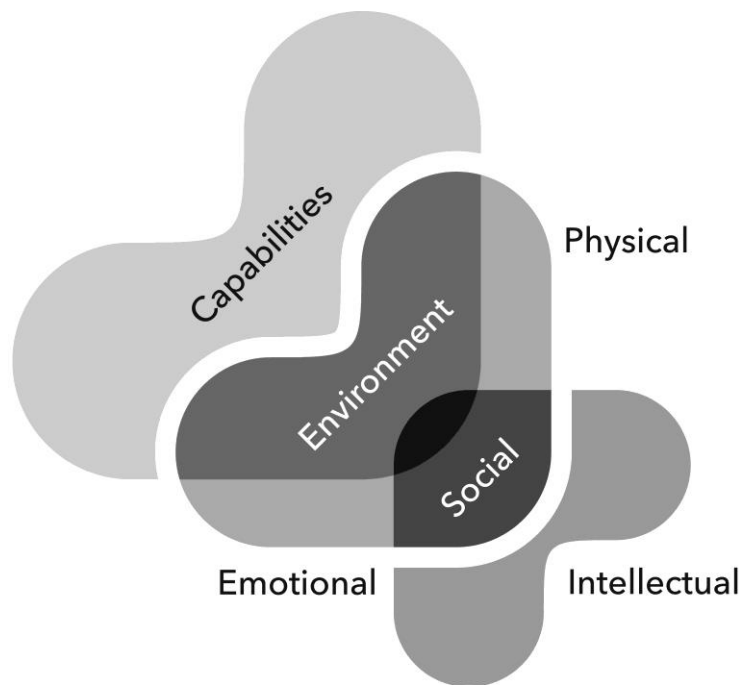


Chapter 1

The PIECES Approach



Introduction

Improving knowledge, care, support and quality of life for older Persons and their Care Partners is of significant importance to the health care system in Canada and around the world. Efforts and energy continue to be applied to meaningful engagement of the Person and Care Partner, educating the health care workforce and enabling work environments to support implementation of best practice models and frameworks to enrich care.

Incorporating all of these components into the ongoing delivery of support and care can be challenging. PIECES provides a way of connecting the Person, Care Partner and all other members of the health care Team and shaping their experience together. It is a holistic, relationship focused approach to *collaborative engagement, shared assessment and supportive care* with older Persons at risk or living with complex chronic conditions and changes in behavioural expression associated with; neurocognitive disorders (including but not limited to the dementias); mental health and substance use disorders, neurological conditions, and physical health conditions.

Evolution of PIECES

The PIECES journey began in 1997, introduced in the long-term care sector in Ontario as one response to support a system-wide approach to the understanding of and care for the complex and at risk older person living with dementia.

Over the years PIECES has continued to evolve in order to support health practitioners **across the continuum of care** and the fostering of an integrated approach to system-wide collaboration. PIECES is holistic, Person and Care Partner-directed, and committed to collaboration focused on improving the quality of life for Persons who are at risk or living with a broader spectrum of complex older age-related health challenges. It has also evolved with an enhanced focus on the critical role that health promotion and prevention play in determining health and well-being.

The PIECES acronym

*A cornerstone of the PIECES approach, the acronym reminds users to always consider the Person's unique **Physical, Intellectual and Emotional** health, strategies to support their **Capabilities**, their social and physical **Environment** and **Social self** (life story, social network, cultural, spiritual, sexuality, gender identity).*

Definitions

Person: *refers to a Person living with complexity who is supported in the community, in hospital, in retirement, or long term care and is inclusive of the patient, client or resident.*

Care Partner: *refers to the Person's family or family of choice who is working with them in partnership in the care and support provided.*

Team: *always begins with the Person and care Partner, and includes all Team members working together in collaboration to achieve shared goals, within and across settings.*

Anchored in performance improvement, and designed to enhance capacity, the ongoing development of PIECES has been informed by best-practice literature and lessons learned through its implementation and spread across health care sectors within provincial jurisdictions across Canada.

The PIECES Approach

Appreciating and understanding the basic relational foundation of the PIECES approach is essential for its successful application in practice. Validating, Shared Solution Finding, Acting Together and Enhancing and Translating Knowledge: these four Foundational Principles are key to the PIECES identity and provide guidance to all aspects that PIECES encompasses; the approach, the PIECES Learning and Development Program, the PIECES 3-Question Template and associated tools and job aids.



PIECES Foundational Principles

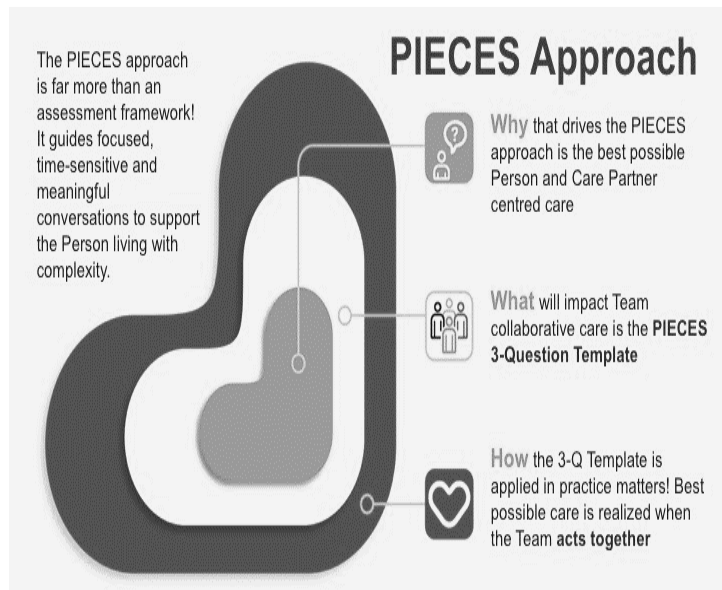
Since the beginning of its development the PIECES approach has become synonymous with the PIECES 3-Question Template. Given the complexities often experienced by older adults and the need for a best practice approach to assessment and care planning it is easy to assume that PIECES is just about assessment. However, when incorporating its Foundational Principles, PIECES becomes much richer than an assessment framework alone. In its entirety, it is a holistic, relationship focused approach to collaborative engagement and supportive care with older Persons at risk or living with complex conditions. There are a number of concepts included in the definition of the PIECES approach, let's break them down.

