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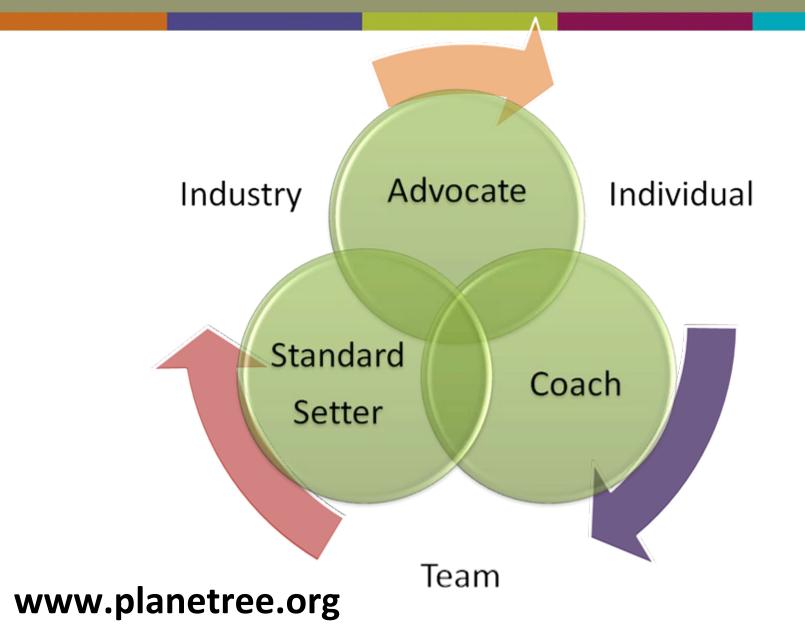




The Planetree Merit Program Raising the Bar in Patient-Centered Excellence Across the Continuum of Care

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What We Do





Advocating for What Patients & Families Want

Activation of patient & caregiver

- ✓ Shared decision-making & joint goal setting
- √ Care partner programs
- ✓ Patient and family partnership councils

Access to Information

- ✓ Open medical records
- ✓ Patient education in plain language

Healing Environment

- ✓ Reduction of barriers between caregivers patients
- √ Home-like aesthetics & Family spaces
- ✓ Reduce environmental stressors

Healthy Communities

- ✓ Smooth transitions between care settings
- √ Support in chronic disease management







Shifting from Setting-Centered Care to Person-Centered Care





Standard Setter: Patient-Centered Designation

Philosophy



Actionable
Practices that
drive outcomes

Looking for a health care organization?



>> Search Now!



A Recognition Vehicle *and* a Blueprint for PCC Excellence

"...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."

"This designation is possibly the most appreciated accomplishment ever received at BCMH...We see this as both an achievement and a launching point in our quest to provide a special personalized level of care."

