

THE IMPACT OF PLANETREE CERTIFICATION ON A NATIONALLY AND INTERNATIONALLY ACCREDITED HEALTHCARE FACILITY AND ITS SERVICES

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INTRODUCTION

This research analyses the impact of Planetree-Person Centered Care Certification Standards on a nationally and internationally accredited healthcare facility and its services.

AIM

To study the impact of Planetree-Person Centered Care Certification on a nationally and internationally accredited healthcare facility and its services, mainly to study the compliance rate of bedside shift endorsement and care partner program, patient's travel experience, patients experience in clinical laboratory and staff experience.

METHODS

It is a quantitative, descriptive, exploratory, or inferential research-based case study. A random sampling design was used to collect the data based on the adopted quality tools from the Planetree Organization for the bedside shift endorsement care partner program. The tested survey tools for patient's travel experience, patient's experience in the clinical laboratory, and staff experience were used. The primary data was collected from survey questionnaires, and secondary data was collected from the relevant accessible, available, recently published journals, articles, research papers, and web portals.

RESULTS

A BEDSIDE SHIFT ENDORSEMENT:

Table 1- Two-way ANOVA

Source	Type III Sum of Squares	df	Mean Square	F	Sig.
Corrected Model	4235.504	26	162.904	14.883	.000
Intercept	316260.103	1	316260.103	28894.226	.000
Month	3172.568	8	396.571	36.232	.000
Staff Category	4.998	2	2.499	.228	.796
Month * Staff Category	144.145	16	9.009	.823	.660
Error	10989.225	1004	10.945		
Total	453047.744	1031			
Corrected Total	15224.729	1030			

B Care Partner Program:

Table 1- Two-way ANOVA results

Source	Type III Sum of Squares	df	Mean Square	F	Sig.
Corrected Model	3061.146 ^a	26	117.736	10.667	.000
Intercept	322936.995	1	322936.995	29257.809	.000
Month	2388.857	8	298.607	27.054	.000
Staff Category	15.460	2	7.730	.700	.497
Month * Staff Category	72.395	16	4.525	.410	.980
Error	9933.871	900	11.038		
Total	460093.160	927			
Corrected Total	12995.017	926			

C Patient Travel Experience:

Table 1- Multi-way ANOVA

Source	Type III Sum of Squares	df	Mean Square	F	Sig.
Corrected Model	261282.101 ^a	22	11876.459	23.773	.000
Intercept	2563823.291	1	2563823.291	5131.915	.000
Month	210620.073	8	26327.509	52.699	.000
Gender	147.124	1	147.124	.294	.587
Volunteer for direction	45.761	1	45.761	.092	.762
Age group	5254.282	3	1751.427	3.506	.015
I am accompany with	24370.582	2	12185.291	24.391	.000
This is my (Visits)	2059.673	3	686.558	1.374	.249
How often you visit the building	1642.574	2	821.287	1.644	.194
When was the last time you visit	628.788	2	314.394	.629	.533
Error	656953.119	1315	499.584		
Total	27783620.000	1338			
Corrected Total	918235.220	1337			