Fundamentally, PIECES embodies Person and Care Partner centered care. All facets of the approach are built upon respecting and honouring the individual, recognizing their needs, values and life story and building upon strengths, resources and skills to enable and empower. PIECES is about doing ‘with,’ rather than ‘to’ or ‘for’ and supporting the best possible Person and Care Partner Centered care.

Knowing the Person is instrumental to incorporating a **collaborative relationship focused Team approach** to the care experience. This requires authentic engagement focusing on the **quality** of relationships with the Person and Care Partner and all other members of the Team. Meaningful engagement honours the uniqueness and individuality of Team members ensuring all contributions, wisdom and experiences are valued and provided opportunity to be heard.

With mindful attention to Person Centered care and collaboration, the stage is set for an **evidence informed** Team approach to shared assessment and supportive care using the PIECES 3-Question Template. The assessment builds on the Person’s unique strengths, promoting optimal health, and preventing unnecessary disability; always considering the Person’s: Physical, Intellectual and Emotional health, strategies to support their Capabilities, their social and physical Environment and Social self (life story, social network, cultural, spiritual, sexuality, gender identity). The PIECES 3-Question Template helps the Team maintain focus on the centrality of the Person and the importance of the various factors contributing to well-being, self-determination, and quality of life.

The PIECES approach in action is all about conversations focusing Team collaboration in support of the Person living with complexity. Those conversations include; in-the-moment, during Team huddles, in urgent situations, guiding ongoing shared assessment and care planning, guiding care conferences and supporting conversations across the continuum during transitions in care. Chapter 2 provides rich detail to guide how to use the PIECES 3-Question Template in practice to ensure Team conversations that matter.



The PIECES Learning and Development Program

At the heart of quality health care are knowledgeable, skilled health care teams. The PIECES Learning and Development Program, grounded in proven principles and practices of adult learning, builds upon existing knowledge of health care practitioners and provides opportunity to apply new skills while learning the PIECES Approach. The Program is a comprehensive learning strategy to develop the role of the *PIECES practitioner*, a role that supports bringing the Team together and mobilizing action. At its core, PIECES guides the practitioner to invite the Person, Care Partner and all other Team members to share their collective knowledge, understanding and experience to guide an evidence informed Team approach to collaborative assessment and shared care.

Upon completion of the Learning and Development Program, PIECES practitioners have the knowledge to:

- guide a holistic Person and Care Partner centred Team approach
- support the well-being and health care of older individuals at risk or living with complex chronic conditions and associated behavioural changes
- support an evidence-informed approach to shared assessment
- promote a collaborative process that is relationship based.

The Learning and Development Program focuses on the advancement of four core competencies to influence implementation and sustainability of the PIECES approach, at the individual, organization and system levels. The core competencies are grounded in the Foundational Principles; Validating, Shared Solution Finding, Acting Together and Enhancing and Translating Knowledge. Together, they provide practical guidance to inform how the PIECES approach is applied in practice to achieve the best possible outcomes in collaborative care.

PIECES Core Competencies

Core Competencies - Applying the PIECES Foundational Principles in Practice

Validating

Commit to an approach that values and ensures the voices of the Person, Care Partner and all other members of the Team.

- ✓ Respect for the individuality of the Person, Care Partner and all Team members.
- ✓ Authentic engagement focusing on the quality of relationships with the Person, Care Partner, and Team members.
- ✓ Listen to understand.
- ✓ Encourage communication that is open and respectful.
- ✓ Validate all observations and concerns.

Shared Solution Finding

Use the PIECES 3-Q Template to guide a holistic, practical and evidence-informed approach to shared assessment and shared care.

- ✓ Recognize and honour the uniqueness of the Person.
- ✓ Integrate the collective knowledge of the full Team.
- ✓ Identify the priority concerns to be understood and whether they represent a change for the Person.
- ✓ Avoid assumptions and moving to actions too quickly.
- ✓ Identify and minimize associated risk.
- ✓ Understand the possible contributing factors (Think PIECES).
- ✓ Practice evidence-informed care planning - building on the Person's unique strengths and preventing unnecessary disability.
- ✓ On-going Team monitoring and evaluation.

Acting Together

Continually seek ways to strengthen Person and Care Partner centred relationships.

- ✓ Always ask, "Who is on the Person's Team?", and actively collaborate across the continuum of care, especially during transitions.
- ✓ Partner to support an *integrated* care plan that will reflect the changing needs of the Person.
- ✓ Regularly check in with the Person, Care Partner, and other Team members to monitor and evaluate the plan of care.

Enhancing and Translating Knowledge

Commit to an approach that focuses on the effective transfer of knowledge to practice (informed by lived experience, practice-based experience and research).

- ✓ Integrate the PIECES approach at the individual health practitioner level to enhance practice.
- ✓ Partner as a resource to others and model the PIECES approach.
- ✓ Integrate other informed best practices within the application of PIECES.
- ✓ Collaborate with senior leadership and other partners to
 - further the Team application of PIECES in practice
 - develop policies and processes to support ongoing sustainability.

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Housing and Services for Seniors. Government of Ontario. Slide deck and key findings found on www.longtermcarehomes.net.