

Appendix A

Level 1 – Complex Case Consultation Guideline

Complex Case Resolution Criteria:

- Older adults with cognitive impairment and an associated responsive behaviour(s) who have utilized health care services within the NSM LHIN region.
- The responsive behaviour is delaying, or has the potential to delay the discharge and/or flow of the older adult through the system.
- The case requires cross sector collaboration and coordinated solutions.
- All known options have been explored and attempted (as appropriate) by the organization.
- There is identification by an organization leader that the case would benefit from the CCR.

✓ - Completed	Before calling for a Level 1 consultation, complete the following
<input type="checkbox"/>	Behaviour identified and an assessment of triggers has been completed. <ul style="list-style-type: none"> ○ Are there concerns with ongoing or worsening behaviours?
P _{PHYSICAL}	Rule out medical causes by physician / NP <ul style="list-style-type: none"> ○ Is there an infection – urinary or pneumonia? ○ Is the patient in pain? ○ Are there problems with vision, hearing, bladder or bowel? ○ Are basic needs met – need to use the bathroom / hungry / cold / thirsty / tired? ○ Is blood work normal? ○ Have there been new medications started? ○ Are levels within range?
I _{INTELLECTUAL}	<ul style="list-style-type: none"> ○ Does the patient have dementia or other cognitive impairment? ○ Is current status consistent with history or has there been a change?
E _{EMOTIONAL}	<ul style="list-style-type: none"> ○ Is the patient afraid/scared? ○ Is there depression or anxiety? ○ Is there a psychotic disorder (schizophrenia, paranoia)?
C _{CAPABILITIES}	<ul style="list-style-type: none"> ○ Consider changes in abilities related to aging or illness that may be triggering behaviour?
E _{ENVIRONMENT}	<ul style="list-style-type: none"> ○ Is there something in the environment triggering behaviour – noise, strangers, objects?
S _{SOCIAL}	<ul style="list-style-type: none"> ○ Are there triggers relating to the person's history, social status or culture? ○ Consider potential of past trauma triggering behaviour?
<input type="checkbox"/>	A plan to neutralize triggers and consequences of behaviour is in place and in use .
<input type="checkbox"/>	Consequences or results of the behaviour place the patient or others at risk for injury or harm?
<input type="checkbox"/>	All stakeholders have been engaged in plan of care (case conference completed)
<input type="checkbox"/>	Determination that individual is at risk of adverse outcomes/hospitalization OR if in hospital at risk of extended ALC LOS (Alternate Level of Care Length of Stay)

Have all appropriate External Resources been accessed?
C - Completed R - Referral Submitted N/A - not applicable

<input type="checkbox"/>	CCAC	<input type="checkbox"/>	PRC (Psychogeriatric Resource Consultant)
<input type="checkbox"/>	MST (Mobile Support Team – LTC or Community)	<input type="checkbox"/>	BIRT (Behavioural Intervention Response Team)
<input type="checkbox"/>	Wendat Seniors Social Work Services	<input type="checkbox"/>	Alzheimer’s Society
<input type="checkbox"/>	Wendat Transition Services	<input type="checkbox"/>	ABI (Acquired Brain Injury) Systems Navigator
<input type="checkbox"/>	GPOT (Geriatric Psychiatry Outreach Team)	<input type="checkbox"/>	Psychiatry
<input type="checkbox"/>	Geriatrician or Care of the Elderly Physician	<input type="checkbox"/>	NLOT (Nurse Led Outreach Team)
<input type="checkbox"/>	DSO (Developmental Services Ontario) Note: there is a separate complex case resolution process for this population	<input type="checkbox"/>	Other (specify) e.g. Pain & Palliative Care Network; Health Links

To initiate a Level 1 Complex Case Consultation the Primary Service Provider will:
 Contact the NSM Behaviour Manager - aking@waypointcentre.ca