

Long-Term Care Behavioural Support Outreach Team (LTC BSOT)

Background

The Toronto Central Local Health Integration Network (TC LHIN) has appointed Baycrest as the health service provider accountable for leading the implementation of the Behavioural Supports for Seniors Program (BSSP), which is part of the TC LHIN Behavioural Support Ontario (BSO) Action Plan.

One key component of this plan is the deployment of a Long-Term Care Behavioural Support Outreach Team (LTC BSOT), which is comprised of a team with an advanced practice nurse (APN), seven registered nurses (RNs) and 12 personal support workers (PSWs).

Structure and alignment

Two mobile teams of RNs and PSWs will serve the east and west geographical areas of the TCLHIN.

Functions

The system and priority areas identified for the LTC BSOT include:

- Transitions to and from Long-Term Care Homes (LTCH) and specialty psychogeriatric beds (CASS), Transitional Behavioural Support Unit (T BSU), and acute care hospitals.
- Long-Term Care home capacity building and training.

The primary role of the LTC BSOT is to model different approaches and techniques to interacting with and caring for older residents with responsive behaviours and to facilitate capacity building and a behaviour support model in each LTCH. The LTC BSOT will provide:

- Transitional support
- Post crisis support
- Family education and support
- Collaborative consultation and assessment with
 - Geriatric Mental Health Outreach teams, (GMHOTs)
 - Psychogeriatric Resource Consultants (PRCs)
 - Nurse Led Outreach teams (NLOTs), etc.
- Support and coaching to develop, implement and evaluate care plans

Access and referrals

The LTCBSOT will respond to case-by-case requests from GMHOTs, PRCs, NLOTs and LTCHs for assistance with residents who present with unmanageable behaviours.

For referrals coming from LTCH, the expectation is the following has occurred prior to referral:

- Medical issues influencing behaviours have been ruled out. EMNS (Emergency Medical Nurse Services) or NLOT has been called to do a medical work-up.
- Other behavioural management resource services have been trialed and deemed unsuccessful
 - Long-Term Care Home Behavioural Support Team (internal)
 - Geriatric Mental Health Outreach teams (GMHOT)
 - Psychogeriatric Resource Consultants (PRC)

For information on the Long-Term Care Behavioural Support Outreach Team:

Information line: 416-785-2500 ext. 2005

E-mail: behaviouralsupport@baycrest.org

Fax: 647-788-4883