



5TH ANNUAL CONGRESS

Bridging the gap for a safer care

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ESA BUSINESS SCHOOL - BEIRUT, LEBANON

Planetree Designation: From Hospital and Physician, to Patient-Centered Care.

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Latest Trends in Healthcare System

- The healthcare system has shifted its effort from an institutional medical model to a **person centered model**
- The related accreditation process for healthcare organizations is the “**Planetree designation**” which focuses on person centered services.





Who is Planetree?

- It is nonprofit **patient-centered care** organization of hospitals and other health care organizations founded in **1978**. Its headquarter is in Derby, Connecticut, in the **United States**, the organization was founded by Angelica Thieriot in San Francisco after her frustration of impersonal treatment as a **patient**.



What is a Planetree?

- According to legend, the Planetree, is the **tree** that **Hippocrates sat beneath when he taught medical students in Greece, centuries ago.**



Planetree Vs Joint Commission International

- They **compliment** each other.
- While JCI focuses on **systems** and **processes** to ensure patient safety and quality service.
- Planetree is **person** centered, both:
 - **Patient** and family
 - Hospital **employees** and physicians



A new breed of **RECOGNITION** program

Accreditation

- Certification of Competency
- Evaluation of compliance with minimum standards & requirements



Planetree Designation

- Celebration of Excellence
- Evaluation of the evidence and experiences associated with superior levels of practice of patient centered care





The Planetree Philosophy

The Planetree model of care embodies a **holistic approach** to treatment:
Body, Mind, and Spirit.



The Planetree Philosophy

When illness or injury strikes, the impact on wellbeing **isn't just physical** - it's also **emotional, mental and spiritual**. So Planetree criteria is dedicated to caring for the whole person.



The Planetree Philosophy

- It encompasses several important philosophies:
 - Patients are individuals who have rights, responsibilities and **choices**
 - Each patient has unique physical, **emotional**, intellectual, **spiritual** and **cultural needs**
 - The experience of illness can be a time of **personal growth** for patients and their families



The Planetree Philosophy

The philosophy exists to emphasize **3 concepts**:

➤ **Personalizing**

➤ **Humanizing**

➤ **Demystifying** Healthcare services



Planetree Merit Award Program

A Framework for Patient- & Resident-Centered Quality





MILESTONES to target along the way



**Bronze
Recognition**
*Meaningful
Progress*



Silver Recognition
*Significant
Advancement*

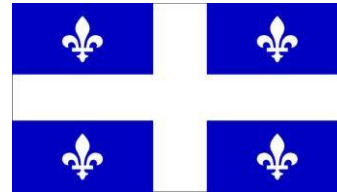


**Gold
Designation**
Excellence





80 Designated Sites Worldwide



44 sites in the Netherlands

(35 continuing care sites; 2 hospitals, 1 primary care center, 1 rehab center, 3 behavioral health, 2 hospices)

30 sites in the U.S.

(25 acute care, 1 behavioral health, 2 continuing care, 1 ambulatory surgery center, 1 integrated system)

5 sites in Quebec, Canada

(3 rehab centers; 2 continuing care)

1 site in Brazil

(acute care)



7 Sites Earning Silver:

3 in Quebec
1 in Saudi Arabia
2 U.S. VA Medical Centers
1 U.S. LTC

16 Sites Earning Bronze:

1 rehab center in Quebec
3 U.S. hospitals
5 U.S. VA Medical Centers
7 LTC communities in the U.S. and Canada





What is patient centered care (PCC)

- “...providing care that is respectful of and responsive to individual **patient preferences, needs, and values** and ensuring that patient values guide all clinical decisions...”- IOM
- shifts in **control and power**, out of the hands of those who give care and into the hands of those who receive it.” – Donald Berwick, former president and CEO of IHI



Planetree definition of PCC

- “Providers partner with **patients** to anticipate and satisfy the full range of patient needs and preferences. Providers support **staff** in achieving their professional aspirations and personal goals”



Patient First

- Planetree empowers patients and families to become **involved** in their own healthcare.
- It requires **cultural shift** from an institutional medical model to a person centered model.



