

Inspired by research. Driven by compassion. Inspiré par la recherche. Guidé par la compassion.

THE OTTAWA HOSPITAL GERIATRIC PSYCHIATRY BEHAVIOURAL SUPPORT TEAM: PRACTICAL ASPECTS OF MANAGING BEHAVIORAL DISTURBANCE OF OLDER ADULTS ADMITTED TO ACUTE CARE

SFH SYMPOSIUM
NOVEMBER 2017

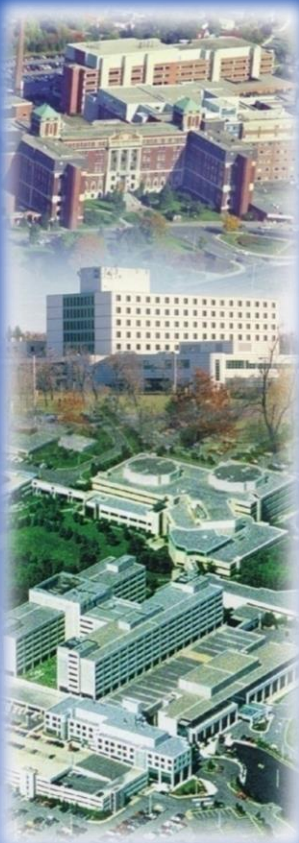


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The Ottawa Hospital



- 1197 in-patient beds
 - ✓ Geriatric Medicine Unit
 - ✓ Geriatric Medicine Consult Team
 - ✓ Geriatric Psychiatry Behavioural Support Team
 - ✓ Geriatric Emergency Management
- Regional Geriatric Program of Eastern Ontario
- Geriatric Medicine Ambulatory Services & Day Hospital

DEMENTIA PATIENTS ADMITTED TO ACUTE CARE

- Increased use of the ED
- Increased admissions to hospital
- Complex clinical needs
- Difficult transitions



- ✓ Profound impact
- ✓ Poor outcomes

CURRENT STATE OF ACUTE HOSPITALS

- LOS 2-3 x longer with dementia
- Majority do not have diagnosis
- No consistent assessment of physical, mental health & social needs
- 94% of hospitals have no dementia care pathways
- High rate of anti-psychotic use
- Environments are not dementia patient friendly
- Staff lack dementia care training/education

Ireland Audit 2014

CHALLENGE

*We need a
hospital based
solution.....*

- ✓ Diagnosis
- ✓ Assessment & screening
- ✓ Care strategies
- ✓ Education
- ✓ Patient & family centred approach
- ✓ Organizational support

BEHAVIOURAL SUPPORTS ONTARIO



A Framework for Care

Pillar 1: System Coordination & Management

Pillar 2: Integrated Service Delivery -
Intersectoral & Interdisciplinary

Pillar 3: Knowledgeable Care Team & Capacity
Building

THE OTTAWA HOSPITAL

GERIATRIC PSYCHIATRY BEHAVIORAL SUPPORT TEAM

- 2013: Funding for the first acute care BSO team
- Goals:
 - ✓ Reduced ED congestion & improved flow
 - ✓ Reduced hospital admissions
 - ✓ Reduced LOS in acute care
 - ✓ Reduced ALC days
 - ✓ Improved transitions
 - ✓ Improved patient & family experience

OUR TEAM...

- RN
 - 2.4 FTE
- Geriatric Psychiatrist
- Advanced Practice Nurse



GPBST

Target Population:

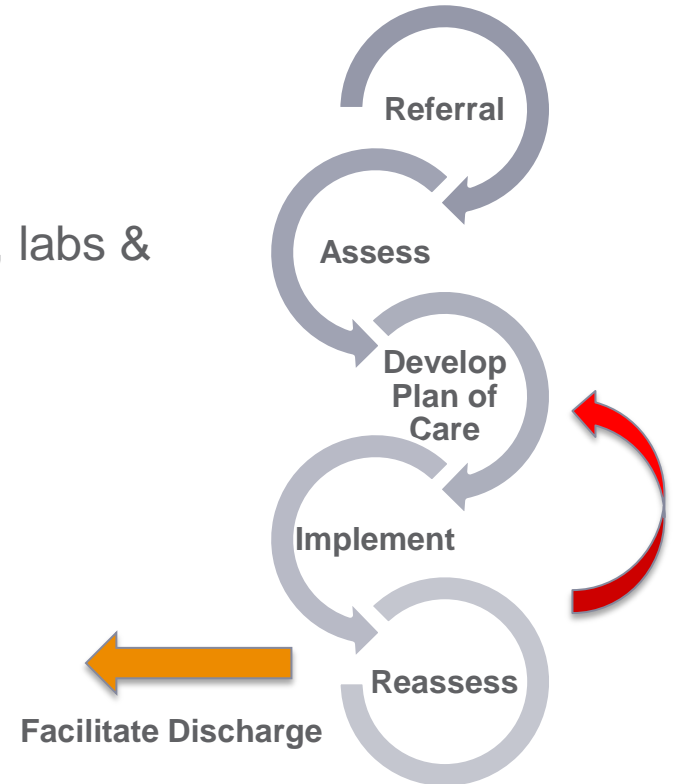
- Patients \geq age 65
- Diagnosed or suspected history of age-related dementia
- Demonstrate challenging or responsive behaviours