A New Breed of Recognition Program

Accreditation

Certification of competency

Evaluation of compliance with minimum standards & requirements

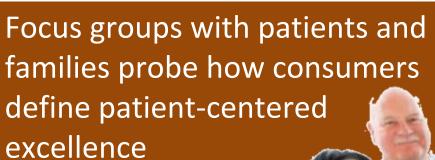
Planetree Designation

Celebration of excellence

Raises the bar for what it means to be patient-centered

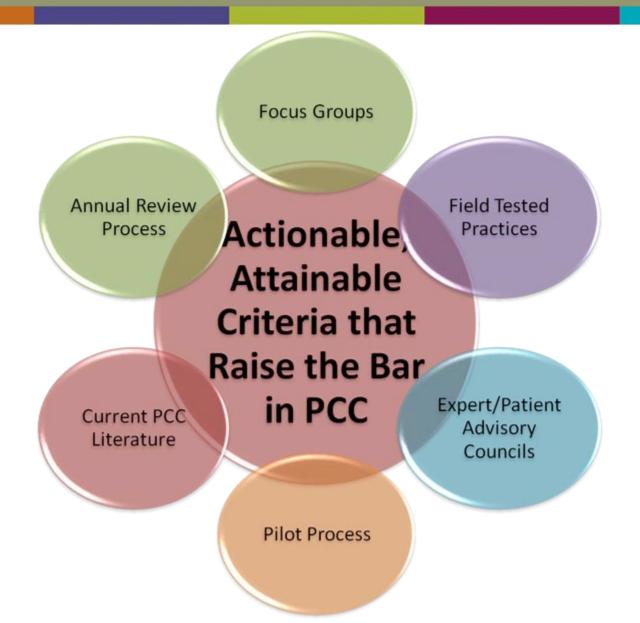


A Program Grounded in the Voice of the Patient



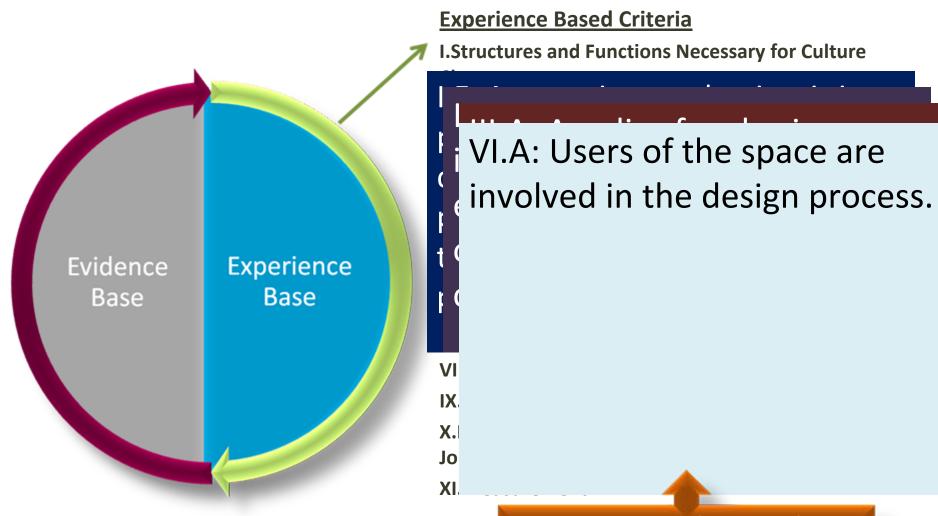


The Origins of the Designation Criteria





A Comprehensive Framework for Culture Change



Criteria can be downloaded at www.planetree.org

66 criteria apply across the continuum of care

Criteria promote a patient-centered continuum

III.E: The site has a process to assist patients and families in managing their medical information and coordinating their care among multiple physicians, including their admitting physician, primary care provider and appropriate specialists.

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 and family, especially during transitions of care.





Creating a healthy workplace is essential to being patient-centered

95,499 nurses surveyed

Nurses who directly care for patients in hospitals and nursing homes have higher job dissatisfaction and burnout versus nurses working in other jobs or settings (e.g., pharm.)

Patient satisfaction levels are lower in hospitals with more nurses who are dissatisfied or burned out

Improving nurses' working conditions may improve both nurses' and patients' satisfaction as well as the quality of care

Health Affairs; 2010: Nurses' Widespread Job Dissatisfaction, Burnout, and Frustration With Health Benefits Signal Problems For Patient Care



Dual Focus on Patient and Staff Experience

I.F: Leadership exemplifies approaches that motivate and inspire others, promote positive morale, mentor and enhance performance of others.

II.G: A mechanism is in place to provide staff support services that include elements identified by staff as priority areas.

II.O: Effective communication mechanisms are in place to engage all staff in dialogue about organizational priorities.