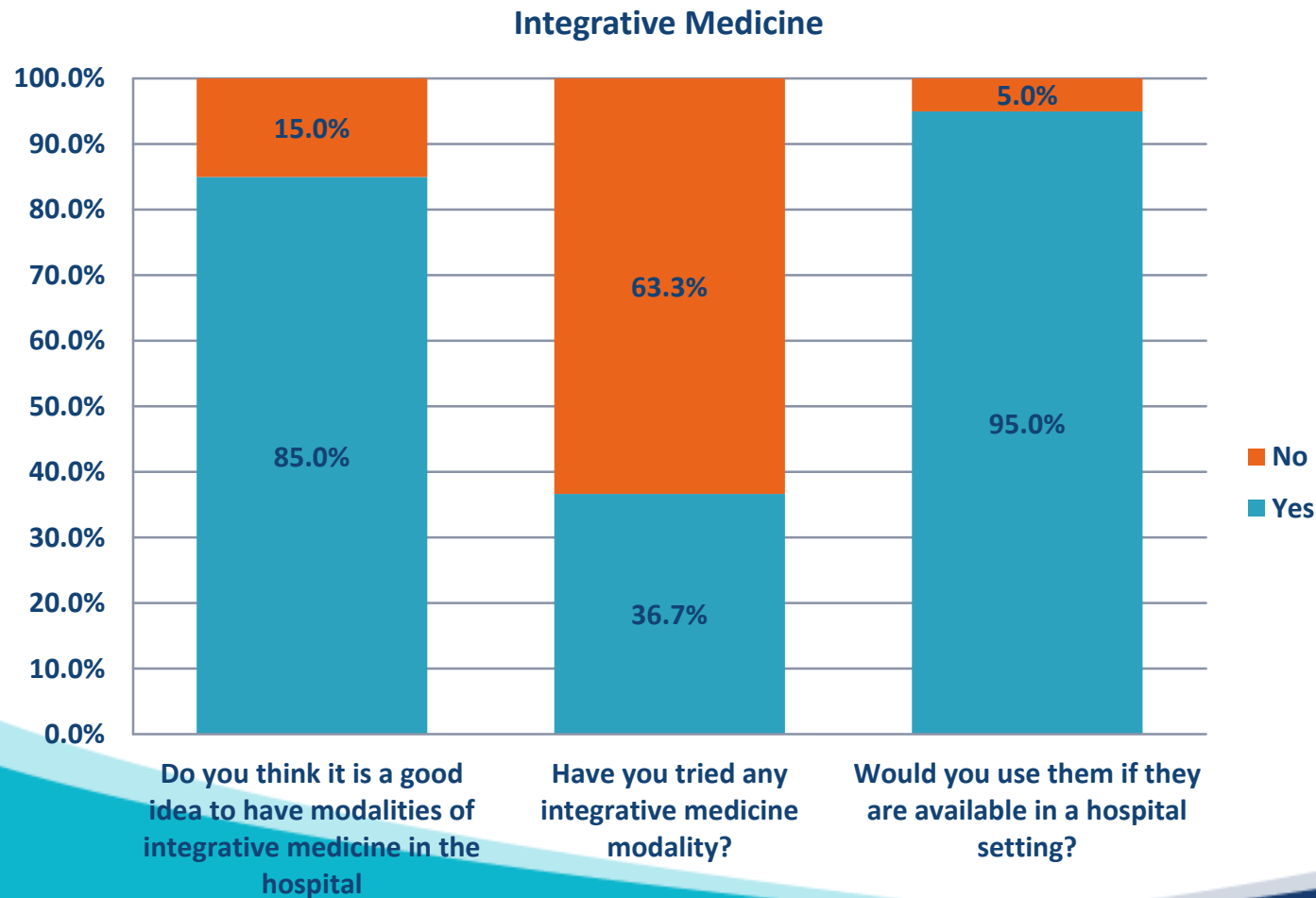
Planetree Dimensions

11 dimensions

- 1) **Structures and functions** necessary for implementation, development and maintenance of patient-centered concepts and practices
- 2) **Human interactions/independence**, dignity and choice
- 3) **Importance of family, friends and social support**/promoting patient/resident education, choice and responsibility
- 4) **Family involvement , patient/resident education** and community access to information
- 5) **Nutritional** and nurturing aspects of food
- 6) **Healing environment**: architecture and interior **design**
- 7) **Arts program**/meaningful activities and entertainment
- 8) **Spirituality** and diversity
- 9) **Integrative therapies**/paths to well-being
- 10) **Healthy communities**/enhancement of life's journey
- 11) **Measurement**



BMC Study: Patient's Perspectives on Integrative Medicine (A sample of 125 BMC patients/family members were surveyed)





Grounded in the **VOICE OF PATIENTS**





Patient experience

- Planetree empowers patients to become involved in their own healthcare and encourages healing partnerships between patients, family members and caregivers.



Strong emphasis on the **STAFF** **EXPERIENCE**





Strong emphasis on the **STAFF** **EXPERIENCE**

Care for the caregiver

Inclusion in decision-making and finding solutions

Transparency

Everyone is a caregiver

Reconnecting staff to their sense of purpose



Essential Components of PCC

- Open directed visitation
- Care partner program
- Spiritual program
- Art program
- Compassionate care
- Healing environment and design
- Shared decision making: patients and staff
- Integrative medicine
- Shared medical record
- Bedside shift reporting
- Wellness program
- Structures and Functions Necessary for Culture Change



Healing Vs Curing

- The word “**healing**” comes from the Anglo-Saxon word haelen, which means to **make whole**. One way to understand the term is as harmony of *mind, body, and spirit*.
- **Healing** is not the same as **curing**, which is about fixing problems, eradicating disease, and decreasing symptoms. People can be healed even if they are not cured. For example, those with a chronic disease can learn to be at peace despite their condition. Conversely, people may be **cured but not healed**. For example, a woman whose breast cancer had gone into remission could find herself grieving and angry about her losses and unable to function.



Healing Environment Design

- **Noise reduction:** equipment, corridors, lights, overhead announcements, flooring, etc.
- **Decentralized nursing stations**
- **Home-like aesthetics**
- **Family spaces**
- **Healing gardens**
- **Rooms exposed to sunlight**
- **Art work**

A process that supports **culture change**

“...the components and designation criteria have given us a framework and **helped to maintain momentum** during time periods when other demands would have easily distracted us.”

“This process has really **helped us identify ways that we could improve** and helped motivate us to address them in a timely, practical, and efficient manner.”

“We were expecting a checklist, but realized that it is more **integrated**.”

“We worked a lot, learned how to provide better care and so **improved as professionals and citizens**.”





Patch Adams

- “Our job is improving the **quality of life** not just delaying death”



- “I’ve never given tranquilizers or psychiatric medicine; I’ve given patients **love, fun, passions, and hope**, and these things eased suffering”



THANK YOU

