

Planetree in the Spaarne Gasthuis

Center for Patient Experience and Evaluation
Denmark on May 20, 2016

Spaarne  Gasthuis

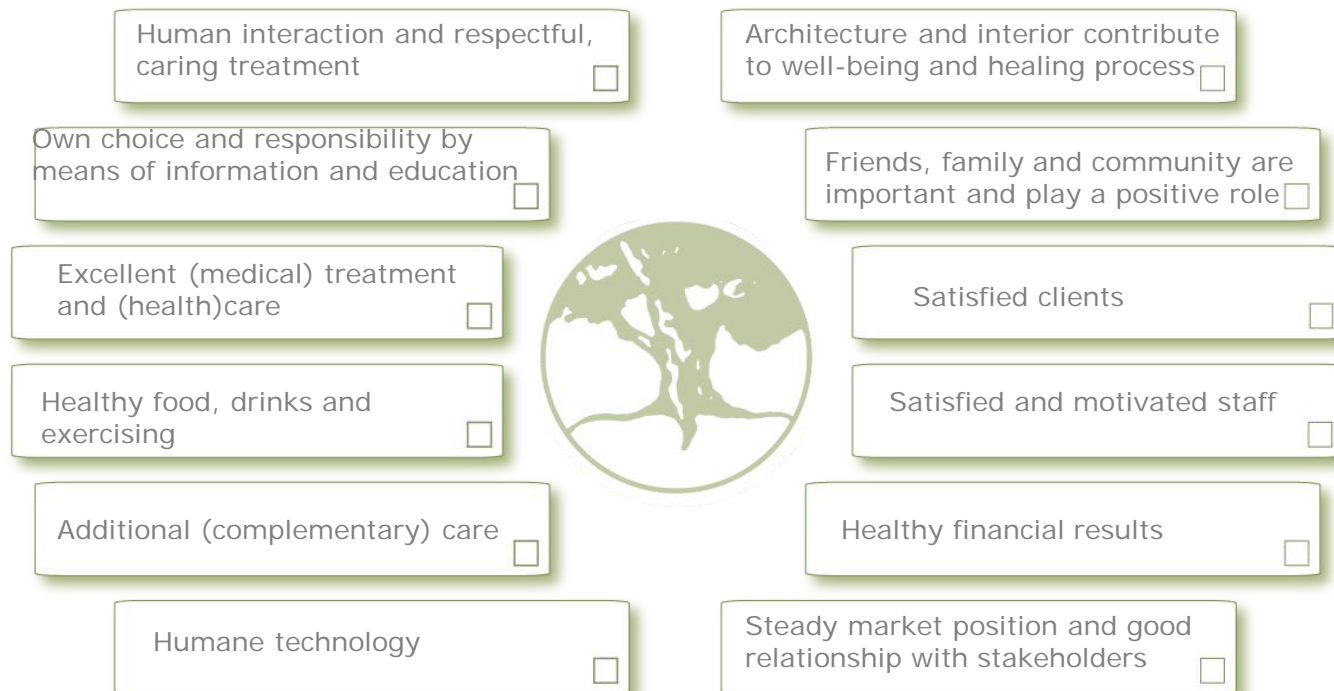
The 12 Planetree components



The rotor in the middle symbolises the consistency of the model

Planetree components

Implementable in direct actions as well as the organisation overall



How to engage Staff?

