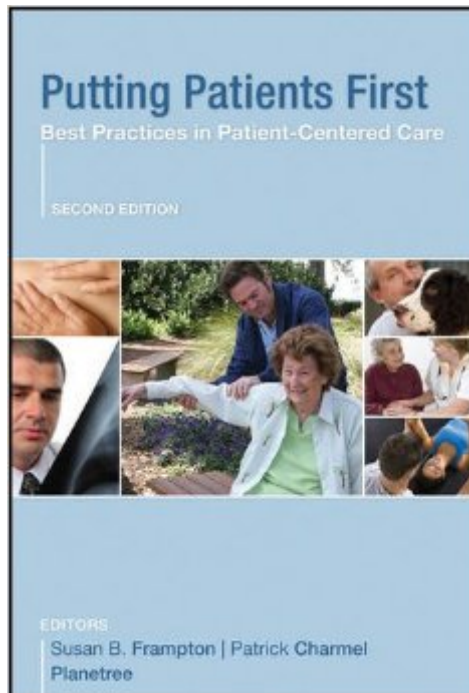


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# Putting Patients First: Best Practices In Patient-Centered Care



## Synopsis

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.

## Book Information

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## Customer Reviews

"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.

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