Focus:

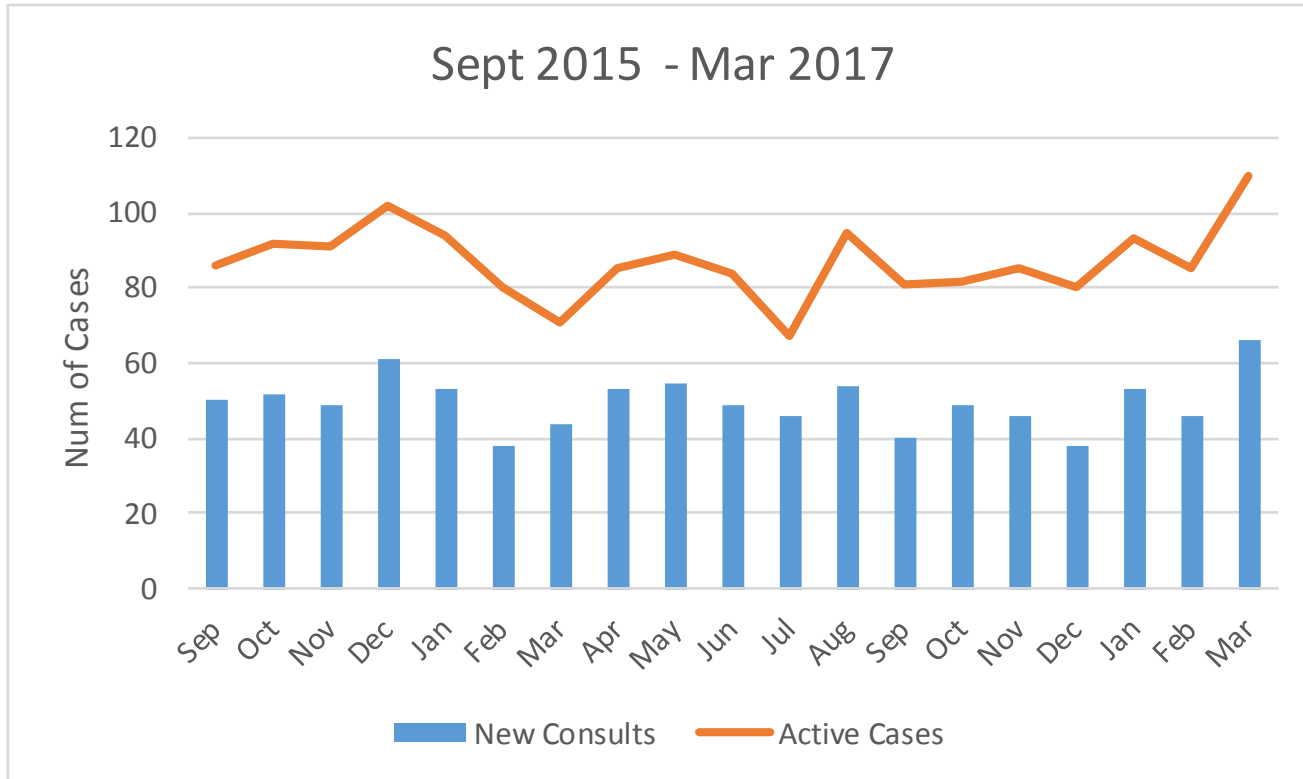
- Assessment of behaviour/ triggers
- Implementation of both non-pharmacological & pharmacological strategies as appropriate
- Ongoing monitoring & support
- Supporting transition back to the community

