

From Regulation & Documentation to Transformation: The Planetree Framework for Patient-Centered Excellence

PCPCC Webinar
October 6, 2015

Welcome & Acknowledgments



Sara Guastello
Director of Knowledge Management
Planetree



From Regulation & Documentation to Transformation: The Planetree Framework for Patient-Centered Excellence



Join us in Commemorating Patient-Centered Care Awareness Month in October



**Download the toolkit at
planetree.org/pccam**

2015 Theme

*Healthcare's Brave New World:
Patient-Centered Care*

Goal

*Promote courageous engagement in
healthcare interactions & relationships*

How

- *Dissemination of engagement tools*
- *Education*
- *#BravePatient*
- *Storytelling*



#BravePatient

"A patient interacting with the health care system who is able to say to their care provider, "I don't understand what you are saying, can you say it differently?" or who asks their care provider, "what are all of my care choices and what will their expected outcomes be?"



"It is important to be "brave" with our questions and concerns— meaning honest, prepared, rational and respectful."

"Bravery is when the staff member does something special for a patient knowing it may create some inconvenience."



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



PLANETREE

The Standard for Patient-Centered Excellence



formula for Success



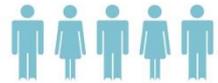
17 Countries
Over 700 Organizations



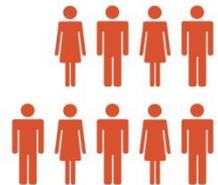
started by
1 patient
in 1978



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 Formula





Leadership Retreats

Goal Development

Strategic Planning

Leadership Rounding Implementation





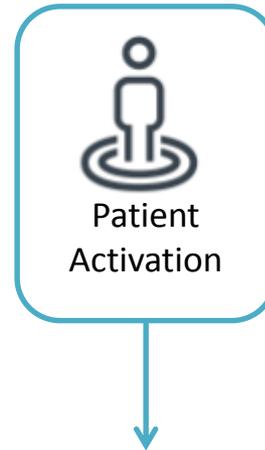
Staff Retreats

Care for Caregiver Program Development

Middle Manager Coaching

Shared Governance Development





Patient Centered Quality Check

PFPC Development

Care Partner Program Development

Compassionate Interactions Training





Performance Improvement Certification Training

Enterprise Pathway Improvement Assessments

PI Design and Transition Planning

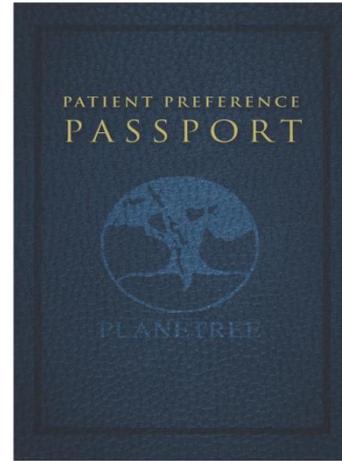
Shared Decision Making Implementation



Planetree in Practice



Promotion of authentic, trusting healthcare relationships



Patient and Family Engagement

Herniated Disc: Should I Have Surgery?

1 Get the Facts	2 Compare Options	3 Your Feelings	4 Your Decision	5 Quiz Yourself	6 Your Summary
--------------------	----------------------	--------------------	--------------------	--------------------	-------------------

Compare your options

Compare	Have herniated disc surgery	Use nonsurgical treatments
What is usually involved?	<ul style="list-style-type: none"> You are asleep or numb during the surgery. You will probably stay in the hospital overnight. 	<ul style="list-style-type: none"> You try rest, physical therapy, exercises, and medicines.
What are the benefits?	<ul style="list-style-type: none"> Surgery works well for many people with medium to very bad pain. Surgery offers faster pain relief than other treatments. 	<ul style="list-style-type: none"> You avoid having surgery. Nonsurgical treatments work for most people. Research shows that 10



Practice Staff Training and Support



Patient and Family Co-Design & Patient-Centered Performance Improvement

www.planetree.org



Goal: Make PCC achievable by translating concepts into **ACTION**



Actionable criteria

Milestones to target along the way

Underpinning for a cohesive quality strategy

A process that supports cultural transformation



From abstract to **ACTIONABLE**



II.A. Empathy skills training

IV.D. Systems to encourage patients/families communicate concerns about care

IV.B. Care partners

I.E. Patient & Family Advisory Councils

II.P. Shared decision-making

X.C. Team-based transition planning

XI.C. Culture of safety



The **Core** of Designation

- I. Structures and Functions Necessary for Culture Change
- II. Human Interactions/ Independence, Dignity, and Choice
- III. Promoting Patient Education, Choice & Responsibility
- IV. Family Involvement
- V. Food, Dining & Nutrition
- VI. Healing Environment: Architecture and Design
- VII. Arts Program. Meaningful Activities and Entertainment
- VIII. Spirituality & Diversity
- IX. Integrative Therapies/ Paths to Well-Being
- X. Healthy Communities/ Enhancement of Life's Journey
- XI. Measurement