Impression participation Planetree International Conference 2011

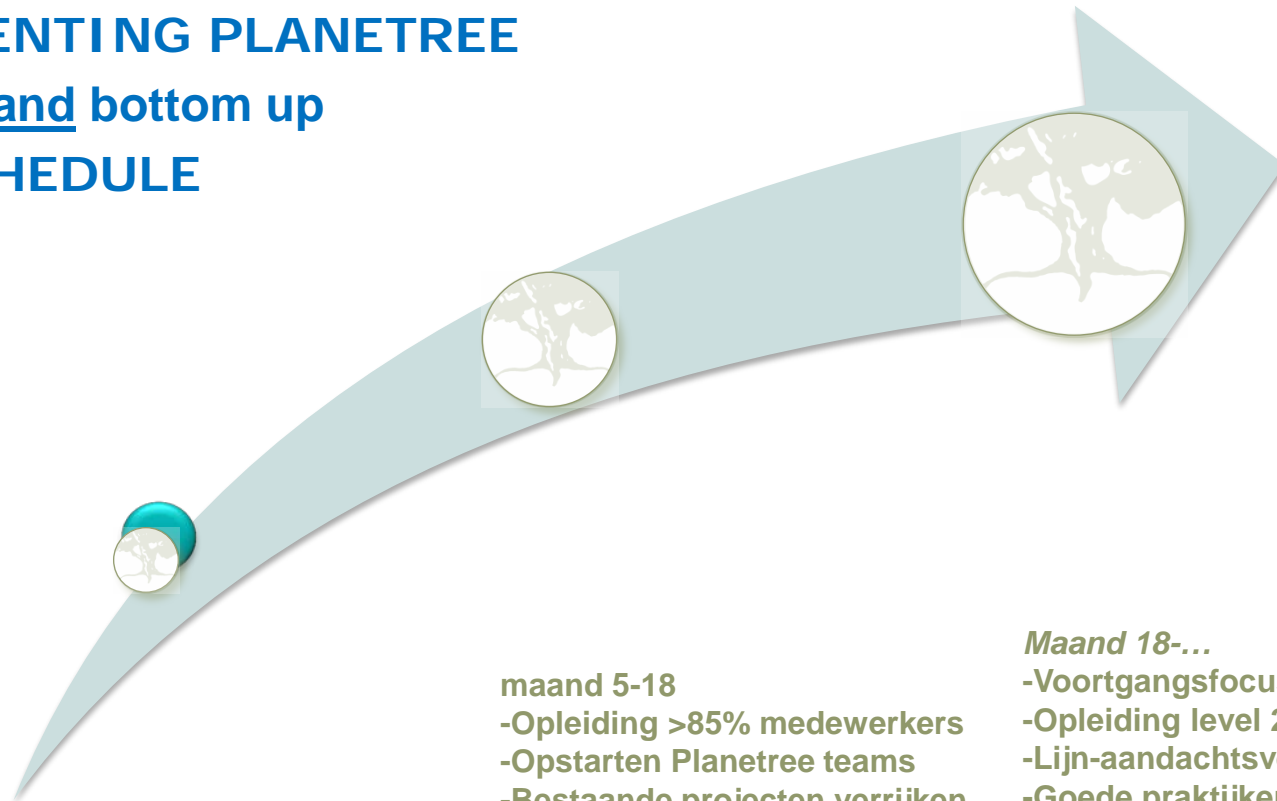


Spaarne  Gasthuis

IMPLEMENTING PLANETREE

top down and bottom up

TIME SCHEDULE



maand 1-3
-Deelnemen aan netwerk
-Inbedden in organisatie
-coördinator
-regiegroep
-aansluiting met missie en bestaande initiatieven
-kennismaking en dialoog
leiding en organisatie over mensgerichte zorg

maand 3-5
-Focusgroepen
-Plan MT
-Train de trainer/begeleider
-Communicatie met organisatie
-Initiatieven uit organisatie bekrachtigen

maand 5-18
-Opleiding >85% medewerkers
-Opstarten Planetree teams
-Bestaande projecten verrijken
-Nieuwe/eigen vormen
-Planetree op teamagenda
-Aansluiten op lijn/jaarcyclus
-Integratie P&O beleid, pop's, selectie en opleiding
-Eerste resultaten zichtbaar maken en vieren
-Planetree doelen en criteria gebruiken voor focus en concretisering

Maand 18-...
-Voortgangsfocusgroepen
-Opleiding level 2 of 3
-Lijn-aandachtsvelder-trainer
-Goede praktijken benutten
-Innovatief zichtbaar blijven maken van initiatieven en effecten en waarderen
-Samenhang bewaken
-Streng tegen niet-dienstbare houding en gedrag
-Aansluiting motiverende PI's
-Externe communicatie
-Gaan voor kwaliteitslabel?

