EXCELLENCE IN PERSON-CENTERED CARE

PLANETREE INTERNATIONAL
For the passionate, mission-driven leader dedicated to humanizing healthcare, Planetree sets the global standard for person-centered excellence across the continuum of care. Unlike formulaic approaches, we honor the unique qualities of your organization and partner to strengthen meaningful connections between staff, patients, families, and the communities you serve. Planetree delivers the leading evidence-based framework for co-designing your road map to improved patient and family engagement, better clinical outcomes, increased staff retention and recruitment, and high value care.

Planetree is a not-for-profit global healthcare leader driving authentic and sustainable cultures of person-centered excellence.
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Planetree Membership

The Planetree Membership program provides organizations with access to person-centered care education and resources, as well as participation in a collaborative online community of Planetree partners around the world and across the continuum of care.

FEATURED MEMBER BENEFITS:

PREFERRED PRICING
Planetree members will have access to discounted pricing on all coaching services including gap analyses and both in-person and virtual workshop offerings. Discounts also apply to the Fellow in Person-Centered Care (FPCC) credential program and Certification for Excellence in Person-Centered Care.

MEMBER COMMUNITY
Benefit from an active and engaged global online community. From inter-organizational sharing of experiences, to unique and insightful resources, members discover and implement innovative solutions developed through interactions with others who have faced similar challenges.

ADVISORY CALLS
Planetree members have the opportunity to schedule periodic video conference with one of Planetree’s expert advisors to support their organization’s person-centered care efforts and initiatives.

DIGITAL RESOURCE LIBRARY
Stay up to date with innovations in person-centered care through unlimited access to member-only resources, including pre-recorded webinars, guides on implementing best practices, and a curated library of presentations, documents, and learnings.
PERSON-CENTERED

Care Assessments

ORGANIZATIONAL GAP ANALYSIS
This comprehensive culture audit is informed by a combination of focus groups, structured observation, interviews, an environmental review, and other relevant data to set the pace and direction for person-centered goal setting and implementation planning. Planetree advisors provide targeted recommendations for establishing (or strengthening) the structures, processes, practices, and cultural underpinnings to ensure the organization’s person-centered efforts are effective and sustainable.

CERTIFICATION VALIDATION ASSESSMENT
This is a required assessment for any organization seeking formal recognition for person-centered excellence through the Person-Centered Care Certification Program®. The certification process includes review of the online application, followed by a “lived-experience assessment” where the Planetree Certification team interacts with organizational stakeholders to validate the fulfillment and impact of the certification criteria on organizational operations, outcomes, and the human experience of care.

PRACTICE AUDIT
This on-site appraisal of specific person-centered initiatives is designed to guide organizations in quality checking these strategies and provides shoulder-to-shoulder coaching for effectiveness and improvement. The audits conclude with specific feedback and recommendations for fine-tuning the practice of delivery to achieve organizational goals.

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FACILITY DESIGN ASSESSMENT
Utilizing an evidence based approach, this facility assessment is designed to aid healthcare organizations and the selected design or architectural firm in designing environments that relieve stress, encourage healing, and drive better patient outcomes. This assessment will assist organizations in creating actionable plans for initial implementation, prioritizing space for person-centered approaches, and providing future considerations for facility planning.

PROGRESS ASSESSMENT
Benchmarked against the 26 criteria for Person-Centered Care Certification, this comprehensive organizational assessment measures the efficacy of the ongoing organizational improvement efforts, identifies organizational opportunities, and informs recommendations for continued advancement towards person-centered excellence.
LEADING THE WAY TO PERSON-CENTERED EXCELLENCE

Planetree assists your senior executives in identifying and developing the common goals, expectations, and practices needed to align person-centered care implementation efforts with strategic priorities. This program drives dedication and direction, building the foundation of leadership commitment that has been identified as a key driver for success in transformational culture change.

PERSON-CENTERED CARE STEERING COMMITTEE DEVELOPMENT

Steering Committees are key to developing processes that elevate the staff voice, drive inclusion, and model a top-down, bottom-up approach to care. Planetree advisors support the development of the most suitable organizational construct and provide training for committee members designed to facilitate understanding of person-centered processes and values, ensuring maximum success.

BOARD OF DIRECTORS PROGRAMMING

Educate and engage board members in the person-centered care implementation effort. Planetree works within your organization’s culture and needs to develop a customized approach for personally connecting board members to the change vision of your executive team.
PERSON-CENTERED
Skill Building

ACCELERATING HEALTHCARE EQUITY THROUGH BIAS REDUCTION
Biases are impacting those who give and receive care in healthcare settings around the world. Ageism, racism, ableism, and other biases negatively affect healthcare equity, and Planetree is arms organizations with strategies, actions, and communication skills to recognize and reduce healthcare disparities. Professionals and providers at all levels will benefit by understanding their personal bias, developing skills to communicate equitably and authentically, and implement strategies to support those who give and receive care that matches their unique needs.

