



“Geriatric Psychiatry Dementia Behavioural Support Team at the Ottawa Hospital (TOH): Looking Back, Moving Forward”

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“Looking Back”- Introducing Dementia Care to Acute Care 2013-2015

- **Identifying & building the community program relationships**
- **Building the pilot program**
- **Hiring the staff**
- **How to collect the reportable data- review, revise!!**
- **Quick strategies for acute care**
- **GPA certification for staff**



**AND STILL WE DID NOT GET EVERYTHING
IDENTIFIED!**

“Looking Back- **536** New Consults!”

Oct 2013- March 2015

- Piloted the program.
- Communication - multimedia - internal
- Completed **144 new consults** Oct 2013–Mar 2014
- Completed abstracts with acceptance to regional conference



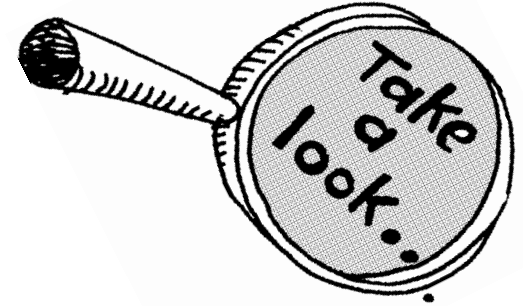
Apr. 2013- March 2014

- Completed **392 new consults** Apr 2014 - Feb 2015
- Completed abstracts with acceptance to national, provincial & regional conferences

Resources Designed/ Program Enhancements

Improving the Patient Experience

- Business cards
- New Program Brochure for bedside
- Improved D/C referrals to supporting BSO programs



Program Enhancements

- Lists of Community contacts revised and circulated
- Re-introductions into the ED, GEM etc.
- Re-design of assessment/charting documents- online
- New trial with Dragon voice recording summaries
- ***Standardized Care Plan- "Agitation/ Aggression"***



Moving Forward @ TOH

Reviewing the Program - QIP Model

Internal Survey stakeholder designed and completed

- 62% felt it helped to reduce LOS
- 81% felt recommendations were “excellent”
- 89% felt this service enhanced care

Learning Points- Qualitative

- Felt they could have benefited from more F/U
- Liked the nurse to team behaviour modeling
- Felt some recs were ‘obvious’ or simple?



Moving Forward @ TOH

External Survey: In progress

- GPCSO; GP BSO-LTC
- GP BSO- The Royal
- Selected Destinations: LTC; Retirement Homes
- Elizabeth Bruyere- Restorative Care



TOH Future Steps



- **Capacity can outstrip manpower**
 - Need casual nursing FTE
 - Need ↑ Geriatric Psychiatry
- **Transitions in Care can be strengthened**
 - Suggest quicker way to disseminate patient information on D/C
- **Building standardized care plans online that can be individualized**
- **Ensuring positive growth in online building of care recs**
- **Dissemination to other hospitals**
- **GPA Training within.**

Questions ?

“Every 4 minutes there is a new case of dementia in Canada”

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