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«Machtfaktor Patient 3.0» – Patienten verändern das Gesicht des Gesundheitswesens

"The power of patients 3.0" – Patients are changing the face of health care

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Global lessons in patient-centered care from the Planetree Network - How to harness patients' power

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Teaser: The Planetree Network for patient-centered care includes over 500 health care institutions. We identify tools that work in different settings, and build a network of fast learning organizations.

Background, objective: Since 1978, Planetree has worked globally to create healing environments where patients are active partners. Today, the network comprises over 500 health care institutions. Several lessons have emerged which practices work across different settings, and how networks of fast learning organizations can emerge.

Approach, methods, patient engagement: We present successful practices from the Planetree Network which work across different settings, and which have helped the Planetree Netherlands Network rapidly.

Findings: Presentation 1: Practices that work in patient-centered care

Successful practices were often co-developed with patients. They personalize and humanize the care experience for patients and caregivers. Examples include:

- 1) Identifying Patient-centered care as an evidence-based, fundamental strategy for high-quality, high-value care
- 2) Management style mirrors the expected attitude of caregivers towards patients
- 3) Speaking with the voice of the patient to motivate change
- 4) Empowering and training families to be partners in care
- 6) Providing actionable information that enables patients to be partners
- 7) Providing access to nature and natural light
- 8) Allowing patients control over their schedule and environment
- 9) Providing concrete, behavior-based expectations for caregivers.

Presentation 2: How to build a network of fast learning health care organizations

Planetree Netherlands has grown in eight years to include more than 30 organizations across all health care settings. Together, they care for 2.5 Million patients, or 15% of the population. This rapid growth comes from fostering radical culture change.

An organization's capacity for change depends on the readiness and responsiveness of its employees, leaders, and structures. Four principles drive value: 1) The core: What matters most? 2) support performance; 3) connecting knowledge to people; 4) showing meaningful progress. Excellence in care needs to be defined in a way that resonates with patients and caregivers. Engaging caregivers in an open and honest dialogue is the basis for all subsequent change. Successful health care organizations create an «enabling» environment in which certain behaviors are expected, supported, and ingrained in planning and implementation.

Discussion and implications: As a result of this workshop, participants will 1) identify successful practices for improving patient-centered care, 2) identify four key factors that support lasting change; 3) learn about crucial steps between hope and reality and 4) identify actionable steps to implement lessons learned into practice.

Key terms: Patient-centered organizations, patients as partners in care, fast learning organizations