

## INTRODUCTION

The Planetree patient-centered care model was established in 1978 by Angelica Thieriot to “focus on patients’ full human needs” (Humanizing the Hospital, p. 1).

This care model aims to reclaim the “holistic, patient-centered focus that medicine had lost” by “personalizing, demystifying, and humanizing the patient experience” (History of Planetree, p. 1).

## SIGNIFICANCE

According to a 2018 study by Chen et al. of 9,166 participants regarding patient satisfaction and patient-reported health outcomes:

- Only 28.8% of patients rated satisfaction as optimal, with 61.1% rating satisfaction as average, and 10.7% rating satisfaction as poor (p. 204).
- 18.1% of patients identified as having poor physical health status reported poor satisfaction (p. 204).
- 40.1% of patients identified as having poor mental health status reported poor satisfaction (p. 204).
- Poor patient satisfaction was seen more disproportionately affecting young male patients, along with those in minority, lower income, and lower educational level populations (p. 204).



(Planetree, 2021)

## POSITION STATEMENT

Planetree patient-centered care models have had a positive effect on patient outcomes, as implementation and usage of the model shows improvement within various areas, such as patient satisfaction, healthcare costs, and overall patient care.

## SUPPORT FOR POSITION

- Implementation of the Planetree patient-centered care model in a 2008 quasi-experimental study showed that the care model “had a positive impact on patient satisfaction, length of stay, and cost per case” (Stone, 2008, p. 65).
- A 2019 study showed that implementation of the Person-Centered Care Certification Programme, initiated by Planetree in 2007, at several hospitals in countries such as Lebanon, Saudi Arabia, and the United States, showed increased patient loyalty, greater staff engagement, and better care (Guastello & Jay, 2019, p. 5).
- A 2005 pilot project by Planetree showed that adoption of patient-centered practices within the six hospitals evaluated revealed “a positive relationship between adoption of these practices and better performance in the CMS’s (Centers for Medicare and Medicaid Services) core measures and on the HCAHPS (Hospital Consumer Assessment of Healthcare Providers) survey” compared to national data (Frampton, 2009, p. 32).



Planetree International

(University of New Haven, 2021)

## IMPLICATIONS FOR PRACTICE

Implementation of the Planetree patient-centered care model within nursing and healthcare can be completed through use of the 10 Components of the Planetree Model:

- 1. Human Interactions:** Fostering kindness, respect, and a caring nature in all interactions between patients, family, and staff members.
- 2. Family, Friends, and Social Support:** Encouraging involvement in the patient’s care and visitation from family and friends. According to a 2018 peer-reviewed article, hospital visitation has “improved clinical outcomes and patient satisfaction” (Trogen, 2018).
- 3. Access to Information:** Ensuring patients are provided with information, resources, and access to their medical records to help them actively participate in their care.
- 4. Healing Environments Through Architectural Design:** Creating quiet, homelike environments to help facilitate comforting and healing environments.
- 5. Food and Nutrition:** Ensuring that healthy meals and food choices are always available to patients, families, and staff.
- 6. Arts and Entertainment:** Encouraging patients to create and display their own art and inviting artists and musicians for artistic entertainment.
- 7. Spirituality:** Providing access to clergy and areas where activities such as worship and meditation can be practiced.
- 8. Human Touch:** Using therapeutic touch to provide support, promote comfort, and reduce anxiety and pain.
- 9. Complementary Therapies:** Expanding options of therapy available to patients, such as acupuncture, yoga, and aromatherapy.
- 10. Health Communities:** Working with community organizations and partners to improve the overall health of the community. (Frampton, 2009, p. 33)

## CONCLUSION

The Planetree patient-centered care model is an important healthcare tool which causes healthcare workers to see beyond the physical condition being treated; this allows for the patient as a person to be brought to the forefront and allows for their individual needs to be met and for care to be improved.

Through implementation of this model and its 10 Components, hospitals, facilities, and healthcare workers can better serve their patients and communities, leading to improved care, patient outcomes, and patient satisfaction.

## REFERENCES

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