Launching Planetree in a Multi-site, Multi-mission, Multi-cultural Healthcare Network in Transition

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PLANETREE: (Defined, Attainable, Measurable)

Person-centered care creates positive impressions and satisfying experiences, but beyond that, it improves lives. Person-centered care creates workplaces that energize and inspire joy at work. It improves health outcomes and unites communities around health and wellness.

WHAT'S BEEN DONE

BUILDING THE FOUNDATION AND VISION

2015
Health Ministry led fusion of multiple missions and sites into Integrated University Health and Social Service Centers

2016
Alignment of CIUSSS Mission, Vision, Code of Ethics, Ethics Framework, Strategic Plan and Hoshin Kanri Matrix with Planetree
- Management by trajectories plan & War/Obeya room
- Virtual dashboard (indicators)
- Patient partner program (PFAC)

2018
OFFICIAL LAUNCH OF PLANETREE
- Development and launch of 3 year plan with our Planetree representative in partnership with the Directorate of Human Resources, Communications and Legal Affairs and with input from all Directorates
- Introduction to Planetree for 200 Leaders & Management staff
- Measurement of user experience & plan
- Measurement of staff/MD experience & plan

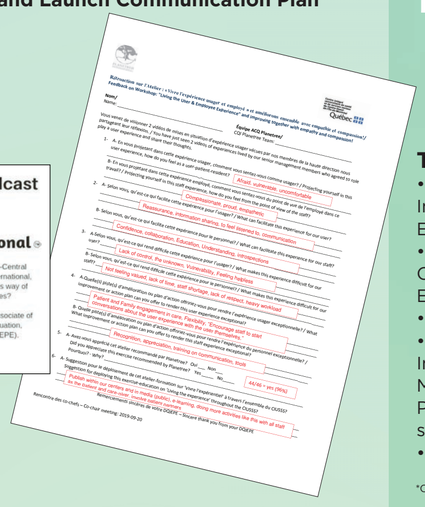
BUILDING THE TOOLS AND STRUCTURE TO SUCCEED

Winter Spring 2019
- Deep-dive training for Quality Directorate Advisors/Champions
- Formalize and integrate Planetree into existing Continuous Quality Improvement team structure (CQI) and the SSMET Program (Health and well being of employees program)
- Formation of Steering Committee
- Training of 400 Planetree Ambassadors and Agents

Summer 2019
- Merge Accreditation and Planetree Standards
- Internal pre-evaluation
- Visit to Planetree Gold Organizations in New York

Fall 2019
- Launch of Planetree Co-Chair/Ambassador CQI Meetings
- Experiential Learning Videos (see below)
- Podcast (see below)
- Walkabouts
- Present Planetree at the community Public Meeting
- Formalize Implementation Timeline
- Develop and Launch Communication Plan

PODCAST:
https://www.facebook.com/148957658453191/posts/2992259960789599?sfns=mo



Patient / User / Resident experience

Staff / Physician experience

Quality & Risk Management

Accreditation / Best practice standards

Patient & Family Advisory Council

PLANETREE

Person-Centered Care and Services

Our network's vision is to embark on the Planetree journey as our model of a united culture of improvement

BACK TO THE BASICS:
The cornerstones of Healthcare are quality, compassion and partnership; Connecting the dots with all our organizational strategies; How do you want to be remembered? What does real partnership truly mean?

ACUTE CARE:
(Jewish General Hospital)
Medicine, Geriatrics, Surgery, Anesthesia, Oncology, Radio-Oncology, Palliative Care, Obstetrics-Maternal Child, Critical Care, Cardiology, Neuroscience, Emergency, Ambulatory Services-Clinics, Endoscopy, Radiology-Diagnostic Imaging, Dialysis, Day Hospital, Nuclear Medicine, Vascular

LONG TERM CARE:
6 sites
Donald Berman Maimonides, Donald Berman Jewish Elder Care, St-Margaret, St-Andrew, Father Dowd, Henri-Bradet, Day Center and Intermediate Resources (RI) Intermediate Family-Type Resources (RTF)

FIRST LINE SERVICES:
CLSC* Metro, CLSC* Parc-Extension, CLSC* René-Cassin, CLSC* Benny Farm, CLSC* CDN, Pont Outremont, Plaza, Maisons Bleues Primary care-GMF Village santé-Herzl-RC, Birthing center,
(Ambulatory Care, Info-health, Info-Social, Children-Parent-Family Services, Public Health, PRAIDA)

