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**Planetree Honors Extraordinary Achievements in Patient-Centered Care
at the 2009 Spirit of Planetree Awards**
Griffin Hospital President and CEO Patrick A. Charmel Receives Lifetime Achievement Award

October 15, 2009—Planetree has honored extraordinary achievements in patient-centered care at its 2009 Spirit of Planetree Awards and is pleased to announce that Griffin Hospital President and Chief Executive Officer Patrick A. Charmel has been awarded its 2009 Lifetime Achievement Award. “During the past 20 years since Patrick’s involvement in Planetree he has not only created a flagship hospital at Griffin, he has become an international leader in the patient-centered care movement. His passion as well as his business acumen and first-hand expertise has inspired health care leaders around the globe,” said Planetree President Susan B. Frampton, PhD.



The Spirit of Planetree Awards were created to promote patient-centered care by publicly recognizing individuals who personalize and demystify the health care experience for others, as well as programs and services that support extraordinary achievement in patient-centered care. The initiative helps communicate the character and quality of the caregivers and health care organizations in the Planetree network. Caregivers, physician champions and animal therapy awards are presented as well as best practice awards for programs representing each of the 10 components of the Planetree model of care. A committee evaluates each program based upon criteria such as innovation, sustainability, customer impact and utilization, and outcomes measurement.

The annual Spirit of Planetree Awards Dinner was held the evening of October 7 as part of the Planetree Annual Conference held in Baltimore October 4-7 for health care practitioners, academics, patient advocates, hospital staff and administrators, and architects. The patient-centered model focuses on service excellence and providing meaningful opportunities for patients and families to be actively involved in their care.

Program Award Winners

Nutritional and Nurturing Aspects of Food: New Milford Hospital, Connecticut

In addition to transforming its dining service to include fresh, healthy foods inside the hospital, New Milford piloted a project to educate local youth about nutrition, farming, the environment and the economy. Hands-on cooking classes and guidance about how to promote these issues has led to an incredible community outreach effort.

Spirituality: Good Samaritan Hospital, Nebraska

Focused on expressing spirituality with sensitivity and diversity, Good Samaritan has designed several spiritual programs including intercessory prayer circles comprised of employees praying for patients, families and one another.

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Continuing Care: Maimonides Geriatric Center, Québec

Introducing a consistent interdisciplinary process to care planning has improved the utilization of staff expertise, partnership with residents and families, and overall quality.

Family Friends and Social Support: Fauquier Health, Virginia

Fauquier's patient advocacy and concierge program is headed by a 20-year RN as well as a team of volunteers to provide care and comfort to patients.

Information and Education: Longmont United Hospital, Colorado

Longmont provides consistent and timely messages with both inpatient and outpatient information and education via closed circuit hospital television, local cable TV as well as DVD format.

Complementary Therapies: Good Samaritan Hospital, Nebraska

Trained RNs and certified clinical aromatherapy practitioners utilize essential oils to relieve stress and relax patients, and they have already seen a reduction in patients' usage of sleep medication.

Arts and Entertainment: Northern Westchester Hospital, New York

Expressive art therapy program for patients and caregivers to create and express their feelings while relieving anxiety and stimulating healing.

Human Interactions: Delnor Hospital, Illinois

A comprehensive quest for quiet has significantly improved Delnor's HCAHPS scores. The campaign included the Yacker Tracker, Squeak Squad, Nap Time and Close the Door initiatives.

Architectural and Interior Design-Large Project: Delnor Hospital, Illinois

A 52-bed addition opened in 2008 allowing for a 25-percent increase in patient capacity. Patients and families are now provided with attractive, home-like private rooms with large windows providing natural light, and comfortable public spaces that include lounges with fireplaces, educational areas and outdoor balconies.

Architectural and Interior Design-Small Project: Waverly Health Center, Iowa

The new rooftop garden and community arts pavilion at Waverly offers patients, families, caregivers and visitors a beautiful sanctuary.

Evidence-based Program: Northern Westchester Hospital, New York

A complete patient-centered transformation of the emergency department dramatically improved patient satisfaction and now Northern Westchester has reached the top one percent of hospitals in the nation for overall patient satisfaction.

Healthy Communities: Carolinas Medical Center-Mercy, North Carolina

Responding to the economic downturn, CMC-Mercy increased its outreach to the community through the YMCA of Greater Charlotte and additional venues with a variety of wellness and education programs, including fitness programs, smoking cessation classes and health risk assessments.

About Planetree:

Founded in 1978 by a San Francisco patient who endured a traumatic hospitalization, Planetree has been at the forefront of the effort to personalize, humanize and demystify the healthcare system for three decades. Today, the Planetree membership network is a global community of acute care hospitals, continuing care facilities, and outpatient clinics, each at various phases of the journey to transform their healthcare by considering every aspect of the healthcare experience from the perspective of their patients, and reconnecting staff to their passion for caring for others. A complete list of Planetree hospitals is available at www.planetree.org/planetreenetwork.html.