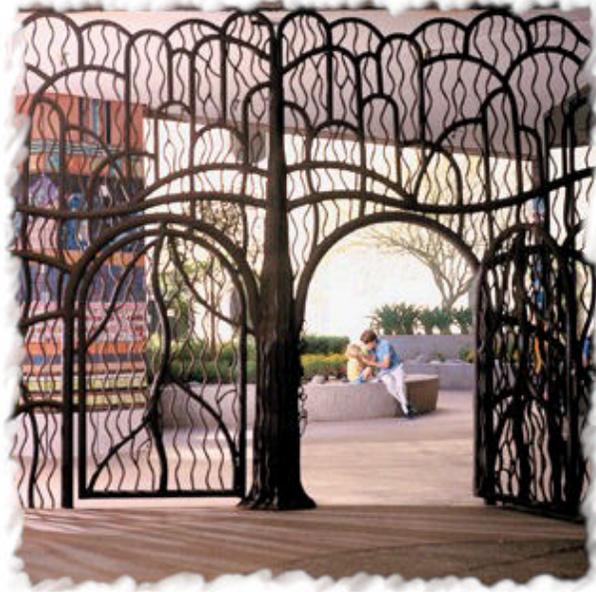


PLANETREE

*Creating
patient-centered
care
in
healing
environments*



PLANETREE



Angelica Thieriot

PLANETREE FOUNDER



“...the ideal hospital would combine the best of spas with the best of hotels and the best of hospitals to become a truly healing environment, where just being there is healing.”



Mission

OF PLANETREE



To serve as a catalyst in the development and implementation of new models of health care which cultivate the healing of mind, body and spirit; are patient-centered, value-based, and holistic; and integrate the best of western scientific medicine with complementary healing traditions, practices and approaches.

Planetree

M O D E L



Since its founding in 1978 as a non-profit organization, Planetree has been a pioneer in personalizing and demystifying the healthcare experience for patients and their families. The Planetree Model is patient-centered rather than provider-focused, and is committed to improving medical care from the patient's perspective. It empowers patients and families through information and education, and encourages "*healing partnerships*" with care givers.

Planetree's approach is holistic and encourages healing in all dimensions - mental, emotional, spiritual and social, as well as physical. It seeks to maximize health care outcomes by integrating complementary medical therapies such as mind/body medicine, therapeutic massage, acupuncture, yoga and energy therapies like therapeutic touch and Reiki, with conventional medical therapies.

The Planetree Model recognizes the importance of architectural and environmental design in the healing process. A growing body of scientific data points to improved patient outcomes and satisfaction as a result of built environmental factors which are home-like, barrier free, support patient dignity and encourage family participation in care. Facility designs utilizing Planetree principles result in life-enhancing, healing environments.



Components

OF PLANETREE MODEL



Human Interactions

Planetree is about human beings caring for other human beings. This involves not only the provision of nurturing, compassionate, personalized care to patients and families, but just as important, how staff care for themselves and each other; and, how organizations create cultures which support and nurture their staff. Experiential retreats sensitize staff to the hospital experience from the patient's perspective and better enable them to personalize the patient's care. Healing partnerships between patients, family members and caregivers are encouraged by a model that enables patients to be active participants in their health care.





Architectural Design Conducive to Health & Healing

Planetree believes that the physical environment is vital to the healing process of the patient. Facility design should include efficient layouts which support patient dignity. Domestic aesthetics, art and warm home-like, non-institutional designs which value humans, not just technology, are emphasized. Architectural barriers which inhibit patient control and privacy as well as interfere with family participation are removed. Awareness of the symbolic messages communicated by design is essential.



Designing and maintaining an uncluttered environment encourages patient mobility and a sense of “safe shelter.” The design of a Planetree facility provides patients and families with spaces for both solitude and social activities, and includes libraries, kitchens, lounges, activity rooms, chapels, and gardens. Comfortable space and accommodations are provided for families to stay overnight. Healing gardens, fountains, fish tanks and waterfalls are provided to connect patients, families and staff with the relaxing, invigorating, healing, and meditative aspects of nature.

It is just as essential to create healing environments for the staff as it is for patients. Physicians, nurses and ancillary staff are very much affected by their working environment. It is very hard to help patients heal and recover in inhospitable, cold and impersonal spaces. Lounges and sacred space for staff are an important component in the creation of a healing environment.



The Importance of Both the Nutritional & Nurturing Aspects of Food

Nutrition is recognized as an integral part of health and healing essential not only for good health, but as a source of pleasure, comfort and familiarity. With the scientific data demonstrating the role of nutrition in health and disease, health care facilities are becoming role models for delicious, healthy eating. This can be accomplished by making low-fat entree selections available in the cafeteria, as well as healthy choices in vending machines. Kitchens on the floor encourage families to prepare favorite foods or meals for their loved ones. They also serve as gathering places, much as they do in our homes, for patients and families, and thus help create spontaneous support groups.



Cooking demonstrations and classes are provided by nutritionists and volunteers. Nutrition education focuses on not only the patient’s current illness but on healthy living for the whole family. Volunteer bakers bake breads, muffins and cookies to provide “aromatherapy”, and to create a nurturing environment.





Empowering Patients through Information & Education

Planetree's patient-centered model of care is an idea whose time has truly come. In this era of *health care consumerism*, there is a rapidly expanding group of educated and empowered consumers demanding more involvement in their health care.

