

# Behavioural Support Outreach Team ED (BSOT-ED) Program

The Behavioural Support Outreach Team-Emergency Department (BSOT-ED) program works in partnership with Behaviour Support Ontario (BSO) services led by Baycrest Health Sciences. The BSOT-ED program connects patients and families with the broader BSO programs in addition to responding to ED referrals.

BSOT-ED provides in-home behaviour assessment and interventions for patients recently discharged from ED or in-patient units within Toronto Central. Our team, consisting of Nurse Practitioners and Clinical Nurse Specialists, conducts rapid in-home assessments and follow-up for patients with dementia and responsive behaviors within 1-3 business days of referral. The goal is to reduce unnecessary emergency department visits and hospital admissions.

The BSOT-ED program works closely with Geriatric Emergency Management nurses and others in the ED to facilitate timely follow-up in the community. We work closely with Primary Care and community care coordinators to address multiple needs including access to primary care and home supports.

## Patient Eligibility

Primary concern: dementia and responsive behaviours:

- Recently discharged from a Toronto Central ED or hospital in-patient unit
- Suspected or confirmed diagnosis of dementia
- Medically and psychiatrically stable at discharge
- Age 55 years or older (exceptions for younger ages based on geriatric presentation)
- Patient/SDM consents to service
- Resides in the Toronto Central region

## Exclusion Criteria

- Primary concern is severe, persistent mental illness and/or substance abuse issues



## What to Expect from the BSOT-ED Program

- Follow-up within 1-3 business days upon receipt of the ED referral
- A behavioural assessment with interventions intended to support patients and care partners to manage behaviours related to dementia
- Communication with Primary Care and the Home and Community Care Support Services Toronto Central Care Coordinator regarding any medical/ behavioural concerns
- An in-home medication reconciliation review
- Follow-up virtual and home visits for up to 8 weeks

## How to Make a Referral

Fax the completed [BSOT Common Referral Form](#) (along with any consult notes) to the BSOT Coordinating Office at 647-788-4883 or email the referral to: [behaviouralsupport@baycrest.org](mailto:behaviouralsupport@baycrest.org)

## Contact Information

If you have any questions regarding this service, please contact: **310-2222** • [ontariohealthathome.ca](http://ontariohealthathome.ca)