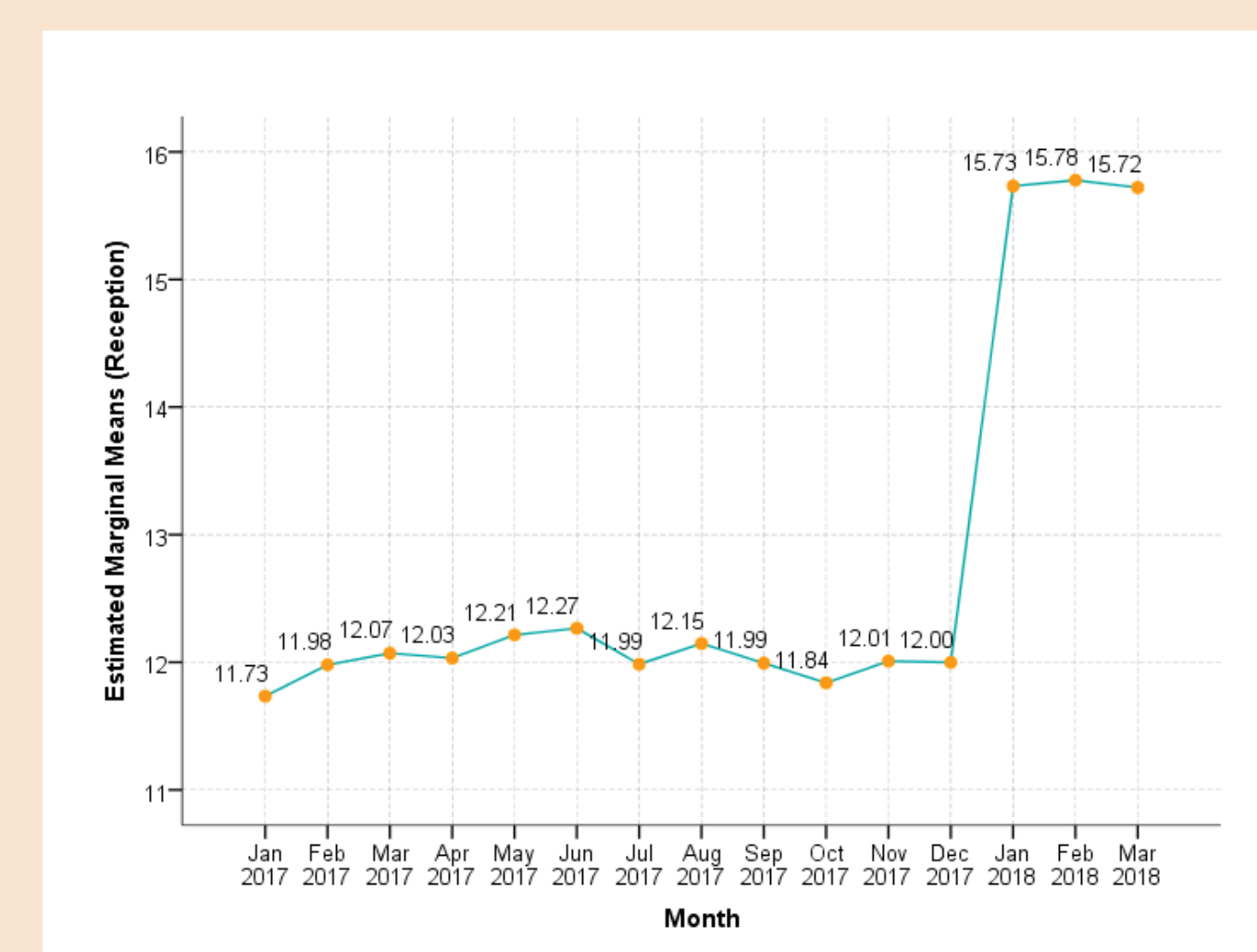
D Patients Experience-Laboratory Services:

Table 1- MANOVA

Source	Dependent Variable	Type III Sum of Squares	df	Mean Square	F	Sig.
Corrected Model	Reception	4184.726 ^a	27	154.990	54.724	.000
	Lab Safety	368.391 ^b	27	13.644	26.568	.000
	Lab Staff	2060.217 ^c	27	76.304	19.896	.000
Intercept	Reception	2399.663	1	2399.663	847.273	.000
	Lab Safety	1015.322	1	1015.322	1977.054	.000
	Lab Staff	7449.297	1	7449.297	1942.339	.000
Month	Reception	4000.076	14	285.720	100.882	.000
	Lab Safety	350.025	14	25.002	48.684	.000
	Lab Staff	1952.412	14	139.458	36.362	.000
Gender	Reception	.743	1	.743	.262	.609
	Lab Safety	.319	1	.319	.620	.431
	Lab Staff	.922	1	.922	.240	.624
Nationality	Reception	9.453	1	9.453	3.338	.068
	Lab Safety	.005	1	.005	.010	.921
	Lab Staff	1.798	1	1.798	.469	.494
Age group	Reception	11.219	3	3.740	1.320	.266
	Lab Safety	.905	3	.302	.587	.623
	Lab Staff	18.583	3	6.194	1.615	.184
Language	Reception	1.679	2	.840	.296	.744
	Lab Safety	1.041	2	.520	1.013	.363
	Lab Staff	7.441	2	3.721	.970	.379
This is my (Visits)	Reception	1.680	3	.560	.198	.898
	Lab Safety	.793	3	.264	.515	.672
	Lab Staff	6.231	3	2.077	.542	.654
Payment Type	Reception	8.232	3	2.744	.969	.407
	Lab Safety	.873	3	.291	.567	.637
	Lab Staff	5.343	3	1.781	.464	.707
Error	Reception	4743.969	1675	2.832		
	Lab Safety	860.201	1675	.514		
	Lab Staff	6423.992	1675	3.835		
Total	Reception	310361.688	1703			
	Lab Safety	112948.276	1703			
	Lab Staff	876299.867	1703			
Corrected Total	Reception	8928.695	1702			
	Lab Safety	1228.593	1702			
	Lab Staff	8484.209	1702			



