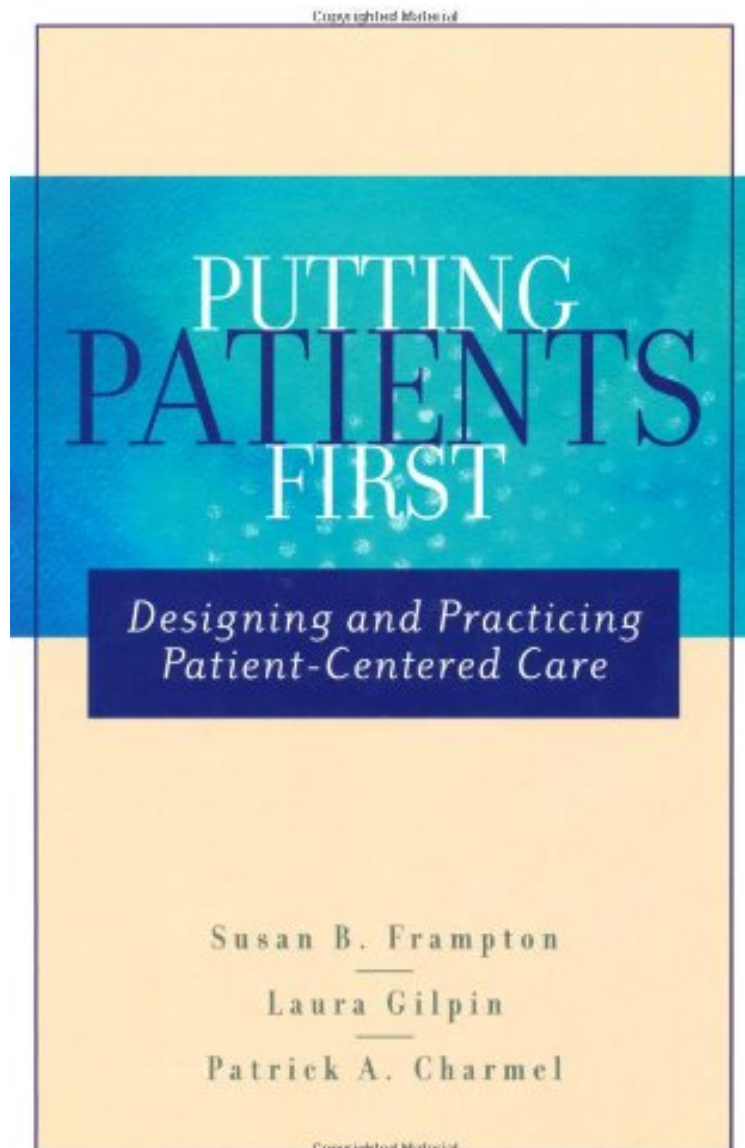


[Mobile ebook] Putting Patients First: Designing and Practicing Patient-Centered Care (J-B AHA Press)

Putting Patients First: Designing and Practicing Patient-Centered Care (J-B AHA Press)

From Jossey-Bass

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0 of 0 people found the following review helpful. Five StarsBy LucasGood book.3 of 3 people found the following review helpful. Thorough. Very challenging for most healthcare leaders.By Bob (Robert) MacLaffertyThis book is a thorough discussion of a highly successful philosophy of patient-centered care promoted and fine tuned by the Planetree Institute. It challenges a healthcare industry that is behind others in its lack of focus on the delivery of patient-centric care. It covers subjects from the nurturing aspects of food, recruitment and retention, and making a business case for patient centered care.3 of 3 people found the following review helpful. Tried and true strategies for patient satisfaction repeats itselfBy Gayle JechThe Planetree Model has been around for several years, but I have yet to experience it first hand. Patient-centered care should always be a priority and not in competition with the fiscal responsibilities of an organization. I was mostly interested in inpatient settings, but found the other topics interesting.

Putting Patients First is a complete guide to patient-centered care the highly successful philosophy that has been championed and refined by the renowned Planetree Institute. This important volume explains the origins and uses of patient-centered care and provides a practical approach to implementing it in any health care organization. Step by step, the book clearly outlines the elements of the highly successful Planetree patient-centered care model and includes the validating research. This much-needed resource shows how to apply these methods to the larger issues of health care delivery such as managed care, workforce shortages, patients; "right to know" legislation, and hospital marketing and branding efforts. Putting Patients First is filled with illustrative case examples drawn from hospitals and health care organizations that have successfully implemented the Planetree model.

"Winner of the American College of Healthcare Executives' 2004 James A. Hamilton Book of the Year Award.." (The AAMA Executive; Fall 2004)From the Back CoverPutting Patients First is a complete guide to patient-centered care the highly successful philosophy that has been championed and refined by the renowned Planetree Institute. This important volume explains the origins and uses of patient-centered care and provides a practical approach to implementing it in any health care organization. Step by step, the book clearly outlines the elements of the highly successful Planetree patient-centered care model and includes the validating research. This much-needed resource shows how to apply these methods to the larger issues of health care delivery such as managed care, workforce shortages, patients' "right to know" legislation, and hospital marketing and branding efforts. Putting Patients First is filled with illustrative case examples drawn from hospitals and health care organizations that have successfully implemented the Planetree model. Praise for Putting Patients First "Frampton, Gilpin, and Charmel have collected an exceptional and long overdue mix of history, philosophy, practical application, and business sense. The contributions include a broad range of the pioneers who have led this revolution in patient-centered care. This is a must-read for anyone who cares about the future of health care." D. Kirk Hamilton, Watkins Hamilton Ross Architects, founding president of the American College of Healthcare Architects "This one-of-a-kind book relating the history, successes, and evolution of The Planetree Model and Patient-Centered Care is very timely for addressing this crisis of caring in our conventional health care institutions. It is a practical and ethical guide for transformation of health care, from the inside out. It should be a must-read for all health care institutions and practitioners interested and committed to deep reform." Jean Watson, Distinguished Professor of Nursing, University of Colorado Health Sciences Center and recipient of the National Norman Cousins Fetzer AwardAbout the AuthorSusan B. Frampton is executive director of Planetree. She speaks widely on cultural and organizational practices, patient-centered care, and health care consumerism. Laura Gilpin is director of the Planetree Alliance. She has served as a staff nurse and as the first patient educator and arts coordinator with Planetree. Patrick A. Charmel is president and chief executive officer of Griffin Health Services Corporation.