



# SeeMe™

## Understanding frailty together.

# Developing a Centre of Excellence in Frailty-Informed Care

By Andrea Liu, Coordinator- Centre of Excellence and Interprofessional Clinics

Introducing Perley Rideau's very own frailty-informed care framework: *SeeMe: Understanding Frailty Together*.

*SeeMe: Understanding Frailty Together* is an approach to care that:

- Recognizes and assesses frailty as part of a person's overall health;
- Considers the whole person and what matters to them as an individual;
- Helps inform decisions around care and treatments that may be helpful or harmful; and
- Involves a true partnership between the healthcare team and the person/family.

The *SeeMe: Understanding Frailty Together* approach begins with a comprehensive frailty assessment, followed by dialogue with the person/family about the impacts of frailty on care. Care and treatment plans are aligned with individual preferences and degree of frailty.

*SeeMe: Understanding Frailty Together* is unique from all other frailty-assessment tools because it is a comprehensive framework designed for long-term care.

It offers a customized, streamlined approach that has been tailored to suit the Perley Rideau environment. The program includes a scalable train-the-trainer model with registered staff champions to support sustainable implementation across the organization. It also equips staff with training and certifications that they can carry with them through their careers.

*SeeMe: Understanding Frailty Together* will be rolled out on Ottawa 2 East (O2E) and Rideau 2 South (R2S) in January 2019. The approach will be implemented on other long-stay units throughout 2019. Staff will be informed of implementation plans as they are further defined. Please watch for monthly *SeeMe: Understanding Frailty Together* status updates via All User Emails, newsletter articles and Town Hall meetings.

A consistent organizational awareness of frailty is critical to the successful implementation of this innovative new program. A Surge Learning Module is now available to all staff. Physicians and Registered Staff on all units will complete an additional Surge Learning Module with further education on the *SeeMe: Understanding Frailty Together* process and tools available in the coming days.



# The SeeMe Model Explained

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According to the Canadian Frailty Network, frailty is defined as a state of increased vulnerability with reduced physical reserve and loss of function across multiple body systems. This reduces the ability to cope with normal or minor stresses, which can cause rapid and dramatic changes to health.

The **SeeMe** Model for Frailty-Informed Care consists of 3 dynamic stages: Comprehensive Frailty Assessment, Dialogue about Impact of Frailty on Care, and Care aligned with Quality of Life Goals. The assessment stage involves the Comprehensive Frailty-Informed Assessment which reviews several drivers of frailty and assigns a frailty score. There will also be a more streamlined frailty re-assessment to track the trajectory of frailty over time. The dialogue stage occurs through education and discussion during care conferences, and through the Goals of Care planning tool which reflects the resident's values and preferences about future health and personal care approaches. There is also ongoing dialogue with the team, particularly when there are significant changes in the resident's condition. The provision of care aligned with quality of life goals means that daily care is aligned with appropriate courses of action based on the resident's level of frailty and personal preferences. With acute health events, the resident/family are supported in making informed decisions about the next steps of care based on their goals, values, and an understanding of potential risks associated with certain interventions.

With **SeeMe**, we strive to see our residents for who they are and what matters most to them. **SeeMe Registered Staff Champions** are currently being trained to be able to teach the new tools and processes to other staff members as the model spreads throughout the home in an incremental roll-out.

## Congratulations to the following **SeeMe Champions**:



- Daniela Acosta
- Ayan Ahmed
- Mildred Apostol
- Bryana Baker

- Danielle Charbonneau
- Samantha Hallgren
- Laura MacIntyre
- Caitlyn MacMillan

- Christopher Jason Myette-Trahan
- Teresa Roy
- Marley Walker