Top down

Choice for Planetree:

- has been made by the Board of Directors

Health care concept Planetree

- supports the previous vision of the Spaarne Hospital “*human-centered care*” or “*patient is top of our concern*”
- seamlessly connects to the current vision of the Spaarne Gasthuis “*hospitality*”
- All staff is obliged to follow the Planetree Experience Training

Bottom up

➤ Lobby- and information sessions

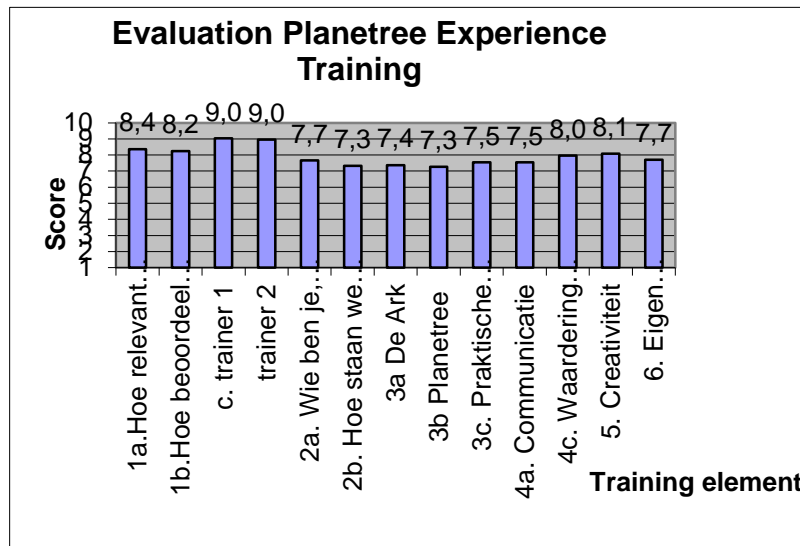
3 sessions in total for all staff
on voluntary basis

➤ Planetree Experience Training Staff

mandatory training

so far in total over 1.700 employees are trained

selection of trainers: cross section of the entire organisation (consisting of heads clinical- and outpatient wards, advisors Spaarne Academy and staff support services)



First group of trainers;
Constant average rating: 9

HOW TO KEEP THE MOMENTUM

Embedded within the organisation in PLATFORM NETWORK PLANETREE



45 Planetree ambassadors throughout the Spaarne Gasthuis, location Hoofddorp (ambassadors location Haarlem will join in, once the Planetree Experience Trainings have started over there)

- ✓ inspired in their work
- ✓ involved in the organisation

scattered across:

