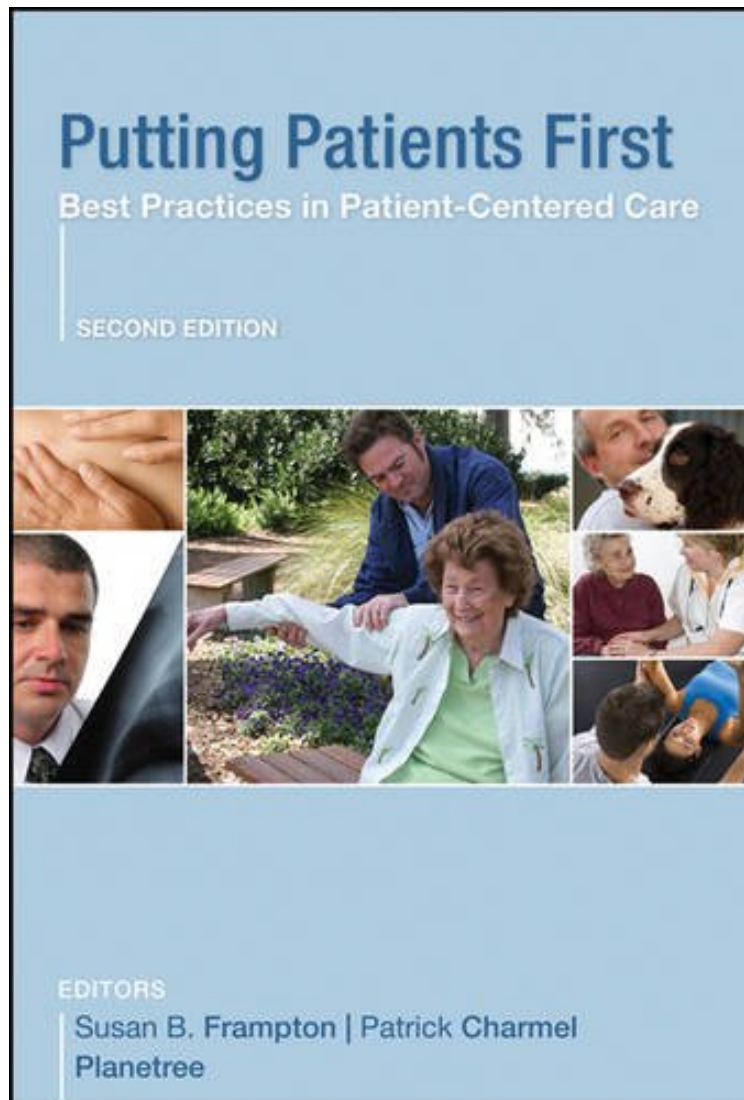


[Free] Putting Patients First: Best Practices in Patient-Centered Care

## Putting Patients First: Best Practices in Patient-Centered Care

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#1098412 in Books Frampton, Susan B. (EDT)/ Charmel, Patrick (EDT) 2008-10-27Original language:EnglishPDF # 1 9.30 x 1.12 x 6.25l, 1.20 #File Name: 047037702X368 pages | File size: 22.Mb

**From Frampton, Susan B. (EDT)/ Charmel, Patrick (EDT) : Putting Patients First: Best Practices in Patient-Centered Care** before purchasing it in order to gage whether or not it would be worth my time, and all praised Putting Patients First: Best Practices in Patient-Centered Care:

1 of 1 people found the following review helpful. Should be required reading for anyone in healthcare todayBy Joe Tye"Patient-centered care" is the latest buzzword to sweep into the healthcare system (Florence Nightingale would, of course, have asked who is in the center now, if not the patient), but Planetree has been pioneering the concepts for more than a quarter-century. The second edition of "Putting Patients First" highlights industry-leading practices for

patient-centered care - including physical design and decor, information and patient empowerment, and the role of nutrition, arts and animal therapy, and the emotional and spiritual dimensions of a true healing environment. The book is illustrated with case studies from hospitals and other healthcare organizations that are doing some truly pathbreaking things to assure an excellent patient experience. The chapter on building the business case for patient-centered care by Patrick Charmel (CEO of Griffin Hospital, a Planetree flagship) is essential reading for executives who are tasked with assuring the long-term competitive viability of their organizations in a reimbursement environment that will increasingly take into account patient satisfaction reports. Values Coach (the company I work with) has worked with a number of Planetree hospitals over the years, and I can say from those experiences that there really is something special about the Planetree philosophy and practice of patient-centered care. The annual Planetree conference (see Planetree.org) is a unique happening - part educational event, part pep rally, and part family reunion. Anyone who has ever attended that conference, and interacted with the people who are fully engaged in the Planetree model, knows that the concepts described in this book really do work when applied in real world settings. This book is a great yardstick against which to compare your own organization's commitment to, and performance on, creating a patient-centered healing environment. Whether or not you are considering joining Planetree, this book is a gift of the best ideas, practices, and strategies from organizations - ranging from Wesley Village to The Cleveland Clinic. It is THE textbook for patient-centered care, and should be required reading for anyone in healthcare administration today.