STRUCTURES

PRACTICES

CULTURE



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



Grounded in the **VOICE OF PATIENTS**

Focus groups with patients and families probe how consumers define patient-centered excellence



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



Validated **ON-SITE**

Evaluation of excellence based
on the **LIVED EXPERIENCE**

...means more
...takes more



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



MILESTONES to target along the way



Bronze Recognition
Meaningful Progress



Silver Recognition
Significant Advancement



Gold Designation
Excellence



The Impact



An esteemed group



75 Planetree Designated® Sites Worldwide



29 sites in the U.S. (*including 1 behavioral health hospital, 2 continuing care, 1 ambulatory surgery center*)



41 sites in The Netherlands (*32 continuing care, 2 hospitals, 1 primary care, 1 rehab center, 3 behavioral health, 2 hospice*)



4 sites in Quebec, Canada (*3 rehab centers, 1 continuing care*)



1 site in Brazil

Designated Organizations:

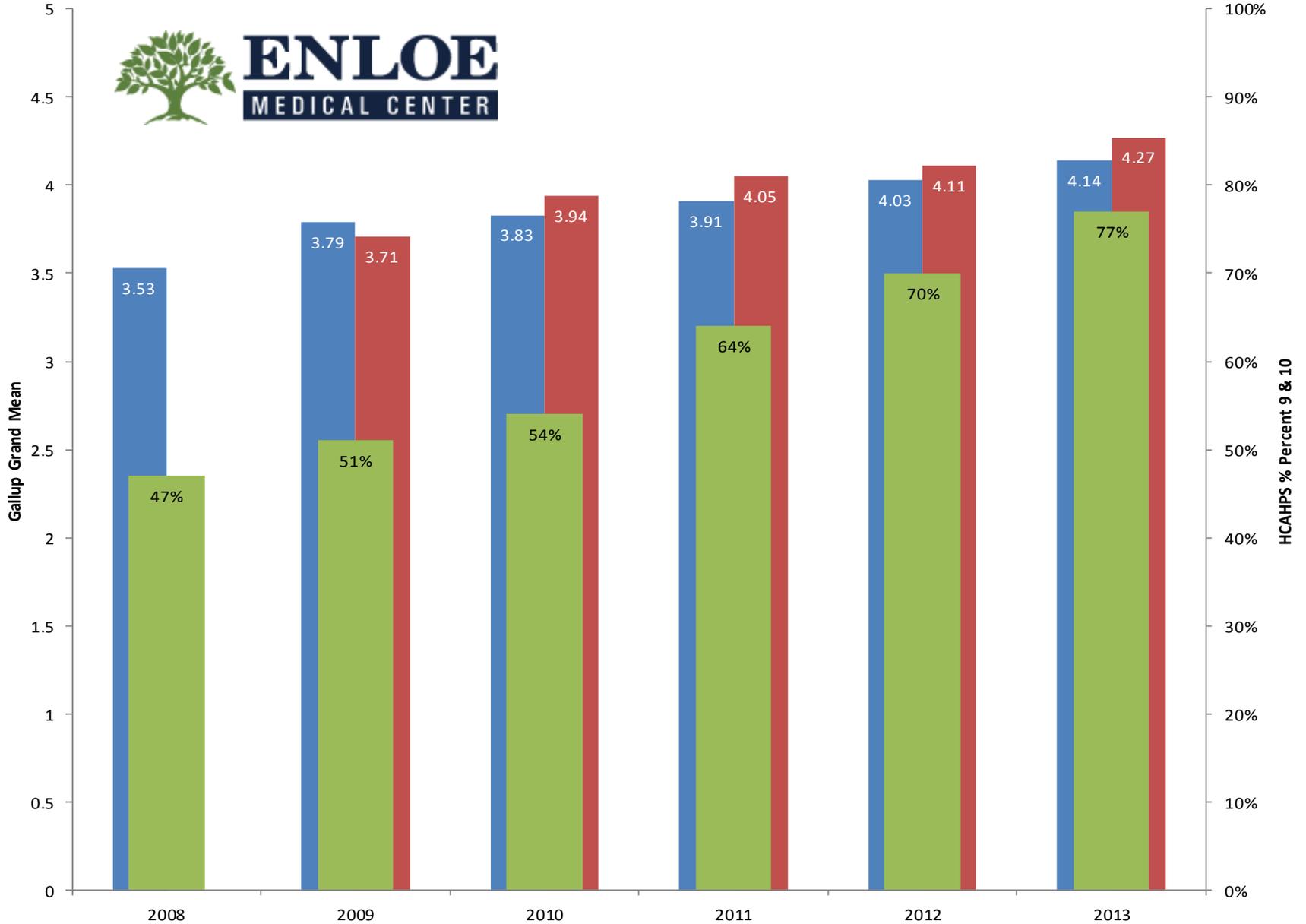
Bert Fish Medical Center (FL)
Carolinas Medical Center-Mercy (NC)
Central Peninsula Hospital (AK)
Centre de réadaptation Estrie, Quebec
Columbia Memorial Hospital (OR)
Delnor Glen (IL)
Elmhurst Memorial Hospital (IL)
Fauquier Hospital (VA)
Flevoziekenhuis, The Netherlands
Good Samaritan Hospital (NE)
Griffin Hospital (CT)
Heritage Place (AK)
Hospital Israelita Albert Einstein, Brazil
Kadlec Regional Medical Center (WA)
Laser Spine Institute Philadelphia (PA)
Longmont United Hospital (CO)
Maury Regional Medical Center (TN)
Mid-Columbia Medical Center (OR)
New York Presbyterian Hospital/
Westchester Division (NY)

