Simcoe County (ASSC) will be part of Year 1 of the staged roll-out of funding across the province. The ASSC has already hired its new First

Link® Care Navigator. Michelle Menecola commenced this position on December 4<sup>th</sup>. Michelle has been working as a Family Support Coordinator for the local Alzheimer Society since January 2016. She is already familiar with the Society's programs and services, as well as resources available in our community to support persons living with dementia and care partners. Michelle will be the first point of contact for new clients, and will coordinate and integrate supports and services around them based on their needs and goals.

Anyone can make a First Link® referral to the Alzheimer Society of Simcoe County by contacting the office at 705-722-1066 or 1-800-265-5391, or by completing and faxing the First Link® referral form available on their website at [www.alzheimer.ca/simcoecounty](http://www.alzheimer.ca/simcoecounty). Self-referrals are welcome. To make a First Link® referral to the Alzheimer Society of Muskoka, call 705-645-5621 or 1-800-605-2075.

## Upcoming Events

### GPA® Certified Coach Training Workshop -

January 24<sup>th</sup> and 25<sup>th</sup> - Monte Carlo Inn, Barrie. This is the first time NSM staff do not have to travel outside the LHIN to attend this training. For further information, please visit <https://www.ageinc.ca/>

### Positive Approach™ to Care Trainer

**Certification Course** – a collaboration with Teepa Snow team - February 12<sup>th</sup> and 13<sup>th</sup>. For more information contact [tnowak-lennard@nsmsgsgs.ca](mailto:tnowak-lennard@nsmsgsgs.ca).

### NSM Dementia Network's Spring Forum -

Wednesday, May 30<sup>th</sup> - NSM LHIN office, Orillia. For more information contact [zina@wendatprograms.com](mailto:zina@wendatprograms.com).

To view other upcoming events please visit [www.nsmsgsgs.ca](http://www.nsmsgsgs.ca). [nsmsgsgs.ca/event](http://nsmsgsgs.ca/event)



### SGS Highlights: October—December 2017

- **October 2017** – The three Psychogeriatric Resource Consultants (PRC) from Collingwood General & Marine Hospital transition to the NSM SGS program.
- **October 2017** – Leadership for the NSM Geriatric Nurse Practitioner Community of Practice transitions from the NSM LHIN to NSM SGS.
- **November 2017** - A proposal is submitted to the LHIN in a response to an Improving Access to Interprofessional Primary Care Request for Information (RFI) to support the development of SGS -primary care collaboratives across the NSM region.
- **November 2017** – The NSM LHIN Board supports the voluntary integration submitted by Waypoint and OSMH to transition the NSM Integrated Regional Falls Program to the NSM SGS program effective April 1, 2017.
- **November 2017** – The SGS 2018-2020 Quality Framework is endorsed by the NSM Seniors Health Project Team.
- **November 2017** - All BSS staff are trained on computer-based videoconference technology (OTN/PCVC) to improve team communication, provide better access to SGS education and reduce time and costs associated with regional travel.
- **November 2017** - In partnership with the LHIN, a presentation is prepared for the NSM Seniors Health Project Team related to the November release of the Ontario Action Plan for Seniors: Aging with Confidence.
- **December 2017** – Funding is received for an innovative project between Simcoe Terrace Retirement Home in Barrie, the County of Simcoe, LOFT, and the NSM SGS program to transition Alternate Level of Care patients requiring housing and support for responsive behaviours from NSM hospitals to the community.
- **December 2017** – The NSM BSS receives an additional \$552,699 in base funding to expand the BSS team through the Behaviour Supports Ontario funding initiative.

### Unsubscribe

NSM SGS appreciates the opportunity to share what's happening in our program, along with the great things going on with our provincial and North Simcoe Muskoka care partners.

We will be sad to see you go; however, if you no longer wish to receive the NSM SGS newsletter, please email [SGS Communications](mailto:SGS.Communications@nsmsgsgs.ca).

Thanks! If you'd rather just follow us on our website, please visit [www.nsmsgsgs.ca](http://www.nsmsgsgs.ca) .