Process Elevates Patient Perspective in Assessing PCC Excellence





Recognition for Progress Along the Way









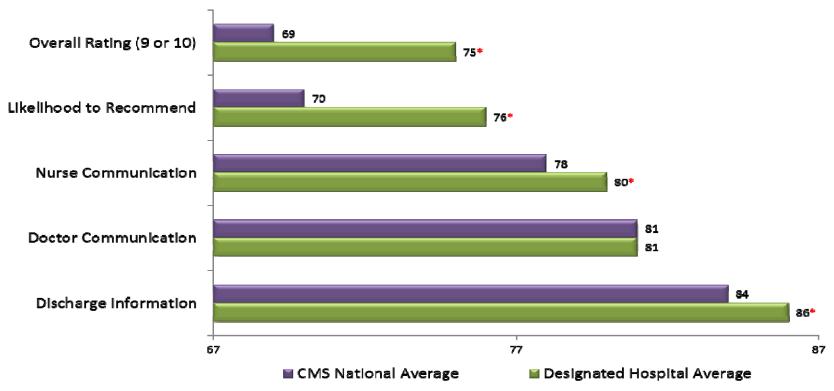


Gold DesignationExcellence



A Framework Consistent with Quality Outcomes

HCAHPS Comparison of U.S. Planetree Designated Hospital Average and CMS National Average Reporting time period: 04/01/2011-03/31/2012 (Q211 - Q112)

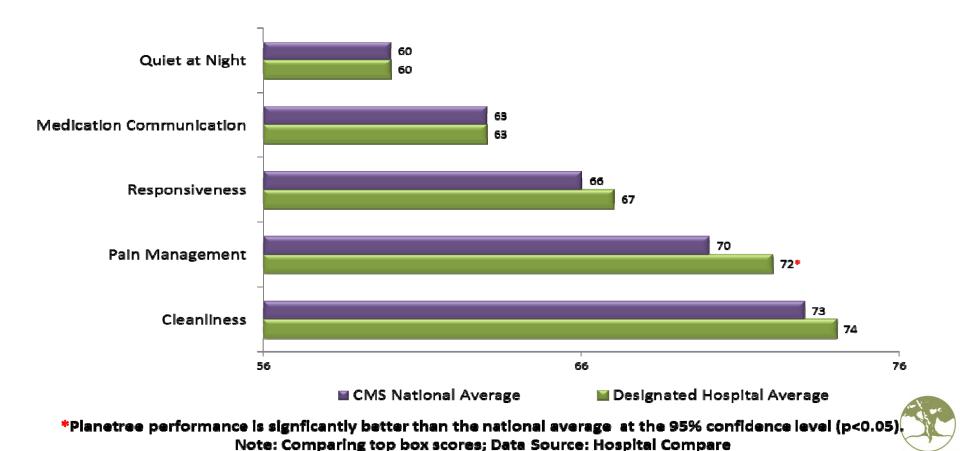


^{*}Planetree performance is signficantly better than the national average at the 95% confidence level (p<0.05).

Note: Comparing top box scores; Data Source: Hospital Compare

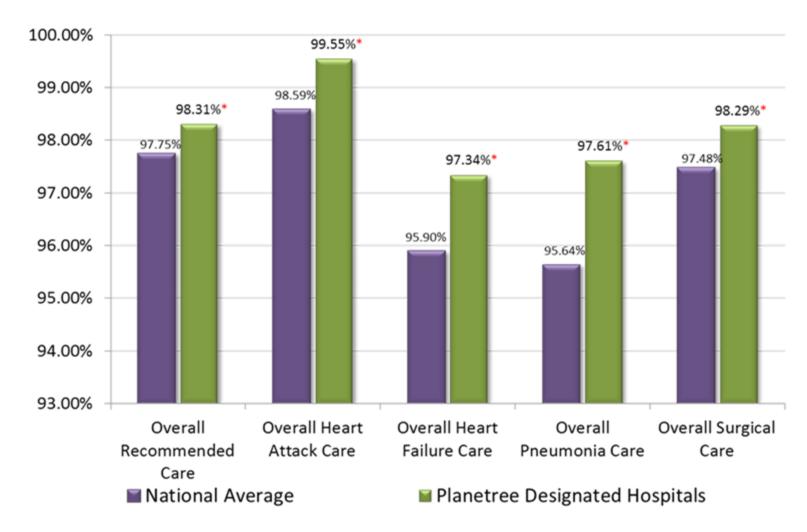


HCAHPS Comparison of U.S. Planetree Designated Hospital Average and CMS National Average Reporting time period: 04/01/2011-03/31/2012 (Q211 - Q112)



CMS Core Measures- Comparison of U.S. Designated Hospital Average and CMS National Average

Jan 2011- Dec 2011



^{*}Planetree performance is signficantly better than the national average at the 95% confidence level (p<0.05).

