



Planetree International Commitment Statement on Clinician Well-Being and Resilience

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About Planetree

Started by a patient more than 40 years ago, the mission of Planetree International is to humanize healthcare. This aim is supported with a structured method for creating organizational cultures of person-centered care. The Planetree culture change methodology emphasizes the quality of human interactions, the importance of connecting caregivers to the deeper purpose of their work, and practical strategies for engaging patients, families and communities as partners. These core principles have been consolidated into Planetree's Person-Centered Care Certification Program, an international set of evidence-based standards that depict the person-centered structures, processes and practices that work together to improve quality of care and quality of life.

Working Systemically and Personally

Efforts to humanize healthcare must occur at both a systemic and a personal level. With our partner, Language of Caring, we offer an array of services to support healthcare professionals build the skills to thrive in a person-centered culture, including empathy, caring communication and resiliency.

The Lived Experience

In a person-centered culture, decisions, experiences and outcomes are co-created to ensure explicit attention to the lived realities of those involved and affected. This extends to the lived realities of clinicians. In focus groups, consistent themes have emerged about the stress and strain clinicians are under, and the toll on them personally and professionally. What's more, evidence indicates the harrowing effects of clinician burnout on patient care and outcomes. Indeed, clinician burnout severely undermines person-centered care.

Humanizing Healthcare by Addressing Clinician Well-Being

In fact, the growing prevalence of burnout, in part, fueled a shift in terminology – from patient-centered care to the current term of person-centered care. An effective healthcare system is not built solely around the patient experience and the needs and preferences of patients. It must also address the

experiences of healthcare professionals. After all, a system that provides for patients at the expense of the well-being of the healthcare workforce is a system ultimately doomed to fail all. But a system designed to foster clinician well-being fuels empathy and engagement. It creates an environment where clinicians can provide compassion, partnership and the best quality care, while finding meaning and purpose in their caring work. It improves not only healthcare outcomes, but the human condition.

This is why, aligned with our mission to humanize healthcare, Planetree International and Language of Caring are deeply committed to addressing clinician burnout and building resiliency among our healthcare workforce. Examples of how we approach this include:

- **Skill Building**. Sessions highlight specific skills and tools for building resiliency, reducing compassion-blockers that impede inherent caring behaviors, and communicating with empathy.
- **Support**. Recognizing that connection and camaraderie are vital for sustaining well-being, we offer facilitated group sessions where clinicians come together to share and process their experiences.
- **Measurement**. We offer a validated tool for measuring the amount of caring and empathy in an organizational culture.
- **Standard Setting**. Embedded as a standard in the Person-Centered Care Certification Program, “care for the caregiver” is explicitly lifted up as an essential element of person-centered excellence.
- **Resources & Education**. We offer webinars, an international conference and online resources to support person-centered care and the well-being of the healthcare workforce. Planetree and Language of Caring leaders and physician champions also speak internationally on why caring for caregivers is a quality imperative.