The Model's emphasis on patient and family education is carried out through such strategies as customized information packets, collaborative care conferences and patient pathways. The open chart policy enables patients to read and write in their medical records. In the self-medication program patients who are able can keep their medications at the bedside and assume responsibility for their administration.



Planetree recognizes that the experience of illness has the potential to transform the patient. It can be a time of great personal growth for the patient as life goals and values are reevaluated, priorities are clarified, and inner resources are discovered. A variety of educational materials are made available to the patient, the family and the community through consumer-friendly health resource centers and satellite libraries. The Planetree Classification System aids those in search of information as they review broad collections of medical texts and journals. Video tapes, audio tapes, and computer services support patients' increasing hunger for information about their health and medical care.

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The Importance of Family, Friends & Social Support Networks

Social support has been shown to be vital to good health. An increasing number of medical and social researchers are finding that promoting a sense of love and intimacy, connection and community can be healing. Planetree supports and encourages involvement of family and significant others whenever possible. The Care Partner Program provides education and training to assist family participation in the care of patients while hospitalized and at home after discharge. As part of the health care team, friends and family can make a valuable contribution to the quality of the patient's hospital experience. Volunteer care partners are available for those patients who are alone. One such program, the volunteer hand holding program, trains volunteers to accompany patients having minor surgery into the operating room to provide emotional support. Another element of the Planetree Model which assists families in being involved is unrestricted visiting hours, even in the ICU.



Spirituality: The Importance of Inner Resources

Planetree recognizes the vital role of spirituality in healing the whole person. Supporting patients, families and staff in connecting with their own inner resources creates a more healing environment. Chapels, gardens and meditation rooms provide opportunities for reflection and prayer, and Chaplains are seen as vital members of the health care team.





The Importance of the Human Touch

Touch is an essential way of communicating caring and is unfortunately often omitted from the clinical setting. Therapeutic massage is available for patients, families and staff. Internship programs for massage therapists and training for volunteers to give hand and foot rubs are also available and help keep costs minimal. Families, as part of the Care Partner Program, can also be taught to give massages to loved ones while in the hospital and at home. Nurses, doctors and other staff find chair massage focusing on the neck, shoulders and back, a useful way to relieve stress and re-energize.



Healing Arts: Nutrition for the Soul

Music, storytellers, clowns, and funny movies create an atmosphere of serenity and playfulness in the Planetree Model. Artwork in patient rooms, treatment areas and on art carts add to the ambiance. Volunteers work with patients who would like to create their own art, while involvement from artists, musicians, poets and story tellers from the local community help to expand the boundaries of the health care facility.



Complementary Therapies Expand the Choices Offered to Patients

The use of complementary therapies has increased substantially in the last decade. We realize a growing number of patients are desiring treatment options which are more natural, less toxic, and less invasive, to complement more conventional medical approaches.

Aromatherapy's calming effect on agitated patients is now being used during MRI's and with geropsychiatric patients. Pet therapy has also been successfully implemented in Planetree hospitals. A number of studies have shown that pets can have beneficial effects on health, including a lowered blood pressure, mood elevation and enhanced social interaction.



To meet the growing consumer demand for complementary therapies, Planetree affiliates have instituted heart disease reversal programs, mind/body medicine interventions such as meditation and healing guided imagery, therapeutic massage, therapeutic touch, Reiki, acupuncture, Tai Chi and yoga.



Benefits

OF MEMBERSHIP



- **EXTENSIVE ON-SITE AND TELEPHONE CONSULTATION**

Planetree staff and expert consultants offer support and guidance throughout the process of implementing and sustaining the model.

- **SIGNIFICANT MARKET DIFFERENTIATION**

National and regional recognition through Planetree designation can be an effective tool in creating a unique niche for an organization.

- **PLANETREE MANUALS**

A set of manuals provides a wealth of templates, policies, procedures, and program ideas to support each component of the model.

- **CONFERENCE CALLS**

Monthly conference calls with experts in patient-centered care offer your staff the opportunity to gather new ideas and information, ask questions, and obtain needed resources on specific topics and programs.

- **PLANETALK NEWSLETTER**

Every other month a wealth of information, program ideas, affiliate activities and more is delivered to key staff in your organization.

- **PERSONALIZED PAGE ON THE PLANETREE WEBSITE**

We work with you to customize a page on the Planetree website that showcases your organization. With over a quarter of a million visits per year, the web page is a powerful PR tool, and can be linked directly to your web site, and to your on-line job line.

- **PLANETREE ANNUAL CONFERENCE**

Easily the most effective networking opportunity within the field of patient-centered care, the conference offers national keynote speakers on the trends and issues of the day, as well as affiliate workshops where your staff can gather "how-to" information from the hospitals leading the way in innovations in healing health care.

- **PLANETREE LIST SERVE**

Add your staff to the e-mail listserv, and use this resource to contact Planetree hospitals around the country. Questions and answers are archived and easily accessible.

- **MEASUREMENT TOOLS**

Affiliates are offered deep discounts on patient-centered satisfaction surveys for patients, employees and physicians.

- **ALLIANCE MEMBERSHIP**

Offers the opportunity to draw from Planetree's 20+ years of experience in patient-centered care, as well as from over 40 innovative hospitals committed to the creation of patient-centered care in healing environments.

- **INCREASED PATIENT SATISFACTION AND ENHANCED EMPLOYEE MORALE**

Planetree affiliates have documented increases in patient satisfaction scores and employee retention rates following adoption of the Planetree model of care.

For more information about Planetree call 203•732•1365, or visit our web page at www.planetree.org.





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