PLANTE TREE
The Standard for Patient-Centered Excellence

Formula for Success
- PA: Patient Activation
- SE: Staff Engagement
- LD: Leadership Development
- PI: Performance Improvement

17 Countries
Over 700 Organizations

Driven Quality across the continuum
- Skilled Nursing Homes
- Home Health Providers
- Acute Care Providers
- Medical Practices
- Behavioral Health
- Hospice Providers
- Independent Living
- Assisted Living Communities

Started by 1 patient in 1978
Powered by 50,000 voices
Over 9,000,000 lives impacted

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....
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

www.planetree.org
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?”
Empathy Mapping: TOGETHER