

## ANSWER KEY

### BEFORE

BSO Mobile Team plans to come for a meeting with the staff and family members but the roads are closed due to bad weather. The meeting is delayed by 2 weeks. The staff spend extra time with Mr. Jones, coping as best they can.

BSO Social Worker from the Alzheimer Society plans to come for an in-person meeting with Mr. and Mrs. Jones but there's a flu outbreak so she cannot enter the home. The meeting is delayed 10 days. Everyone's stress level goes way up.

Mr. Jones becomes more and more agitated, and he's referred to a specialist at a hospital 90 minutes away. The staff takes plenty of time to prepare him for the trip. The trip takes a toll on both of them. Mrs. Jones is so tired that she cannot understand or remember what the doctor said.

Mr. Jones does not like to play games or socialize much. He spends lots of time sitting and he is despondent.

### AFTER

Within 2 days of referral, the BSO Mobile Team videoconferences with members of the care team at the LTCH. They discuss strategies to try. 3 days later they meet again to discuss small improvements Mr. Jones has made.

BSO Social Worker from the Alzheimer Society meets by videoconference with Mrs. Jones and their daughter when they are visiting the LTCH. She also offers a short just-in-time learning session for the staff. Everyone's stress level is lower because they have some strategies.

Mr. Jones becomes more and more agitated over time, and he is referred to a specialist. With the support of the care team at the LTCH, the doctor does an assessment, discusses the situation with Mrs. Jones, and changes medications. Mrs. Jones is very pleased with this dr visit.

Together with his wife, Mr. Jones takes part in a chair exercise program offered by videoconference 3 times a week. Both their moods improve.