Change that drives greater satisfaction (staff and patient)



Gallup Grand Mean and HCAHPS Rate Hospital

■ Employee Grand Mean ■ Physician Grand Mean ■ HCAHPS Rate Hospital



From regulations & documentation *to transformation*

“...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.**”



The Opportunity



PCMH & Planetree Bronze:

Greater than the sum of its parts



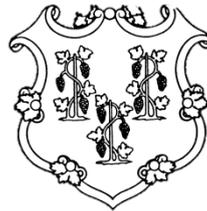
PCMH Standards:

- Access and Continuity
- Team-Based Care
- Population Health Management
- Care Management
- Care Coordination
- Performance Management and Quality Improvement

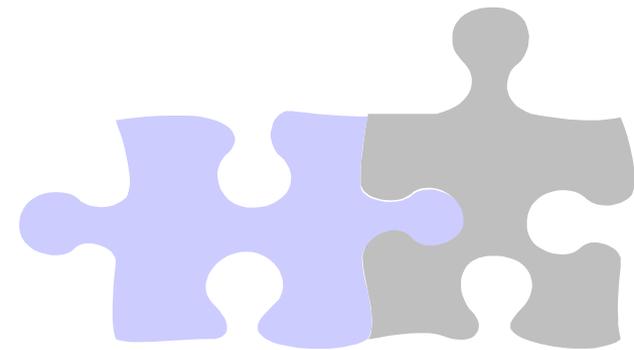


Planetree Bronze Criteria:

- Patient and family engagement
- Patient co-design of practice transformation
- Promotion of authentic, trusting relationships
- Practice staff training and support



CT SIM Area of Emphasis:
Advanced Medical Home Pilot



- I.C: Collect qualitative data on patient experience
- I.D: Communication of PCC goals and metrics with all stakeholders
- II.E: Active teams address patient-centered initiatives
- II.F: Formalized processes are in place to promote continuity, consistency and accountability in care delivery, and which allow staff the opportunity and responsibility for personalizing care in partnership with each patient.
- II.N: Formal communication processes are in place to ensure patients' individualized needs are evaluated, discussed
- V: Individual patients' cultural norms, needs and beliefs into their care and treatment plan upon request.
- IX.C: Patients' health and wellness needs are approached holistically. Caregivers assess the ability of each patient and family member to self-manage their healthcare need and support is available, as needed, to enhance self-management abilities.
- IX.D: A plan is developed and implemented for providing holistic and dignified end-of-life care.
- X.A: Based on the interests and needs of the community, a plan is developed to improve community health
- X.C: The organization works with other local healthcare providers across the continuum of care to improve care coordination, communication and information exchanges around the needs of each patient/family, especially during transitions of care.
- XI.A: Collect data on measures of patient experience and use the data to drive change
- XI.B: Collect data on measures of clinical quality and use the data to drive change
- XI.D: Staff and patient/family members are actively involved in the design, ongoing assessment and communication of performance improvement efforts



Planetree Bronze Criteria
satisfied by NCQA certification
57%



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.



HRH Care Case Study

Planetree Propels Safety Net Health Center's Achievement of Level 3 Patient-Centered Medical Home Recognition

- Connected with other likeminded organizations to gain new ideas and perspectives
- Restructured care delivery to engage patients (in a previously disenfranchised setting)
- Created a Planetree Training Institute to (1) educate ALL members of the care team and (2) cultivate a deeper sense of purpose among the entire team
- Harnessed patient voice- as a FQHC, 51% of the board are users of the health center; supplemented this input with ongoing patient focus groups; engaging patients as mystery shoppers and enlisting patients as data collectors for time motion studies
- Quality improvement was decentralized, allowing staff active participation in local change

"The grounding in our Planetree philosophy made a tremendous difference in how we did things. We had experience in looking at how our programs impact patients and we are focused on listening to the voices of our patients. We respond to their concerns and design our programs accordingly. That experience has really made us so successful in really reaching our patients."

– Kathy Brieger, Executive Director, HRHCare Planetree Training Institute





Sara Guastello
Director of Knowledge Management
Planetree
sguastello@planetree.org
203-732-7171



Q&A

Patient-Centered
Primary Care
COLLABORATIVE