0 of 0 people found the following review helpful. Wake-up Call for Anyone Running a Medical Facility! By New designer I am an accessories designer for elder patients who use our products in a variety of institutional health settings...while the Planetree movement has been around for a while, this new compendium of the latest thinking on Patient-Centered Practice... is a brilliant re-fresher on a very valuable idea. With recent cutbacks in Medicare funding, and the rising expense of operating large or small medical facilities, it is only natural that the overall quality of the patient experience can get lost in the process of cut-backs that seem to be ubiquitous in this business. I am a huge supporter of the Planetree model and it's basic tenants (which are clearly explained in the various articles.) As the medical care business continues to feel increasing financial pressure and the resulting commoditization of the delivery of medical services, basic business principles of Improving Customer Service and Catering to your Customer (Planetree mantra's) are logical practices for anyone who plans to compete successfully in this new world. If we cannot put patients first because it is the right thing to do.....THEN LET'S MAKE THE CASE THAT IT IS THE MOST PROFITABLE THING TO DO!!!!!!

1 of 1 people found the following review helpful. We Need More Books Like This! By Marysc The people who dis this book must be hardened health care providers who have forgotten (if they ever knew in the first place) what it's like to be a patient in a hospital. Before doctors and nurses are given their certification and turned loose on helpless patients, they should be required to spend a few days (incognito!) in a hospital and endure what the average patient endures. If so, they might have more respect and appreciation for books like this. Many thanks to the contributors!

The second edition of Putting Patients First showcases what Planetree facilities and the Planetree organization have learned about the commitments, conditions, practices, and policies that are needed to do more than give lip service to being--patient-centered.--It should be read by every student, nurse, physician, administrator, trustee, policy maker, and lay person who is committed to creating healing environments, holding facilities accountable for their rhetoric, and truly reforming health care.

From the Back Cover Putting Patients First, 2nd Edition "The second edition of Putting Patients First showcases what Planetree facilities and the Planetree organization have learned about the commitments, conditions, practices, and policies that are needed to do more than give lip service to being 'patient-centered.' It should be read by every student, nurse, physician, administrator, trustee, policy maker, and lay person who is committed to creating healing environments, holding facilities accountable for their rhetoric, and truly reforming health care." Diana J. Mason, PhD, RN, FAAN, editor in chief, American Journal of Nursing "Putting Patients First may well revolutionize what you do and how you do it, and provide you far more satisfaction in your job." Harvey Picker, founder, Picker Institute "This book is a model of 'best practices' for self and systems." Jean Watson, PhD, RN, Distinguished Professor of Nursing, Murchinson-Scoville Endowed Chair in Caring Science, University of Colorado Denver "'Patient-centric' is not just a buzzword for this gang. They invented it and live it and extend it and reinvent it every day." Tom Peters, co-author, In Search of Excellence "Of all the dimensions on which health care needs to improve, the most important is 'patient-centeredness.' In this timely volume, some of the best minds in the field guide us to rethink the very definition of that term, and show us both the boldness and the promise of new forms, systems, and attitudes that can help us become what we ought to be: not hosts to our patients, but well-behaved, respectful guests in their lives." Donald M. Berwick, MD, MPP, president and CEO, Institute for Healthcare Improvement About the Author Susan Frampton, Ph.D. is President of Planetree Institute, a non-profit organization that promotes and provides education in patient-centered care, Frampton works with a growing alliance of hospitals and health centers around the country and in Europe that have implemented Planetree's unique patient-centered model of care. Prior to her work with Planetree, she spent over

twenty years at several hospitals in the New England area. Her work focused on community education, wellness and prevention, planning, and development of integrative medicine service lines. Frampton serves on the Connecticut Healthcare Research and Education Foundations Patient Safety Organization, and is an invited member of the Institute of Medicine panel on reducing medical error and improving patient safety. Patrick Charmel is President and Chief Executive Officer of Griffin Hospital and its parent corporation Griffin Health Services Corporation. Among the positions he has held at Griffin are Assistant to the Administrator, Assistant Administrator, Clinical Services and Vice President, Hospital Operations. He became President and CEO in 1998. During his tenure he has positioned Griffin Hospital as an award-winning, innovative organization, recognized as an industry leader in providing personalized, humanistic, consumer-driven health care in a healing environment. Since adopting the Planetree philosophy in 1991, over 550 hospitals have visited and toured Griffin and its award-winning patient-care building. Under Charmel's leadership, Griffin Hospital was named one of fifteen Hospitals With Heart by AARP's Modern Maturity Magazine, was featured on the CNBC produced Wall Street Journal Report and was spotlighted, along with Planetree, in a PBS special Hospitals With a Heart that aired in 2004. Planetree is an international affiliation of hospitals utilizing the Planetree model of patient centered care that seeks to humanize and demystify the health care experience for patients and families.