

Has Planetree Patient-Centered Care Models had a positive effect on patient outcomes?

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INTRODUCTION

Planetree was started in the 1970's by Angelica Theiriot after her personal experience as a patient leaving her feeling "detached, ill-informed, and insignificant in her own healing process" (Frampton, 2008). The main objective for Planetree is "to restore a greater sense of compassion and partnership to health care." (Planetree, 2018). Since the creation of Planetree in 1978:

- It has spread across 6 continents
- Helped the lives of over 9 million patients.
- Planetree extends to over 700 different organizations and 25 countries.
- Centered on a holistic approach to patient care

SIGNIFICANCE

The goal of Planetree is to promote a type of healthcare in which the development and implementation of innovative models are used to focus on healing and nurturing the body, mind, and spirit. These models of healthcare can produce an environment in which patients, along with their families and other hospital staff members, experience acts of caring, kindness, and respect. (IHI, 2013.)

According to Susan Frampton, who is the President of Planetree International, the experience of the patient starts the moment the patient arrives. For example if waiting time is required, to do away with waiting rooms, and have the hospital provide "lounges, libraries, or activity centers to make good use of their time." (IHI, 2013.)

The Planetree Model today is practiced at over 100 healthcare facilities, 600,000 annual patient admissions, 10 million outpatient visits, 90,000 births, and serving over 80,000 healthcare professionals, becoming the most popular and widely recognized patient-centered care model, not only in the United States but around the world too. (Frampton, 2008).

POSITION STATEMENT

Planetree's patient-centered care model has had positive effects on the patient's outcome and their experience at the hospital. Overall, the patient-centered care model improves not only the patient outcomes but the whole experience for the patient from admission to discharge and provides a positive experience to all staff members of the hospital that are involved in that patient's care along with family members of the patient. The environment provided is meant to be one where the patient experiences acts of kindness, caring, and respect and if all these are met, it would be very hard for a patient to experience a negative outcome based on using Planetree's healthcare model.

SUPPORT FOR POSITION

An early clinical study, published in 1990, showed that the approach by Planetree had a dramatically positive patient outcome.

- Satisfaction levels were significantly higher, and Planetree partnered with hundreds of hospitals, long term care facilities, outpatient services, ambulatory care and community health centers after they received a great deal of attention from the study. (IHI, 2013.)
- A study was done in 2008 evaluating the impact of the Planetree Patient-Centered Model of Care by evaluating two separate units with the same type of patients, same policies and procedures, same quality of skill in the staffing. (Stone, 2008).
- The results showed out of the evaluation of the 869 hospitalized adults, the Planetree Patient-Centered Care Model affected the satisfaction of those patients, the length the patients had to stay, and the overall cost per case. Hospitals looking to improve overall patient experience should look at this study to implement the Planetree Patient-Centered Care Model. (Stone, 2008)

IMPLICATIONS FOR PRACTICE

Under Planetree, the nurses and/or healthcare workers are should carry out the 10 different components that Planetree implements. The first component is human interaction. This describes human beings caring for each other and promoting a healing environment for patients, staff, and family members. The second component is family, friends, and social support. Planetree encourages involvement of everyone in the patient's care. The next aspect of care is information and education. This allows patients to ask any questions and gain access to their medical records. Architecture and Interior designs is the next component as the physical environment is important for healing and well-being. Nutrition and nurturing aspects of food is the next component as it is integral to healing but also to comfort as well. Arts and entertainment is the next component, as it gives the patients a chance for socializing and creativity. Spirituality is the next as allowing the patients to connect with their own inner resource promotes a healing environment. Human touch helps reduce the anxiety, pain, and stress as it is an important component. Alternative therapies allow for more opportunities for the patients. The last component is healthy communities, allowing for the inclusion of larger communities in healthcare. (Canadian Nursing Home, 2014)



CONCLUSION

Many patients find themselves unfulfilled and detached from their care during their stay at the hospital. Through Planetree's Patient-Centered Care Model, the goal is to prevent any patients from feeling uninformed or insignificant during their recovery.

Planetree's Patient-Centered Care Model has a holistic approach when caring for the patient. Their approach serves making the time during the stay the most efficient for the patient from admission to the time they are discharged. With this approach all family members and staff are all considered within the patients care. The model aims to serve the patient not only with attending to their medical diagnosis but also takes in the feelings, beliefs, and allows them to have a say in their care.

Planetree's patient centered care model has proven to be effective, limiting the cost of the patient's stay, shortening the time that patients are there, and overall increasing the satisfaction of the patients throughout their stay.

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