



# PLANETREE'S HISTORY, SO FAR...



## 1970s



Motivated by her personal experiences as a patient, Angelica Thieriot creates Planetree to restore a greater sense of compassion and partnership to healthcare.



## 1980s

The first Planetree consumer health resource library is opened in San Francisco, California to support patients in accessing the information they need to make informed decisions.



In what is now San Francisco's Sutter Health California Pacific Medical Center, the first Planetree patient unit opens. A University of Washington research team finds favorable patient outcomes tied to implementation of the model compared with other medical-surgical units in the hospital. The success of the experiment results in four additional model sites sign on to implement the model.



## 1990s

Fueled by the experiences of these early adopters, the number of Planetree sites grows, launching an affiliate network of practitioners, executives and other healthcare professionals incorporating the patient-centered care philosophy into their daily practice.

The World Health Organization, the Institute of Medicine, The Joint Commission and others recognize Planetree's significance to the future of healthcare.

## 2000s

Partner offices in the Netherlands and Quebec are opened to meet growing demand for services.

The Planetree model proves to be adaptable to settings across the continuum of care. New York Presbyterian/Westchester Division pioneers adaptations to meet the needs of individuals in behavioral health settings, and Wesley Village draws on Planetree principles to transform the culture of long-term care.

The Patient-Centered Hospital Designation Program is introduced as a performance framework for excellence in patient-centered care that. Following a multi-year pilot, the first five Planetree Designated Hospitals are announced in 2007.



The book *Putting Patients First: Designing and Practicing Patient-Centered Care* is published, expanding awareness around the world of the potential for a patient-centered approach to markedly improve the healthcare experience for patients, families and staff alike.



Funded by The Picker Institute, Planetree publishes *The Patient-Centered Care Improvement Guide* (2008) and the *Long-Term Care Improvement Guide* (2010), which go on to become the organization's most downloaded resources ever.

The Department of Veterans Affairs (VA) partners with Planetree to develop patient-centered models of care for Veterans who receive healthcare services at VA medical centers across the nation.



## 2010s

Planetree President Susan Frampton, is named co-chair of the National Quality Forum's National Priorities Partnership.

Three additional Planetree partner offices are opened: Planetree Brazil, Planetree Germany and Planetree América Latina.

2010s

Planetree launches its International Patient and Family Partnership Council, building its capacity to harness the perspectives of patients and families to improve healthcare.

The Patient-Centered Outcomes Research Institute (PCORI) awards Planetree an Engagement Award to examine strategies for increasing patient and family partners' participation in research.

Planetree hosts the 24th World Health Organization Collaborating Centre's International Conference on Health Promoting Hospitals and Health Services.

The National Academy of Medicine invites Planetree to be its partner in developing an evidence-based Guiding Framework for Patient and Family Engaged Care. A discussion is published in January 2017 and is the 2nd most downloaded discussion paper released by the National Academy of Medicine that year.

Planetree celebrates its 40th anniversary at the International Conference on Person-Centered Care. An unprecedented number of patient/family advocates participate, underscoring that this work truly is powered by patients.

The African Patient-Centered Care Initiative (APCCI) is created to develop a model of person-centered care that is distinctly suited for Africa. Planetree takes a lead role in development.



Planetree International's reach now extends to more than 700 organizations in 25 countries.



Interest in the Person-Centered Care Certification leads to significant projects in the Middle East, including a partnership with Hamad Healthcare, the largest system in Qatar.

The Planetree Designation Program undergoes a significant program overhaul, re-launched as the Person-Centered Care Certification Program.

A Higher Education Advisory Council is convened to explore opportunities for introducing person-centered care standards of excellence into higher education institutions training tomorrow's healthcare workforce.



Definition of #Careboss plural #Carebosses  
1: An individual who cares for and about others (Everyone is a caregiver)  
2: A person who is the boss of their own care