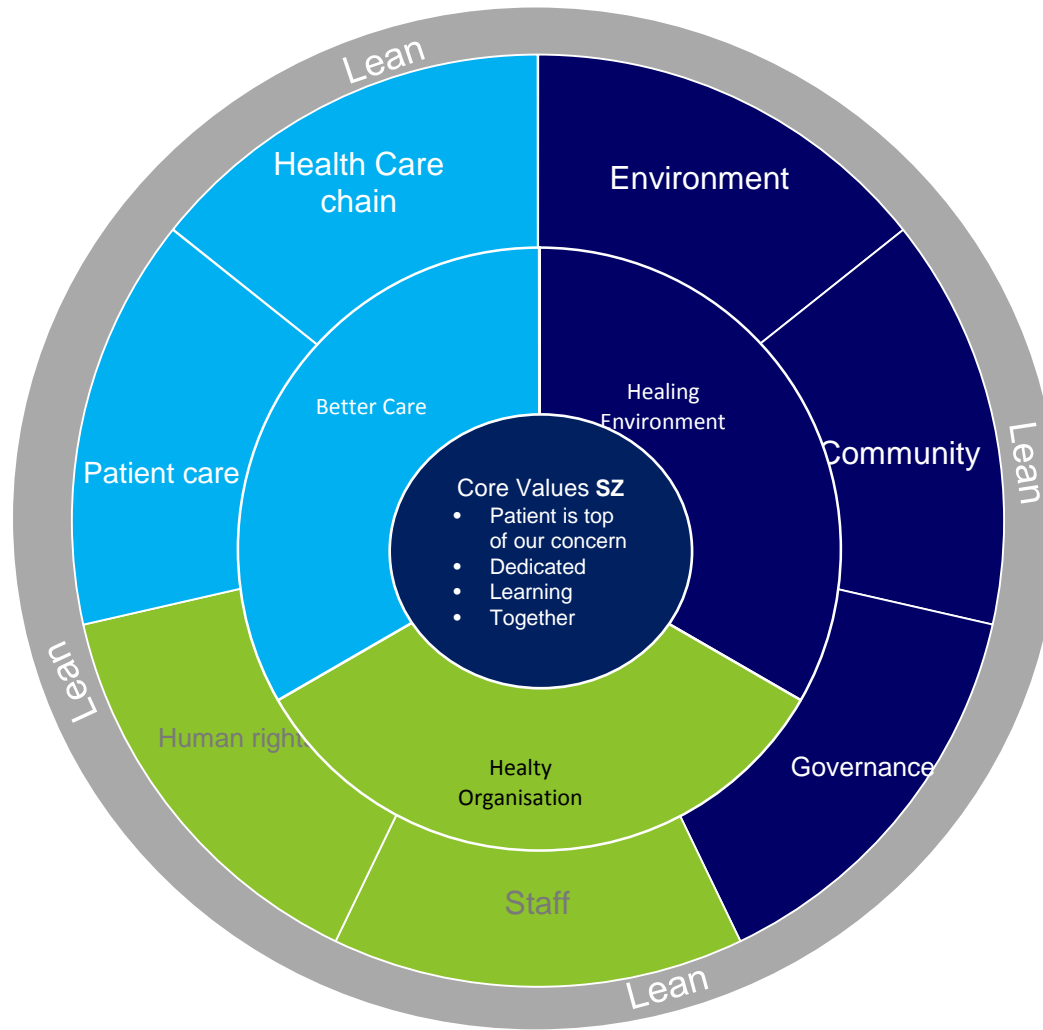
- clinical wards
- out patients wards
- supporting services

Frequency of meetings: every 8 weeks

Introduction day new employees once every two months

- ✓ general Planetree information and experience session (1,5 hour)

Connection Vision/programmes



Engaging families and healthcare partner programmes

For instance in concern to Oncology:

➤ Close collaboration with

Anthoni van Leeuwenhoek Hospital (radiotherapy)

➤ humane technology

Adamas walk-in consultation services for cancer patients and their families

➤ volunteers

Stichting “Vrienden van het Spaarne Gasthuis” (friends and sponsors)

“Carpe Diem”; complementary day for those touched by cancer (patient and a friend or family member)

Overall examples:

- Patient Portal “Mijnspaarnegasthuis.nl”
- Participation in HOPE European Exchange Programme for managers and talented young professionals
- Family Day clinical ward cardiology
- Rooming in children's ward/gynaecology
- Expanded visiting hours
- Spaarne Spa, hand massage (external volunteers)



Engaging patients on an organisational level

Overall:

- Board meetings with CAR (Client Advisory Board)
- Input patients by means of PTO's (patient satisfaction survey)
- Input staff and patients in relation to the design of:
 - *Hospital rooms*
 - *Palliative rooms*
 - *Family rooms*
 - *Waiting areas*

In relation to Oncology Centre

- ✓ Involvement stakeholders: input in the building and design of the centre by:
 - *Architects*
 - *AvL (Antoni van Leeuwenhoek Hospital)*
 - *Staff Spaarne Gasthuis (including doctors)*
 - *CAR (Client Advisory Board)*
 - *Oncology patients*

Training of Staff

In relation to Planetree for example:

- Planetree Experience Training
- HIC training (feedback training)
- Training “dealing with complaints”

Further use of Planetree in a merger, EBP and Epic (starting points)

Pillar healthy organisation

Merger: Employees work in a positive environment with clear answers, value, support, personal development, interest in the client as a person, team spirit and good communication. Planetree improves recruitment and retention of professionals and motivates staff.

