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Enhancing Mental Health Seniors' Services in Erie St. Clair Erie St. Clair LHIN Behavioural Support in Ontario Project

Twenty percent of Ontarians face challenges with mental health and addictions problems during their life. This percentage rises as we age due to an increase in dementia, responsive behaviours, and other neurological conditions. To address this challenge, the province has launched the Behavioural Support in Ontario (BSO) Project to enhance services and improve the quality of life for elderly Ontarians with mental health challenges living in the community, long-term care (LTC), or designated as Alternate Level of Care.

As part of this project, the Erie St. Clair LHIN (ESC LHIN) has created a Responsive Behaviours Action Plan which includes the development of 39 new jobs to provide clinical interventions for older adults. The Action Plan, endorsed by the Ministry of Health and Long-Term Care, looks to redesign our local mental health system to ensure that resources and services are properly aligned to meet the needs of older adults with responsive behaviours as well as their caregivers.

*Responsive behaviours includes:
verbal and physical aggression,
anxiety, relentless exit seeking,
and resistance to care.*

The Action Plan is guided by an overarching Client Value Statement – “I am a unique individual, worthy of respect, dignity and quality care”. This includes key elements such as:

- Develop five LTC lead homes by hiring and training core team members
 - 12 Registered Nurses or Registered Practical Nurses
 - 18 Personal Support Workers
- Develop broader communications and LTC county-specific collaborative groups
- Hire three System Navigators to work at the Alzheimer's Society Chatham-Kent, the lead community agency, and at the Windsor-Essex and Sarnia-Lambton Alzheimer Chapters. They will work in partnership with existing CCAC Case Managers
- Hire a new CCAC specialized Case Manager in Windsor/Essex to focus on ALC patients with responsive behaviours at the Windsor/Essex hospitals
- Hire a LHIN-wide Knowledge Exchange Coach to aid in the continuous education, training and quality improvement processes
- Hire three additional Psycho Geriatric Resource Consultants to enhance the three existing Geriatric Mental Health Outreach Teams (CMHA Lambton Kent, CKHA, and Windsor Regional Hospital). In addition, the teams will be enhanced through training and partnership agreements with the three Client Intervention Programs based at Lambton Elderly Outreach, Family Service Kent, and Citizen Advocacy

*The three System Navigators will
be the “guardian angels” for
caregivers of older adults with
responsive behaviours.*



Erie St. Clair LHIN HEALTH CARE UPDATE

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The plan is already seeing successes; Windsor Regional Hospital recently implemented a voluntary amalgamation of the Older Adults Mental Health Program with the Geriatric Mental Health Outreach Team. The new team has 9 job positions and a more streamlined, coordinated approach towards serving older adults with responsive behaviours in the Windsor/Essex community.

BSO is an ambitious project that seeks to significantly improve mental health services across Erie St. Clair, reduce Alternate Level of Care rates in our hospitals, and improve patient flow across the system. Thanks to the dedication, hard work, and passion of our health service providers, BSO is well underway to improving the lives of seniors, caregivers, and family members by offering better options for care.

Over the next few editions of the LHINfo Minute, we'll be providing additional details about each of these activities. For more information about mental health activities in Erie St. Clair, please visit: www.eriestclairhin.on.ca.

About the ESC LHIN

The Erie St. Clair LHIN is a Ministry of Health and Long-Term Care agency that plans and pays for health care services totalling a billion dollars a year in our region alone – everything from hospitals to Meals on Wheels.

The Erie St. Clair LHIN strives to make the health care system better by understanding and responding to local needs and by getting services to work together more efficiently. That's how we'll all get better health care while saving money and making the system sustainable for our children and grandchildren.