



Minister's Medal Honouring Excellence in Health Quality and Safety

Team-based Honour Roll

HNHB Behavioural Supports Ontario (BSO) Hospital Clinical Leader Program

As part of the Hamilton Niagara Haldimand Brant LHIN Behavioural BSO Strategy, the innovative BSO Clinical Leader role was introduced to hospitals across the LHIN. Hospitals can be an unsettling place for many patients with cognitive impairment who are unwell. Some of these patients may display 'responsive' behaviours to their environment – behaviours such as yelling, agitation, hitting, or wandering that can be difficult for caregivers and healthcare providers to manage. BSO Clinical Leaders work collaboratively with patients with responsive behaviours, their families, and hospital staff to facilitate timely discharge for these patients to more appropriate care settings. BSO Clinical Leaders are responsible for collaborating with patients and families to understand the patient's social history, their likes and dislikes, and their habits. Patient information is used by the BSO Clinical Leaders to develop tailored interventions and a behavioural care plan for the patient that also helps educate family members, caregivers, and health care providers. Building capacity among staff and identifying improvement initiatives are also key components of the program.

The BSO Clinical Leader role has had an impact on patient experience and system outcomes. In 2015-16, two BSO Clinical Leaders were able to reduce acute length of stay for patients with responsive behaviours, as well as successfully divert patients from having to enter behavioural assessment units or long-term care homes, enabling them to go back to the community instead. With the addition of a third BSO Clinical Leader, more improvements are anticipated in 2016-17.

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*The information provided above is taken directly from 2016 Minister's Medal applications –
Facts and information herein have been updated in 2016 but have not been verified for accuracy.*