



Planetree Recognition Program

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This?



Or this?



We wish!



What we do



Philosophy



Actionable
Practices that
drive outcomes

Actionable
criteria

Milestones to
target along the
way

Underpins a
cohesive quality
strategy

A process that
supports cultural
transformation

*A structured pathway to Patient Centered excellence
across the care continuum*



Recognition for Progress Along the Way



Bronze Recognition
Meaningful Progress



Silver Recognition
Significant Advancement



Gold Designation
Excellence



What you need to know about 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



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

Evidence Based



Experience Based



A new breed of **RECOGNITION** program

Accreditation

- Certification of Competency
- Evaluation of compliance with minimum standards & requirements



Planetree Designation

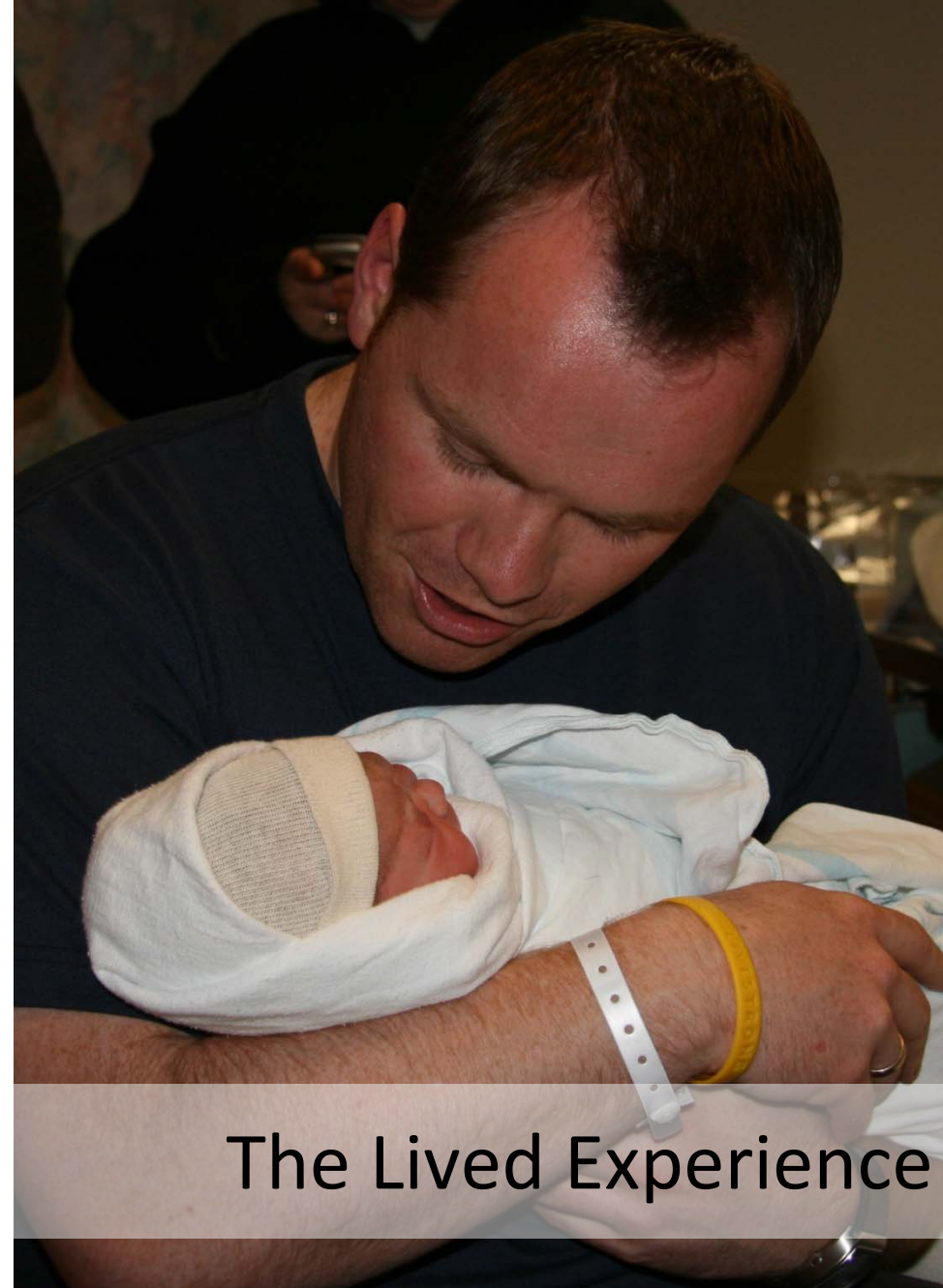
- Celebration of Excellence
- Raising the bar for what it means to be patient-centered



Validated **on-site**

The Reports:

- You'll have overwhelming joy
- You'll be scared
- You'll see the universe differently
- You'll gain instant vulnerability



The Lived Experience



“Standing on the shoulders of giants”

- We offer additional **perspective**
- We offer additional **POWER** to your work



- 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%





Challenge: Culture Change

Solution: Purpose and Structures

Patient Co-Design

Promotion of Trusting Relationships

Patient Engagement

Healing Environment

Staff Training & Support

Challenge: Compliance

Solution: Check Lists

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



“Within our system, we have pursued and received both NCQA PCMH certification and Planetree Designation, and while PCMH assisted in the improvement of clinic operations, Planetree Designation was the key to transforming the care experience for patients, families and staff members.”

- Dr. Dael Waxman, Interim Chair, Dept. of Family Medicine, Carolinas Healthcare System



These criteria are the bridge from meaningful advancements to endemic **culture change**





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