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**INTEROFFICE MEMORANDUM**

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**TO:** BERNIE BLAIS, (CHIEF EXECUTIVE OFFICER, NORTH SIMCOE MUSKOKA LHIN)

**FROM:** DR. KEN LE CLAIR, JULIA BAXTER, (COP CO-LEADS) AND SARAH CLARK (COP KNOWLEDGE BROKER)

**SUBJECT:** BACKGROUND AND NOTICE OF UPCOMING BSS REGIONAL CONVERSATIONS SPONSORED BY SHRTN COMMUNITY OF PRACTICE (COP) COLLABORATIVE

**DATE:** 9/22/2011

**CC:** CHRISTINE BROWN, CHERYL FABER, DAVID HARVEY, MEGAN HARRIS, MATT SNYDER, DONNA CRIPPS, JENNIE PICKARD, SHANNON BRETT, SUSAN FRENCH, KEN LE CLAIR, JULIA BAXTER

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**Seniors Mental Health, Addictions & Behavioural Issues Community of Practice**

With the support of the Seniors Health Research Transfer Network (SHRTN), the Alzheimer Knowledge Exchange (AKE) and Ontario Research Coalition (ORC), a Community of Practice (CoP) focused on seniors with mental illness, addictions and behavioural issues was created in 2006. The foundation of the CoP was Ontario's more than 50 community-based geriatric mental health outreach teams. The priority for the CoP has been to build leadership capacity while creating learning and knowledge transfer opportunities focused on building a better system of care for affected seniors, their families and care providers spanning a full continuum of services and sectors.

**Contribution to BSO Phase One**

Targeted provincial CoP activities have been held to strengthen the engagement of geriatric psychiatry and addiction service leaders and key system partners across Ontario by developing a provincially aligned – regional approach to collaboration and action. Our recent activities have focused on Behavioural Support Systems (BSS) for seniors who exhibit behaviours associated with complex and challenging mental health, addictions, dementia or other neurological conditions. With regard to behavioural support systems the group acknowledged that funders, policy makers and practice leaders were looking for guidance, best practices, synergy and innovations to support meaningful change in their communities.

In the summer of 2010, champions from across the province hosted and facilitated provincially linked and locally driven BSS conversation using quality improvement approaches. These conversations enabled local stakeholders to:

- Begin to build a network of local champions across disciplines and sectors committed to improving care for this population and their caregivers
- Learn and apply process mapping processes to begin to analyze their local systems and identify areas for improvement

- Increase their awareness and understanding of BSO and begin to think about how the BSS Framework for Care could be translated into their local context

The outcomes of these conversations informed the ongoing work of the BSO project during its first developmental phase.

## **Contribution to BSO Phase Two**

### Upcoming Local Conversations

This fall, with the support of Health Quality Ontario, members of the Mental Health, Addictions and Behavioural Issues CoP from across the province are coming together again to help continue these conversations. These champions will provide the facilitation and leadership to host provincially aligned regional forums to:

- Increase local awareness and engagement of the Behavioural Supports Ontario (BSO) initiative and the Behavioural Support System Framework
- Learn and apply quality improvement strategies to explore current behavioural support systems
- Highlight and surface “good things” at the point of care and at the service system level relevant to behavioural support systems
- Create interactive exchange experiences *to think creatively and differently* about practice, partnership, capacity building, collaboration and integration
- Meaningfully contribute to and inform ongoing planning and design activities in each LHIN
- Enable regional BSS network development
- Provide an opportunity for local or district contextualization of:
  - BSS Framework for Care
  - Value Stream Mapping activities and outcomes

These forums are examples of innovative opportunities to discuss aspects and approaches to enhanced behavioural support systems. The half-day event will utilize both in-person and online meeting processes including:

- *Provincial alignment:* linkage of all the community conversations happening across the province at the same time together via online and teleconference technology to enable participants to gain awareness and understanding of BSO provincial context and updates.

- *Local contextualization*: regional change champions will facilitate an in-person learning approach to the application of quality improvement processes (e.g. system analysis) within the local context of behavioural support services

These provincially linked- regionally held forums are scheduled for the following repeated dates:

- Tuesday September 27th 9am- 1 pm
- Friday September 30th 9am - 1 pm
- Tuesday October 4th 12 pm-4pm

Regional champions will select a date from above, a venue and identify and recruit key local stakeholders with interest and experience related to the need for improved behavioural support systems to participate in a regionally held forum.

### Alignment and Linkages

The goal of these local conversations is to contribute to and inform the broad BSS conversation. The leads of this CoP created a standard memo for regional facilitators to send to their LHINs at the beginning of September. This memo provided background and contextual information to open the door for increased collaboration going forward. Consistent content has been provided across the region, with flexibility to contextualize this content as needed.

Outcomes from these conversations will be shared in October in two ways

1. The regional leads will connect with the local LHIN BSO leads and provide them with information regarding their discussion which can inform implementation of the LHIN action plans and highlight target initiatives that could be leverage. Participation lists will also be shared to enable LHIN BSO leads to continue to build and develop local BSS networks.
2. The CoP leads will compile a provincial summary with an at-a-glance look at the outcomes across all regions, with suggestions on how those outcomes support ongoing BSO work at a provincial level.

We welcome any questions, comments, suggestions and/or ideas you may have – please contact any of us to speak further. Thank you in advance for your support!

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