Note: Comparing top box scores; Data Source: Hospital Compare



The True Measure of Patient-Centered Excellence

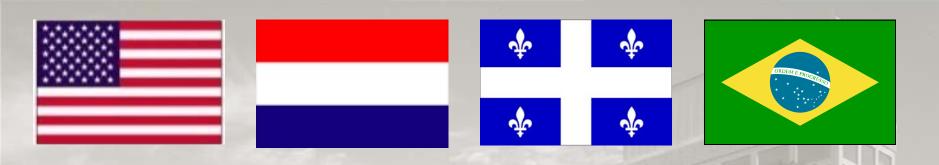
"The nurse not only answered all my questions about my chemo meds, she also printed out all the information about the medications...When they do bring you information to read about your treatment it really adds to your level of confidence."

"When my father was in I asked to see the record. It helped me understand the plan of care a little better. It helped me advocate for him better."

"[The doctor] came in, pulled up a chair and said he wanted to talk...and we talked on my terms."



An International Standard for PFCC Excellence



18 sites in the U.S. (17 acute care & 1 behavioral health)

15 sites in the Netherlands (12 continuing care sites; 2 hospitals,

1 primary care center)

1 site in Quebec, Canada

1 site in Brazil



CASE STUDY: NOTEKRAKER

The first primary care center in the world to achieve Patient-Centered Designation





A Patient-Centered Pioneer in Primary Care



Gezondheidscentrum Notekraker *Almere, The Netherlands*







- Primary health care center
- Part of Zorrgroep Almere integrated health care system
 - Includes primary care, acute care, home care and residential care
- Emphasizes coordination, convenience, health promotion and patientcenteredness



Coordination

- Team approach to care, with patient at the center
- Caregivers across disciplines co-located to promote collaboration and communication



 Systems for informationsharing between Notekraker and local hospitals



Convenience

- Limited waits prior to appointments
- On-site pharmacy
- Patients can make appointments, refill prescriptions and access test and lab results.

see physician notes on-line



Health Promotion

- Chronic disease management programs
- Specialist district nurses available to help manage care and keep patients out of hospital
- Integrative approach to care includes access to complementary therapies





Patient-Centeredness

- Patients can access and make comments in their medical file
- Care Partners
- Chaplain on staff to help meet patients' spiritual needs

"You're not a number, definitely." — Nokekraker patient



The Power of Listening

- Active client council regularly provides input into operations and services
- Regular client surveys and focus groups give voice to patients about future directions





The Staff Experience



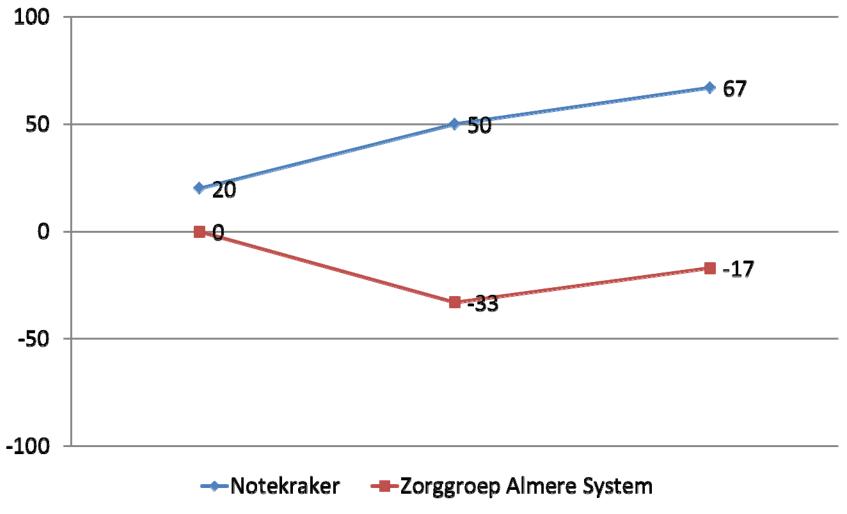
"Working at Care Group Almere means working for a fun group of people who care about the business and heart of the profession."

