Person-centred care: key contributing organisation

In 2015 the Health Foundation commissioned Health Policy Partnership to undertake an international environment scan of the field of person-centred care. (The full research report is available from: www.healthpolicypartnership.com/example-work/person-centred-care).

This document provides a profile of an organisation identified by the scan as a key contributor in the field. The profile is intended to give a broad overview of their activities and approaches only. While drawn from public materials, readers are encouraged to visit the organisation’s own website (listed below) for further and more up-to-date information.

See also http://personcentredcare.health.org.uk/around-the-world for details of all key contributors identified in the scan.

COUNTRY: USA and INTERNATIONAL

Planetree

Key contributor: Dr Susan Frampton, President

Key contributions:

- Themes: IMPLEMENTATION:
  Organisational development and culture change
  Professional skills, education and training
- Outputs:
  Translational research, evaluation of patient-centred care and healthcare quality across the continuum of care settings, organisational change methods, advocacy and training in development of infrastructures to support change.
- Networks:
  Department of Veterans Affairs (VA), the Harvey Picker Centre of Innovation & Applied Research.

About the organisation:

Planetree, Inc. is a mission based not-for-profit organisation that partners with healthcare organisations around the world and across the care continuum to transform how care is delivered.

In recent years, Planetree have been active in patient-centred care, nursing homes, shared decision making, engaging patients and families in organisational decision making.

According to Planetree, the organisation’s strategic agenda is informed by over 50,000 focus groups with patients, families, and staff, and over 35 years of experience working with healthcare organisations, ensuring Planetree is able to represent the patient voice and advance how professional caregivers engage with patients and families. Guided by a foundation in 10 components of patient-centred care, Planetree seeks to inform policy at a national level, align strategies at a
system level, guide implementation of care delivery practices at an organisational level, and facilitate compassionate human interactions at a deeply personal level.

Planetree’s philosophy is based on a simple premise: care should be organised first and foremost around the needs of patients. According to Planetree, the organisation has a nearly 40-year history of partnering with providers across the continuum of care to transform organisational cultures and delivering healthcare that is putting the needs of individuals first, and combines a philosophical conviction that patient-centred care is the ‘right thing to do’ with a structured process that enables sustainable change.

Planetree’s activities include:

- Translational research.
- Evaluation of patient-centred care and healthcare quality across the continuum of care settings, including hospitals, nursing homes, assisted living communities, behavioural health settings, and the full spectrum of Veterans’ Administration centres.
- Discovering methods for change in an organisation, activating caregivers to problem solve and create change, advancing these efforts in the spirit of continuous quality improvement, and innovating to raise patients’, families’, and caregivers’ expectations of patient-centred healthcare.
- Advocacy and training in development of infrastructures to support change, implementation of patient-preferred practices, transformation of organisational culture.
- Creating a range of solutions, including on-site assessments, staff development, virtual training, speaking engagements and immersion programmes to steer organisations towards a patient-centred future.

http://planetree.org/reputation/

Current activities:

- Planetree has partnered with the Department of Veterans Affairs (VA) to collaborate with the new VA Office of Patient-centred Care and Cultural Transformation in the development of the VA’s own patient-centred care model for Veterans who receive healthcare services at VA’s more than 1,000 points of care across the nation.
- Planetree Designation Program – recognises excellence in patient- and person-centred care across the continuum of care.
- The annual Planetree Conference on Patient-Centred Care.
- Empowerment through Physician Order for Life-Sustaining Treatment (POLST).
- Weaving Person-centred Leadership Behaviours into the Fabric of the LTC Community.
- Describing and Assessing Leadership for Person-centred Nursing Home Care.
- Compassionate Care in a Changing Landscape – A Comprehensive Evaluation to Support Person centred Long-Term Care for Residents with HIV/AIDS.

Link:

For more information, see: http://planetree.org/
Key publications:


http://www.planetree.org/store/page20.html


http://chp.sagepub.com/content/7/1/17.short

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