

## Behavioural Support Teams - FAQ

### ***What are Behavioural Support Teams?***

In late 2018 the Shared Care Committee provided funding to the Nanaimo Division of Family Practice to pilot a Behavioural Support Team (BeST) approach to support patients with challenging Behavioural and Psychological Symptoms of Dementia (BPSD).

Working in partnership with Family Physicians, Specialists, Island Health MHSU, and Long-Term Care centres in Nanaimo, this project aims to create in-house Behavioural Support Teams to support dementia patients in residential care.

### ***Why are Behavioural Support Teams needed?***

A persistent lack of Geri-psychiatric resources in Nanaimo has resulted in dementia patients in Long Term Care (LTC) facilities facing long wait times (3 – 6 month) for psychiatric consultation. A lack of standardized processes and documentation between Specialists, Physicians and health care professionals exacerbated this situation, compromising referral follow up and/or effective behaviour management. The scarcity of Psychiatric resources and implications on wellbeing of patients in Long Term Care facilities due to those gaps described above is a serious and growing concern amongst all stakeholders including Physicians; Specialists; allied health professionals; and Island Health.

### ***How do Behavioral Support Teams work?***

The project leverages the existing provincial P.I.E.C.E.S. approach to dementia management to support the process change. P.I.E.C.E.S. stands for Physical, Intellectual, Emotional, Capabilities, Environment and Social factors. BeST members (including MRPs) will be trained to assess residents in each of the P.I.E.C.E.S areas. As a result, they will be better equipped to manage the challenging behaviours of dementia patients without the use of medication, wherever possible. The P.I.E.C.E.S. program is supported by Island Health and is used by the Geriatric Specialty Services teams in Nanaimo. Using existing methodologies accepted and in operational use by Island Health will enhance continuity and spread of practice.

### ***What will the BeST project achieve?***

Using the P.I.E.C.E.S framework, and developing existing Health Authority referral documents and processes, the project aims to implement a standardized behavioral management approach to dementia patients in long term care in order to:

- Improve and standardize pre and post referral processes:
- Develop facility-based teams
- Improve communication between facility staff; Family Physicians, Allied Health Professionals, and Specialists

### ***What does success look like?***

- Reduction of the amount of inappropriate referral to Psychiatric services and therefore prioritize urgent referrals.
- Improvement in patient outcomes by:
  - reducing the prescribing of inappropriate anti-psychotic medications
  - Improving functional wellbeing for patients (improved or remained independent in mid-loss ADL)

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