PROCESS

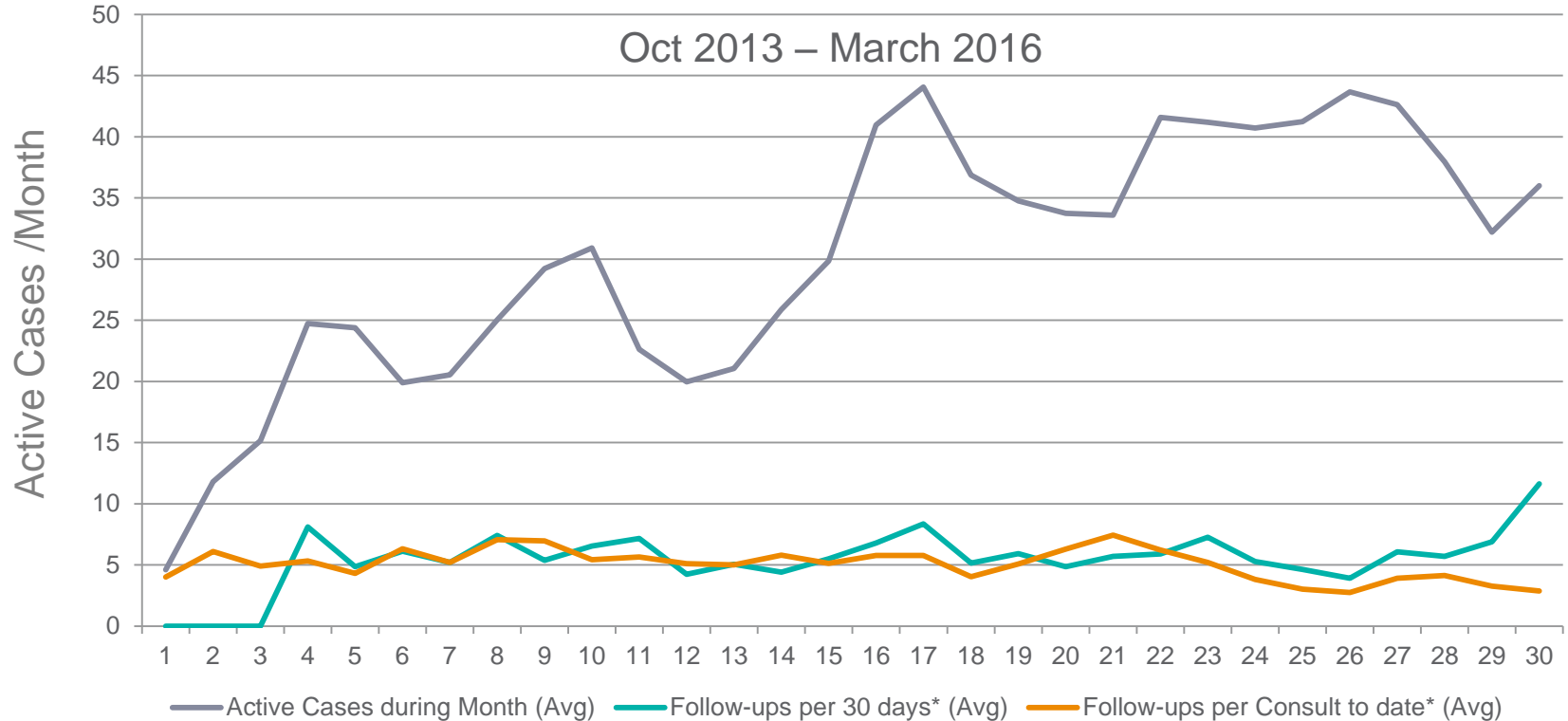
- Review referrals & triage
- Daily rounds
- Assessment:
 - Chart review: medications, medical history, labs & diagnostics
 - Physical exam & MSE
 - Identify red flags**
- Individualized care plan
- Follow-up
- Discharge planning



Number of New Consults & Active Cases per Month



Active Cases & Follow-ups per Consult



GPBST

Successes:

- Stakeholder support
- Integration into continuum of care
- Improved communication
- Improved transitions
- Increased capacity re: behavioural management



“ It (sic) helps support us through the stressful times & feel good about our management of difficult behaviours & medications provided”

PATIENTS & FAMILIES

“Our family is so grateful for the level of care you were able to give to my father. We know this wasn’t easy.”

“Thank you & your team so much for caring enough to probe & uncover how we can best care for my Mom. We are very grateful!”

“ Your assessment of my Mom’s condition & uncovering that she likely has Lewy Body Dementia as well, has helped our understand of the situation. It will help us better inform the other care providers involved in her care.”

“Your nurses are incredible.”

GPBST



Opportunities:

- Efficient use of resources
 - Focus on the ED
 - Targeting: code whites, physical & chemical restraints, med assist etc.
- Integration & alignment with Geriatrics services
- Use of data reporting
- Improving clinical care:
 - Pre-printing order set
 - Education modules
- Patient & family experience

CHAMPLAIN BSO EXPANSION

- October 2016 Champlain LHIN directed funding for expansion of the Acute Care BSO Program
 - ✓ Review & allocation of resources
 - ✓ Orientation for new RNs
 - ✓ Capacity building within acute care sector
 - ✓ Accountabilities: Targets, evaluation & reporting
 - ✓ Patient & Family Experience

CHAMPLAIN BSO EXPANSION

- Education:
 - Orientation for new BSO RNs
 - 19 educational events to 268 individuals across the LHIN
 - ✓ GPA for acute care
 - ✓ GPA Coach & Master Coach
 - ✓ P.I.E.C.E.S. (2)
 - ✓ DementiAbility
- Regional BSO Workshop
- Developed Regional & Provincial Performance Indicators
- Acute Care resource library for each site
- Integration of Patient & Family Experience
- Sustainability plan: Program planning & clinical support

SUMMARY

- Hospital based solution
- Clear process & accountability
- Organizational support for success
- Interdisciplinary approach that integrates assessment & management of both the mind & body
- Enhanced communication before, during & after admission
- Education strategy & sustainability plan are key
- Regionalization

QUESTIONS?



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