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.
• Plane tree 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 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

www.planetree.org
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)

- **Do you think it is a good idea to have modalities of integrative medicine in the hospital?**
  - 85.0% Yes
  - 15.0% No

- **Have you tried any integrative medicine modality?**
  - 63.3% Yes
  - 36.7% No

- **Would you use them if they are available in a hospital setting?**
  - 95.0% Yes
  - 5.0% No
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.”

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

“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 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