



Planetree

www.planetree.org

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PLANETREE

The Standard for Patient-Centered Excellence



formula for Success



17 Countries
Over 700 Organizations



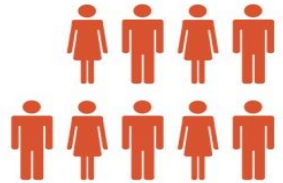
started by
1 patient
in 1978



powered by
50,000
voices



over
9,000,000
lives impacted



Drives Quality across the continuum

- ✓ Skilled Nursing Homes
- ✓ Home Health Providers
- ✓ Acute Care Providers
- ✓ Medical Practices
- ✓ Behavioral Health
- ✓ Hospice Providers
- ✓ Independent Living
- ✓ Assisted Living Communities

Accelerates STAFF and PATIENT Satisfaction



Advocates for Change with
National Quality Forum (NQF)
Institute of Medicine (IOM)
World Health Organization (WHO)
Institute for Healthcare Improvement (IHI)



The beginning of a “quiet revolution”



What if patients re-designed the healthcare system?

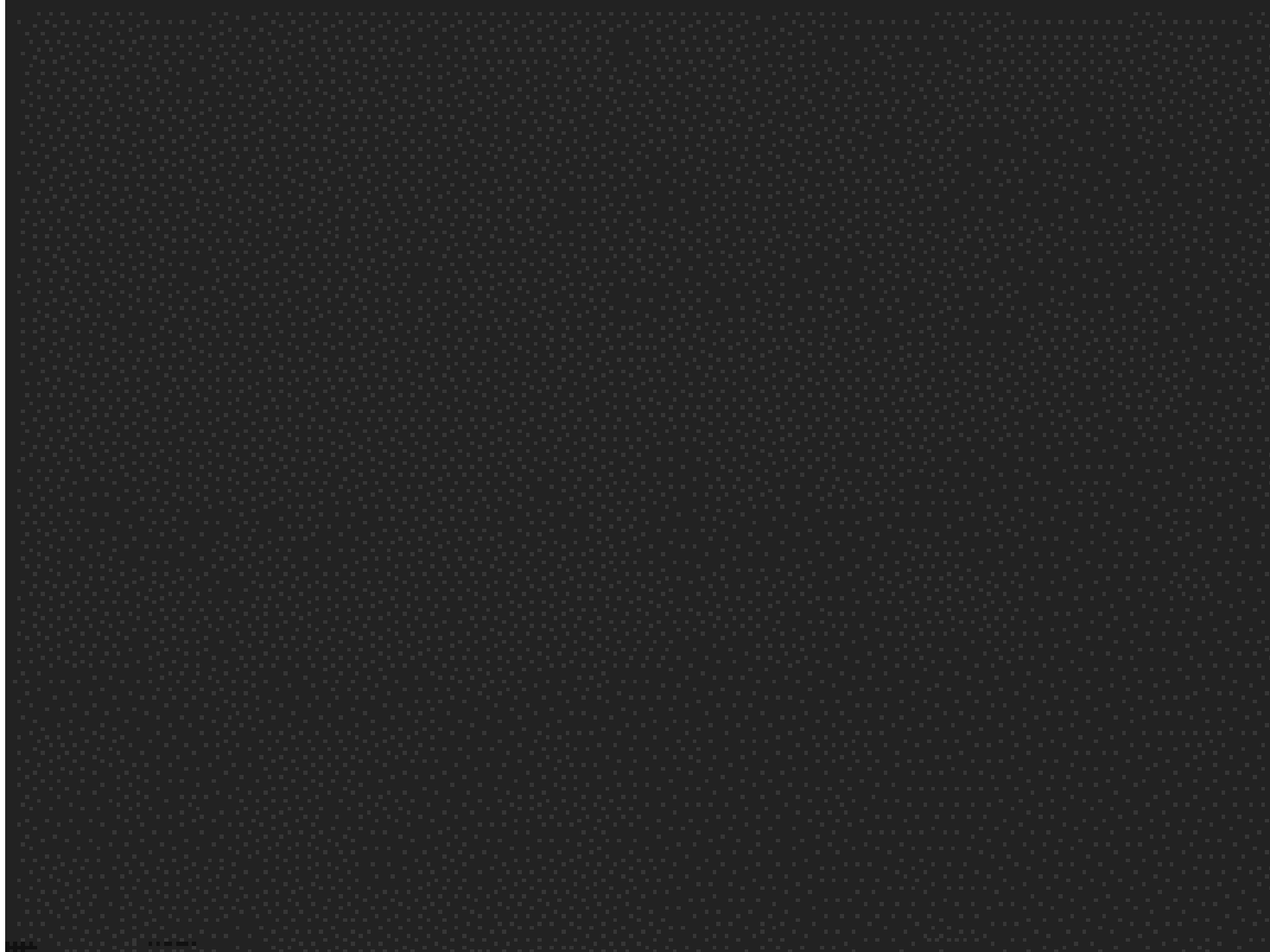


“As a patient I rebelled against being denied my humanity and that rebellion led to the beginnings of Planetree. We should all demand to be treated as competent adults, and take an active part in our healing. And we should insist on care settings meeting our human need for respect, control, warm and supportive care... A truly healing environment.”