HOME CARE:
CLSC* Metro,
CLSC* Parc-Extension,
CLSC* René-Cassin

Our network:
10,000 employees
700 Physicians
POP: 362,000
Sites: 24

MENTAL HEALTH AND DEPENDENCIES:
JGH, ICFP,
CLSC* Metro,
CLSC* Parc-Extension,
CLSC* Benny Farm
CLSC* CdN
Child Psychiatry Day Hospital
Adult Day Hospital
Services: Home Care, RI-RTF, Homelessness support

REHABILITATION CARE:
Inpatient
Mount-Sinai, Richardson, Catherine Booth
Outpatient
Miriam Home, Lethbridge-Layton-Mackay, Pulmonary Rehab, Cardiac Rehab, RI-RTF

TRANSVERSAL SERVICES, SUPPORT SERVICES AND OTHER KEY CQI TEAMS:
• Human Resources, Communication, Global Security, Emergency Measures and Legal Services • Quality, Innovation, Evaluation, Performance and Clinical Ethics Directorate including Risk management, User Experience Office, Patient Partner-Advisory council, Volunteer, Pastoral and Therapeutic Leisure Services, • Audiovisual and Illustrator Services • Infection, Prevention and Control Committee, • Medication Safety Committee, • Laboratories Optilab and Transfusion Services, • Finance, • Academic Affairs and Research Ethics, • Digital Health, Analytics, Archives, Telehealth and Cyber-Security, • Information Technology • Technical services, Housekeeping and Maintenance, • Logistics, Biomedical, Sterilization, Food Services, • Radiology, • Research, • Directorate of Professional Services (Physician, • Dentists and Pharmacists, Inhalation therapy, Anesthesia, electroneurophysiology), • Directorate of Nursing, • Directorate of Multidisciplinary Services (Nutrition, Physio, OT, Social Worker, SP, Audiologist) and Rehabilitation including Physical and intellectual Deficiencies and Autism, • Technical Aid Services, • Administrative and other key support staff • Board of Directors, Governance, Leadership and Community Stakeholders and Partners, • Ombudsman, • Users' and Residents' Committees, • Foundations,...

*CLSC/LCSC: Local Community Services Centers

WHAT'S TO COME

DIVISE, ADAPT AND IMPLEMENT OUR ACTION PLANS

FALL 2019
SELF-ASSESSMENT OF PLANETREE DRIVERS AND CRITERIA BY CQI TEAMS AND STEERING COMITTEE

WINTER 2020
INVENTORY, EVALUATE AND STANDARDIZE BEST PRACTICES ALREADY IN PLACE

SPRING 2020
CREATION OF ACTION PLANS AND MEASURES

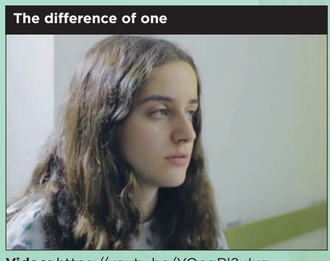
SUMMER 2020
IMPLEMENTATION OF ACTION PLANS

FALL 2020
DOCUMENTATION OF KEY INITIATIVES AND IMPROVEMENTS

WINTER 2021
APPLICATION FOR PLANETREE CERTIFICATION

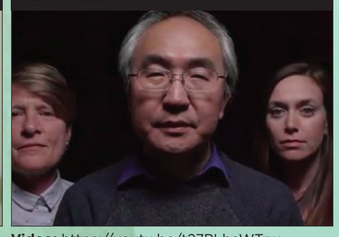
SPRING 2021
PLANETREE CERTIFICATION

The difference of one



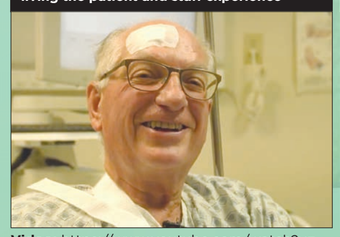
Video: https://youtu.be/YQogRl2uIxg

The invisibles



Video: https://youtu.be/t27PLbsWTrw

M. Maislin Mr. Maislin, Chairman of the Board, living the patient and staff experience



Video: https://www.youtube.com/watch?v=t27PLbsWTrw&feature=youtu.be

Ms. Dion, Associate Director of Long Term Care, living the patient and staff experience

Video: https://youtu.be/JvJrccV9XtM