Figure 1. Mean Experience of reception over the time

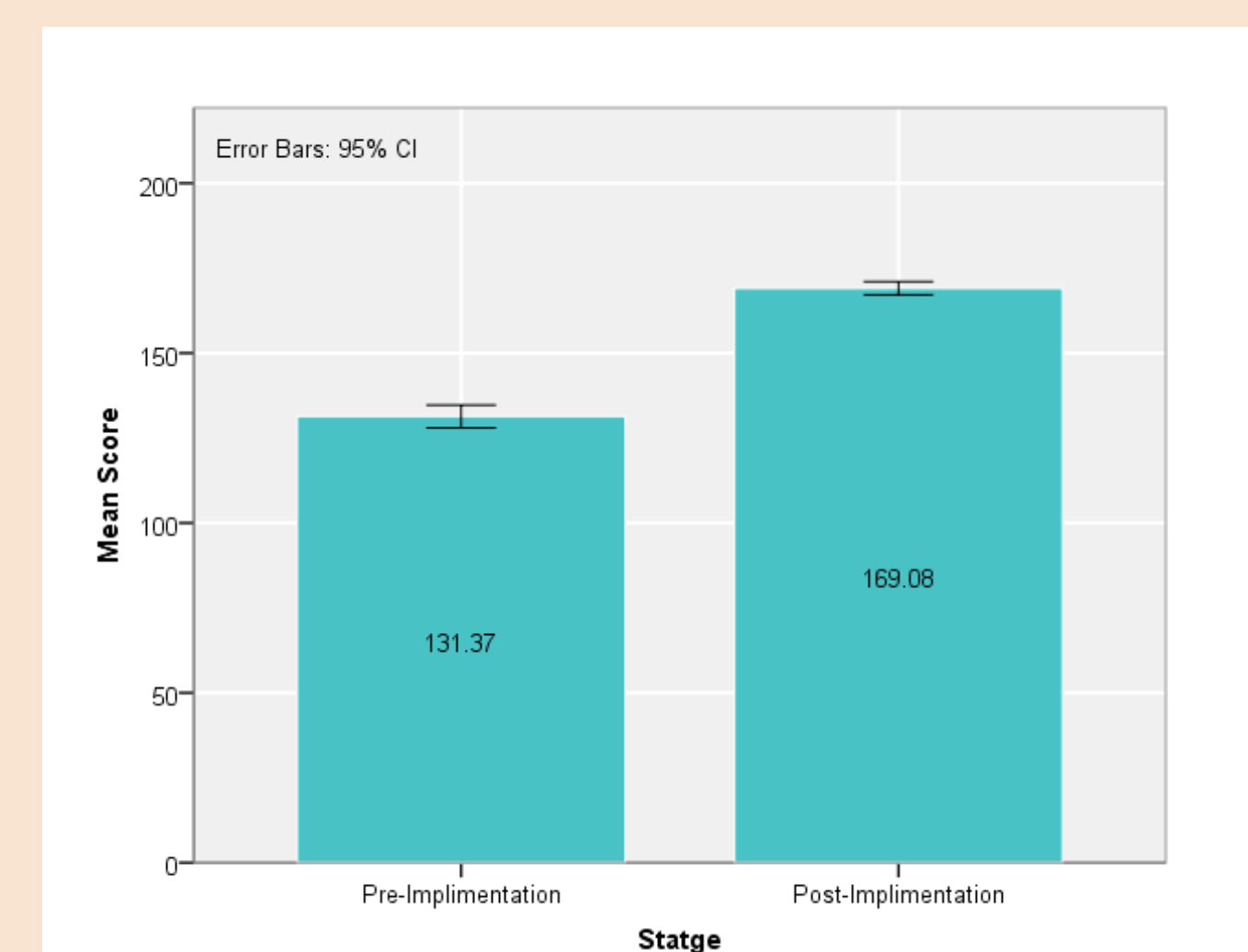


E Employee Experience:

Table 1- Multi-way ANOVA

Source	Type III Sum of Squares	df	Mean Square	F	Sig.
Corrected Model	72539.193 ^a	13	5579.938	28.614	.000
Intercept	382555.346	1	382555.346	1961.731	.000
Stage	70141.997	1	70141.997	359.686	.000
Gender	77.764	1	77.764	.399	.529
Age Group	640.185	4	160.046	.821	.513
How long in Employment	487.237	4	121.809	.625	.645
Marital Status	127.111	3	42.370	.217	.884
Error	36271.682	186	195.009		
Total	4622321.000	200			
Corrected Total	108810.875	199			

Figure 1. Pre and post implementation (mean employee experience)



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CONCLUSIONS

Overall, the bedside shift endorsement compliance rate improved from 64.2% to 88.6%, Care Partner Program compliance rate improved from 62.6% to 87.4%, patients experience rate in clinical laboratory department improved from 70.40% to 92.60%, Patient's Travel Experience Rate improved from 69.6% to 91.6%, multidisciplinary team approach compliance rate in intensive care unit improved from 60.63% to 98.8% and staff experience rate improved from 67.40% to 85.20%.

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