-Angelica Thieriot



IN HER OWN WORDS....





Planetree

Defining **CHARACTERISTICS** of the criteria



Integrated

- Not setting specific

Universal in Concept

- International set developed to accommodate cultural nuances

Directive, Not Prescriptive

- Examples to clarify intent
- Supportive of innovative and customized solutions





Handwritten label on the top shelf, possibly indicating a category or date.

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Handwritten labels on the top shelf, possibly indicating a category or date.

Handwritten label on the shelf edge, possibly indicating a category or date.

Handwritten label on the shelf edge, possibly indicating a category or date.

COMBINATION
Handwritten text on a cardboard box on the middle shelf.

Gegaxal
Handwritten text on a pink box on the middle shelf.

HGR/NTANGA
Handwritten text on a large cardboard box on the bottom shelf.

Handwritten text on a yellow box on the bottom shelf.

Handwritten text on a stack of red and white boxes on the bottom shelf.

Handwritten text on a stack of green boxes on the bottom shelf.

Handwritten text on a white box on the bottom shelf.

Handwritten text on a white box on the bottom shelf.

MILESTONES to target along the way



Raising the Bar with Planetree Designation

Patient and Family Engagement

I.E. Patient and Family Partnership Council

VIII.A. Accommodation of patient values and preferences in care planning

IV.A. Support for family presence during all aspects of visit

Staff training and support

II.A. Staff participation in experiential patient-centered immersion program

II.G. Care for the caregiver plan

II.J. Practice staff satisfaction survey

Promotion of authentic, trusting relationships

II.H. Patient-centeredness embedded into human resources systems

IX.B. Care provided with gentleness

Patient co-design

VI.A. Users of space involved in office and clinical design efforts

Healing Environment

VI.F. The environment accommodates privacy needs and provides for patient dignity and modesty.





“The care of a disease may be entirely impersonal; the care of the patient must be completely personal. The clinical picture is not just a photograph of a person in bed; it is an impressionistic painting of the person surrounded by his home, his work, his relations, his friends, his joys, his sorrows, hopes and fears.”

*Francis Peabody, MD, Care of the Patient,
JAMA, 1927*

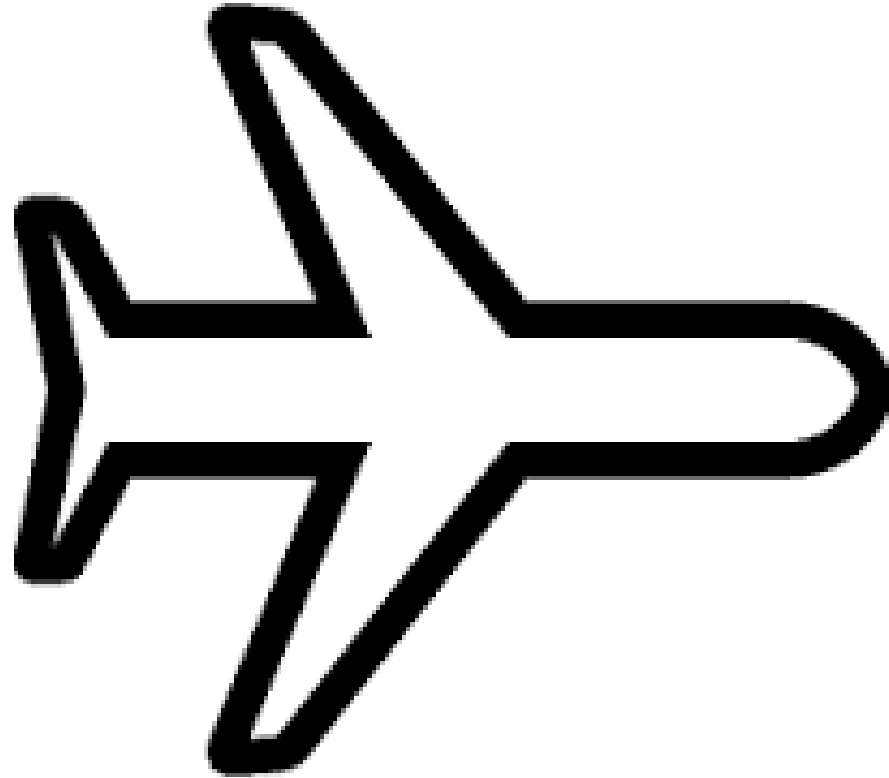




The REAL WORLD:
the intersection
between best
intentions and
reality....



What it can feel like...



repairing the wing of a plane as it is flying....



Documenting Patient Encounters: TOGETHER



Coordinating Care: TOGETHER

The question that **does not** ENGAGE patients:

“Do you understand your plan of care?”



Creating a Healing Environment: TOGETHER



Empathy Mapping: TOGETHER





PLANETREE +

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