RECONNECTING TO PURPOSE (EXPERIENTIAL LEARNING)
This experiential learning program is designed to connect staff at all levels with essential principles of person-centered care, including compassion, communication, and empathy. Experiential staff education sessions rally teams around a collective purpose and help each team member better understand their role in bringing person-centered care to life. Delivered as a train-the-trainer program, Planetree advisors will lead selected staff facilitators through an in-depth workshop and prepare them to independently facilitate these sessions within their organization.

PERSON-CENTERED LEADERSHIP DEVELOPMENT
Mid-level managers are often the most overlooked group of supervisors in an organization, despite being the glue that binds cultures of change. This workshop provides managers with the tools necessary to lead from a person-centered model of supervision and is a key catalyst to meaningful transformation in your organization’s culture.

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THE RESILIENCY SERIES: CREATING A PATH FORWARD
Stressors are challenging our teams, a situational condition we know may not diminish quickly. Now is the time to support these teams with resiliency training. This four-part virtual session connects people together in shared experiences, and delivers strategies to help teams move forward. The tips, tools, and tactics gained directly increase resiliency by strengthening trust and support, reducing compassion-blockers, and enabling wholehearted empathetic communication.

CARING CULTURE SURVEY
This validated tool enables healthcare organizations to measure the amount of caring and empathy in an organizational culture, as experienced by staff within the organization. The process includes a baseline assessment and follow-up survey to measure the impact of the culture change effort.

STAFF VITAL SIGNS
This two-step assessment program helps leadership teams to determine the next steps to strengthen staff engagement and advance the organizational culture of person-centered care. Planetree’s experienced team of advisors will begin by conducting focus groups with staff along with the Caring Culture Survey, with the goal of assessing an organization’s key barriers to engagement. This assessment will lead to a robust strategy of recommendations to improve staff engagement, retention, and well-being aligned with Planetree’s evidence-based framework for person-centered care.
COMMUNICATING EMPATHY
This communication skill building program engages everyone in using the powerful Heart-Head-Heart Method® to ensure that empathic and mindful communication is a consistent experience for patients, residents, families, and staff. This program lays the foundation of person-centered communication skills and includes a planning guide, a jump-start workshop, the Heart-Head-Heart Handbook for all participants, as well as the Leader’s Action Plan and Toolkit that provides the role modeling, skill practice, coaching, and reinforcement key to skill mastery and sustainment.

ADVANCED COMMUNICATION FOR PHYSICIANS
Advanced Communication for Physicians goes beyond the basics to help physicians develop the communication competencies that build relationships, foster engagement and collaboration, and strengthen professional pride and effectiveness. This program is cost effective and highly efficient, designed for providers to complete online and individually at their convenience. Successful completion earn 4 AMA PRA Category 1 Credits

DEMENTIA CARE COACHING
This session debunks the myth that individuals with dementia lack the ability to participate in choices related to their care. A Planetree coach trains staff on appropriate approaches to keeping the individual at the core of their care process, while enhancing the experience for the caregiver, family, and patient.

END-OF-LIFE CARE COACHING
End-of-life care is an inevitable but often avoided part of our healthcare delivering system. For decades, death has been treated as one more task that needed to be completed by the staff. This program educates staff to identify preferences related to illness and end-of-life, creating specific practices that support all stakeholders.
CERTIFICATION FOR EXCELLENCE IN
Person-Centered Care

THE ONLY PROGRAM TO FORMALLY RECOGNIZE EXCELLENCE IN PERSON-CENTERED CARE

Developed by Planetree International, the Person-Centered Care Certification Program™ is the only program to formally recognize excellence in person-centered care around the world and across the continuum of care. The program is organized around four tiers: Bronze, Silver, Gold, and Distinction for Leadership and Innovation, each representing incremental levels of achievement. Planetree developed the certification criteria based on decades of observing and fine-tuning evidence-based best practices in person-centered care. These criteria serve as goalposts for designing your person-centered care initiatives, and benchmarks to measure it against after implementation. The performance framework is focused on the patient experience, as well as the experiences and engagement of family members and health care teams. The evidence-based structure is organized around five drivers of excellence, 26 evidence-based criteria, and 107 measurable elements. These elements delineate the critical structural, operational, and practice inputs required to create and maintain a culture of person-centered care. Learn more at Planetree.org/certification.

FELLOW IN
Person-Centered Care

FELLOW IN PERSON-CENTERED CARE (FPCC) CREDENTIAL

Planetree International’s Fellow in Person-Centered Care (FPCC) is a new professional credential that recognizes individuals’ achievements in person-centered care. Becoming a Fellow signals not only one’s personal belief that person-centered care is the right thing to do, but also their professional track record of person-centered care in action. The process to become a FPCC focuses on expanding your knowledge about person-centered care approaches and the application of that knowledge to make healthcare better. Learn more at Planetree.org/fellows
While becoming certified as a Planetree Person-Centered Care Center is no small feat, the results - healthier, happier patients and staff, higher patient experience scores, and a reputation for excellence - are well worth the effort. Planetree is here to help you each step of the way, partnering to provide an authentic framework for caring and a clear on-ramp to Certification customized to your facility and community needs.

Contact Planetree to learn more.