About Us

Columbia Memorial Hospital

• Astoria, OR
• 25 Bed Critical Access Hospital
• We are the 36th Planetree Hospital in the World, 19th in the US, and the 4th Critical Access Hospital
Planetree Designation at Columbia Memorial Hospital

• Planetree was founded in 1978 as a non-profit organization providing education and information to healthcare providers to encourage patient centered care in healing environments.

• Planetree’s philosophy is based on a simple premise – care should be organized first and foremost around the needs of patients.
Planetree Designation at CMH. What are Planetree Beliefs?

We believe...
• That we are human beings, caring for other human beings
• We are all caregivers
• Caregiving is best achieved through kindness and compassion
• Safe, accessible, high-quality care is fundamental to patient-centered care
• In a holistic approach to meeting people’s needs of body, mind, and spirit
• Families, friends and loved ones are vital to the healing process
• Access to understandable health information can empower individuals to participate in their health
• The opportunity for individuals to make personal choices related to their care is essential
• Physical environments can enhance healing, health and wellbeing
Illness can be a transformational experience for patients, families and caregivers
I. Human Interactions/Independence, Dignity, and **Choice**- “A-Teams and Planetree Council”
II. Importance of Family, Friends, and Social Support- “Care Partner”
III. Patient/Resident Education and Community Access to Information - “Open Chart”
IV. Healing Environment: Architecture and Interior Design - “Healing Garden”
V. Nutritional and Nurturing Aspects of Food- “Meals on Demand”
VI. Arts Program/meaningful Activities and Entertainment “Art”
VII. Spirituality and Diversity- “Chapel and Pastor Stomp”
VIII. Importance of Human Touch- “Reiki and Massage”
IX. Integrative Therapies/Paths to Well-Being- “Aromatherapy”
X. Healthy Communities/Enhancement of Life’s Journey- “Volunteer Program”
XI. Quality Measurement- (HCAHPS and Core Measures)
Planetree Designation

• Designation represents the highest level of achievement in patient centered care based on evidence and standards.

• It is the only program to formally recognize excellence in patient centered care across the continuum of care.

• Every three year designation

• Will consist of a site visit that consists of the following:
  Observation of Services
  Facility walk-through
  Focus groups with patients and families
  Focus groups with staff and organization leadership (including board members)
  Meeting with Patient and Family Advisory Council
  Random patient and staff interviews
  A review of outcomes measurement data
  Meeting with the Planetree Coordinating Council & Planetree A-Teams
Planetary Designation

35 Planetary Designated Sites Worldwide

19 sites in the U.S. (4 CAH’s)
15 sites in the Netherlands (12 continuing care sites; 2 hospitals; 1 primary care center)
1 site in Quebec, Canada
1 site in Brazil

Designated Hospitals
Barton County Memorial Hospital (MO)
Carolinas Medical Center-Mercy (NC)
Centre de réadaptation Estrie, Quebec
Delnor Hospital (IL)
Elmhurst Memorial Hospital (IL)
Fauquier Hospital (VA)
Flevziekenhuis, The Netherlands
Gemini Ziekenhuis, The Netherlands
Griffin Hospital (CT)
Hospital Israelita Albert Einstein (Brazil)
Kadlec Regional Medical Center (WA)
Longmont United Hospital (CO)
Mid-Columbia Medical Center (OR)
New York Presbyterian Hospital/ Westchester Division (NY)
Northern Westchester Hospital (NY)
Sharp Coronado Hospital (CA)
Sharp Memorial Hospital (CA)
Spectrum Health Reed City (MI)
Stamford Hospital (CT)
Valley View Hospital (CO)
Waverly Health Center (IA)
Windber Medical Center (PA)

Dutch Resident-Centered Communities
Archipel
Care Center, Huize Loôn
Care Center, Op’t Hoogveld
De Markt
Het Gasthuis
De Merlinge
De Wieken
Judith Leysterhof

Molenhoek
Notekraker
The Toonladder
Tiendwaert
Vijverhof

Oregon Association of Hospitals and Health Systems
CMH Planetree Journey

• Planetree philosophy was adopted in 2001
• CMH is a “good” organization:
  - Grown and expanded services
  - Financial stability
  - Positive reputation (seen as the leader on the N. Coast)
  - Great staff and stable leadership
• Patients tell us there is room for improvement
  - HCAHPS Scores below national averages and below our competition
  - CMH is not what it can be
• Designation will push CMH from “good” to “great”
## Barriers and Solutions

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<tr>
<th>Barriers to Designation</th>
<th>Solutions</th>
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| • Core Measures below CMS National Standards  
• HCAHPS Cleanliness Score below CMS national standards. | • Core Measures- created multidisciplinary work group that researched fall out areas.  
• Created processes to improve  
• Created a contest to reward those that turned in Core Measure sheets.  
• Monthly results to all meetings.  
• HCAHPS Cleanliness Scores  
• Worked with EVS staff to standardize rooms/rounding  
• Department Clutter Clean-Up  
• Funds set aside for paint, furniture.  
• Routine maintenance schedule established |
Before
After

[Images of two hospital rooms, with a caption indicating 'After']
After
HCAHPS Successes

HCAHPS Cleanliness Scores
CMH vs CMS

- CMH Cleanliness
- CMS Cleanliness Score
- 2012 CMH Cleanliness Average

Graph showing cleanliness scores over quarters from 2012 to 2013.
Core Measures Successes

Core Measures
2011 - 2012 Comparison

- SCIP: 94% (2011), 96% (2012), National Average 96%
- Heart Attack: 97% (2011), 99% (2012), National Average 98%
- Pneumonia: 96% (2011), 97% (2012), National Average 97%
- Heart Failure: 88% (2012), National Average 96%
How We Got Started

• Planetree Council and A-Team Reengagement efforts began in 2012
• Made it fun. Contests for cleanest department. Core Measure Contests. Education
• Senior and Management Rounding- Studor.
• Brought in patients to tell their story
• Patient Family Advisory Council formed in 2012, helped advise.
Advice for Others & Lessons Learned

• Link strategic plan to initiatives that link to every level of the organization.
• Rely on the staff and patient structure to help with decision making and process.
• Motivation starts with the heart.
• Planetree is a tool. Use your resources.
• Nursing engagement is critical.
Plan for Spread

• Created processes for both Cleanliness and Core Measures and engaged staff to find solutions.

• Momentum was built up with positive scores and feedback.

• Buy-in came from key champions, Trinda and EVS staff.

• PFAC was engaged for ideas and story telling.
Next Steps

• Holding the gain.
• Linking Planetree to overall Quality of Patient Care, Patient Safety Efforts, and TeamStepp
• Additional Staff Involvement
Contact Info

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