Ebp: The (medical) care quality and safety is important for any Planetree organisation: up-to-date scientific knowledge, skills and expertise of staff and technological and logistical developments contribute to recovery, safety and/or welfare of the client.

Pillar better care

EPIC: processes are organised around clients.



Engagement physicians

At the beginning most physicians were reluctant to Planetree

Reversal came:

- When staff implemented the tools given to them during the Planetree Experience Training in the workplace (own circle of influence)

Planetree training physicians

- 3 hours customised training on voluntary basis
- training was provided by Jim v.d. Beuken (founder Planetree Nederland) assisted by one of our own Planetree trainers
- 75 doctors in Hoofddorp currently are Planetree trained

Spirit of Planetree Award

Winner Planetree Award

- 2012 Mijnsparne.nl
- 2013 EPIC Anesthesia
- 2015 Gentle Sectio

Nominations 2014

- Oncology Centre
- Community Hospital

Nominations 2015

- Food and Drinks
- Redesigned patients' rooms

Nominations 2016

- Seize the Day (“Carpe Diem”); complementary day for those touched by cancer (patient accompanied by a friend or family member)
- Hope Exchange Programme; participation in a European exchange programme for talented managers and young professionals with leadership responsibilities within healthcare



Impact Planetree SZ

2009 - 2014

➤ *Zorgkaart Nederland*

starting point 2011: tight 6



8.4 (now)

2015: 4th place ranking most patient friendly hospital in the Netherlands



➤ *Employee satisfaction*

starting point 2011: tight 6



8.0 (now)



➤ *Nomination best employers The Netherlands*

within top 20

➤ High valuation hospital equation Elsevier Magazine on patient focus

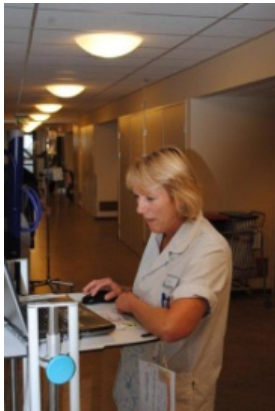
➤ Location Hoofddorp: Planetree label worthy according to last focus group interviews and Planetree Nederland



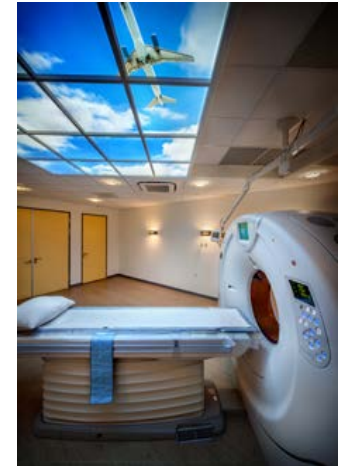
Better Care



'If it is in the interest of the patient'



Healing Environment



Healing Environment



Involvement of volunteers

Activities:

- transporting patients, giving directions and accompanying them
- paying extra attention to patients for instance: chatting, strolling, playing games, running errands, attending to brought-in flowers, assisting with feeding
- providing coffee/tea and snacks for patients and visitors
- delivering patients' mail
- assisting the pastors by inviting patients to the church service, transporting and accompanying them
- Spaarne Wellness: providing hand massages for patients (selective group of 21 volunteers (physiotherapists, masseurs) whom have had special training in hand massages, social skills etc.

Evaluation

- Implementation and philosophy Planetree has significantly contributed to patient-centered care in Spaarne Gasthuis
- Transition has been made from “wishing” into “doing”