

Improving the Patient Experience: The Planetree Patient-Centered Hospital Designation Program

International Society for Quality in Health Care
2009 Conference Programme

"It's far more important to know what person the disease has than what disease the person has."
Hippocrates

Susan B. Frampton, Ph.D.
President, Planetree
sframpton@planetree.org
203-732-1365

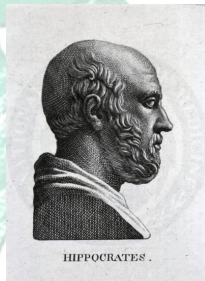
Overview

- What is the Patient-Centered Hospital Designation Program?
- How has it influenced quality outcomes?
- Where is patient-centered quality accreditation heading?

Planetree's Roots



Angelica Thieriot
San Francisco, CA - 1978



Hippocrates
Ancient Greece

Planetree Affiliates: Living Laboratories for Best Practices in Patient-Centered Care

Academic
Medical Centers



New York-
Presbyterian

JCI Accredited
Settings



Albert Einstein
Sao Paulo, Brazil

Longterm Care
Centers



Gemini Ziekenhuis
The Netherlands

Fortune 100
Best Companies



Griffin Hospital,
Connecticut

*More than 175 hospital affiliates in 33 U.S. states, Brazil, Canada, Japan, and the Netherlands

Planetree Model Components: The Patient Perspective

- Compassionate Human Interactions
- Access to Meaningful Information
- Support & Participation of Family, Friends
- Healing Environment
- Support for body, mind & spirit
 - Arts and Entertainment
 - Spirituality
 - Caring Touch
 - Integrative Therapies
 - Healthy Food and Nutrition

Putting Patients First
Best Practices in Patient-Centered Care

Introduction



Authors:
Susan B. Frampton | Patricia Cherner
Planning

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Patient-Centered Hospital Designation Program



Delnor Hospital
Illinois



Northern Westchester Hospital
New York

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