-- Mireille van Bree, Team Manager GPs

- Staff in focus group expressed:
 - Pleasure in their work
 - That they have a voice in the organization
 - Room to develop professionally and be creative

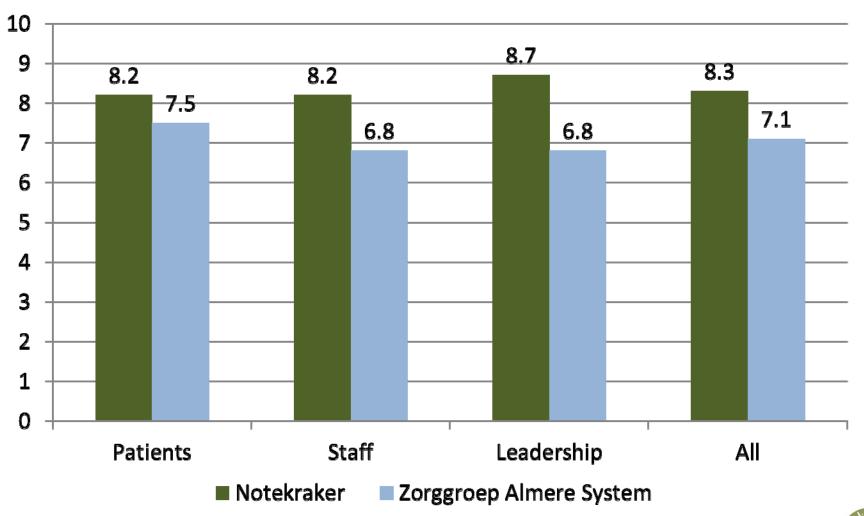


Driving Outcomes: Net Promoter Score



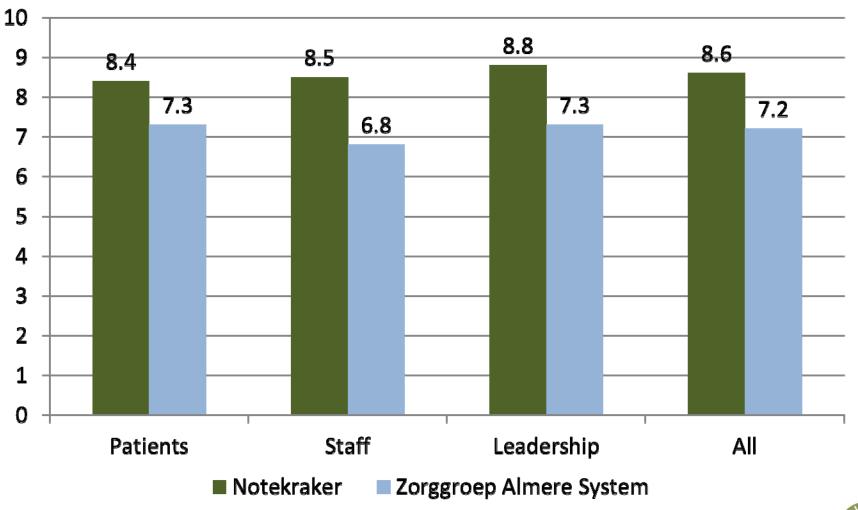


Driving Outcomes: Overall Rating, 0-10





Driving Outcomes: Likelihood to Recommend, 0-10





Questions







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