



PLANETREE

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Invitation: Public Comment of Planetree International Designation Criteria Draft

Review Document Available at

www.planetree.org

Comment Period

March 14, 2011 – April 4, 2011

Background

Planetree is a not-for-profit membership organization founded more than 30 years ago by a patient who envisioned a healthcare delivery system where providers partner with patients/residents and families, and where patient/resident comfort, dignity and well-being are prioritized with providing top quality clinical care. By providing a comprehensive framework for cultural, operational and environmental transformation, the Planetree model of patient- and resident-centered care cultivates healing environments in which patients and residents can be active participants and caregivers are enabled to thrive. Today the Planetree Membership Network is a global community of more than 250 hospitals, medical centers, continuing care communities and rehabilitation centers from across the United States, Quebec, the Netherlands, Brazil and Japan.

Six years ago, Planetree began work on a designation program, the only program of its kind to recognize hospitals that have comprehensively implemented and sustained patient-centered care. The Patient-Centered Hospital Designation Program was launched in October 2007 following a multi-year pilot. More recently, the program has been expanded to recognize resident-centered excellence among continuing care communities. Experience with the Planetree Designation Program in the United States suggests that designation is not only a powerful incentive to comprehensively implement patient- and resident-centered care, but also an effective framework to guide those efforts. Since the program's launch, twelve hospitals and three continuing care communities have been awarded designation.



Over the last several years, international interest in the Planetree Designation Program has grown considerably. Planetree’s experience supporting healthcare providers around the world in patient-/resident-centered care implementation efforts has established the universality of the fundamental principles of patient-/resident-centered care. However, pilot designation efforts in Quebec and the Netherlands illustrated the challenges of applying the U.S. criteria for designation to international applicants, and have compelled Planetree to develop a set of international criteria for designation.

Objectives

Development of the international criteria set was guided by the following objectives:

- To maintain alignment with the fundamental principles of patient-/resident-centered care.
- To ensure global applicability.
- To adopt language and phraseology that facilitates standardized understanding and consistent interpretation.
- To incorporate ample flexibility to accommodate cultural nuances without sacrificing the rigor of the program.
- To identify appropriate criteria related to measurement that accommodates the tools and benchmarks available internationally.
- To promote individuality and innovation in the delivery of patient-/resident-centered care.

International Designation Advisory Council

This effort has been spearheaded by an international advisory group, which included representatives from healthcare providers and quality and accreditation organizations from around the world. In November 2010, following a year-long process of refining the criteria, the Planetree International Designation Advisory Council endorsed a draft set of international designation criteria.

About the Criteria

The criteria are organized into eleven sections. Within each section, there are several criteria that reflect fundamental principles of a patient-/resident-centered culture. To achieve designation, an organization must demonstrate that it is satisfying each one of the criteria; each carries equal weight. The numbered criteria appear in bold in the left-hand column of the document. To support organizations in understanding the underlying intent of each criterion and identifying practical approaches for operationalizing the principle, “**Implementation Guidance to Clarify Intent**” has been provided, as appropriate. The practices presented as



“Implementation Guidance” are *potential* ways that the criteria can be satisfied, but they are not meant to be prescriptions of the *only* way the intent of the criteria can be met. Applicant organizations are invited to propose alternate approaches for addressing the criteria.

Next Steps

Planetree is now soliciting comments from all interested stakeholders in the full draft of the international designation criteria. The purpose of this public comment period is to better understand and incorporate a wide array of perspectives and needs into the criteria. In particular, Planetree is interested in any specific concerns about how individual criteria may not be applicable in certain cultures. The public is invited to provide feedback in writing detailing any perceived obstacles (cultural norms, laws, etc.) that may prevent hospitals or continuing care communities in a particular culture from being able to satisfy any criteria.

We ask that comments be submitted in writing by April 4, 2011 to sguastello@planetree.org. We ask those providing comment indicate the country where your organization is located, as well as which stakeholder category (below) best describes your organization’s (or individual) perspective:

- Hospital
- Continuing Care Community
- Integrated Healthcare System
- Ministry of Health
- Other Government Body
- Academia
- Accrediting Body

Contact

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