



### **Planetree's Vision**

As a global catalyst and leader, Planetree promotes the development and implementation of innovative models of healthcare that focus on healing and nurturing body, mind and spirit.

### **Planetree's Mission**

Planetree is a non-profit organization that provides education and information in a collaborative community of healthcare organizations, facilitating efforts to create patient centered care in healing environments.

### **The Planetree Model**

Since its founding in 1978 as a non-profit organization, Planetree has continued to be a pioneer in personalizing, humanizing and demystifying the healthcare experience for patients and their families. Founded by a patient, the Planetree Model is committed to enhancing health care from the patient's perspective. It empowers patients and families through information and education, and encourages "healing partnerships" with caregivers to support active participation. Through organizational transformation, the Planetree Model creates healing environments in which patients can be active participants and caregivers are enabled to thrive.

### **Beliefs**

We believe...

- That we are human beings, caring for other human beings
- We are all caregivers
- Caregiving is best achieved through kindness and compassion
- Safe, accessible, high quality care is fundamental to patient centered care
- In a holistic approach to meeting people's needs of body, mind and spirit
- Families, friends and loved ones are vital to the healing process
- Access to understandable health information can empower individuals to participate in their health
- The opportunity for individuals to make personal choices related to their care is essential
- Physical environments can enhance healing, health and wellbeing
- Illness can be a transformational experience for patients, families and caregivers

## **Components of the Planetree Model**

### **I. Human Interactions/Independence, Dignity and Choice**

Human beings caring for other human beings, creating a healing environment for patients, families, and staff members. This includes providing personalized care for patients and their families as well as creating organizational cultures which support and nurture staff.

### **II. Importance of Family, Friends and Social Support**

Social support is vital to good health. Planetree encourages involvement of family and friends whenever possible, offering unrestricted visiting, including in the ICU and ER, and provides the option of family presence during invasive procedures and resuscitation. The Care Partner Program promotes a heightened level of family participation while patients are hospitalized and at home after discharge. Families are encouraged to stay overnight whenever possible. Pet therapy can elevate mood, lower blood pressure and enhance social interaction.

### **III. Patient/Resident Education and Community Access to Information**

Illness is seen as an educational and potentially transformational opportunity. An open chart policy encourages patients to read their medical records and write in the Patient's Progress Notes. A Self-Medication Program enables patients to keep medications at the bedside. Collaborative care conferences, patient pathways, and a variety of educational resources provide patients with information and skills to actively participate in their care. Patient and family libraries are available throughout the hospital and Planetree Health Resource Centers, open to the community, offer health and medical information on a wide range of topics including complementary therapies.

### **IV. Healing Environment: Architecture and Interior Design**

The physical environment is vital to healing. Each facility is home-like and non-institutional, valuing humans, not just technology. By removing architectural barriers, the design encourages patient and family involvement. An awareness of the symbolic/semiotic messages communicated by the design is an essential part of planning. Spaces are provided for both solitude and social activities, including libraries, kitchens, lounges, activity rooms, chapels, gardens and overnight accommodation for families.

### **V. Nutritional and Nurturing Aspects of Food**

Nutrition is integral to healing, essential not only for good health but also as a source of pleasure, comfort and familiarity. Health care facilities become role models for delicious, healthy eating, with kitchens available throughout the facility to encourage families to bring the patient's favorite food from home or prepare meals for themselves. Volunteers bake breads, muffins and cookies to provide "aromatherapy" and to create a nurturing environment.

### **VI. Arts Program/Meaningful Activities and Entertainment**

Music, storytellers, clowns, and funny movies create an atmosphere of serenity and playfulness in the Planetree Model. Artwork in patient rooms, treatment areas and on art carts add to the ambiance. Art carts enable patients to select the artwork of their choice. Volunteers work with patients who would like to create their own art, while artists, musicians, poets and storytellers from the local community help to expand the boundaries of the health care facility.

### **VII. Spirituality and Diversity**

Planetree recognizes the vital role of spirituality in healing the whole person. Supporting patients, families and staff in connecting with their own inner resources enhances the healing environment. Chapels, gardens, labyrinths and meditation rooms provide opportunities for reflection and prayer. Chaplains are seen as vital members of the health care team.

### **VIII. Importance of Human Touch**

Touch reduces anxiety, pain and stress benefiting patients, families and staff members. Nurses, doctors and other staff find even a brief neck and shoulder massage, to be a useful way to deal with stress.

### **IX. Integrative Therapies/Paths to Well-Being**

Expand the choices offered to patients. Aromatherapy, acupuncture and Reiki are examples of expanded options offered in addition to clinical modalities of care. Training programs for volunteers to teach hand and foot rubs, and internship programs for massage therapists keep costs minimal.

To meet growing consumer demand for complementary therapies, Planetree affiliates have instituted heart disease reversal programs, guided imagery, therapeutic touch, acupuncture, Tai Chi and yoga. Aromatherapy's calming effect on agitated patients is useful to augment pain management modalities and decrease anxiety.

### **X. Healthy Communities/Enhancement of Life's Journey**

Working with schools, senior citizen centers, churches and other community partners, hospitals are redefining healthcare to include the health and wellness of the larger community. Choosing environmentally friendly cleaning products and sponsoring "kid's camps", walking clubs, and community gardens, expands the role of hospitals from illness to wellness.