

FOR IMMEDIATE RELEASE
July 24th, 2019

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**THE SILVERCREST CENTER FOR NURSING AND REHABILITATION CERTIFIED BY PLANETREE
INTERNATIONAL FOR EXCELLENCE IN PERSON-CENTERED CARE**

Queens, New York– The Silvercrest Center for Nursing and Rehabilitation in Briarwood, New York, has been awarded ***Silver Certification for Excellence in Person-Centered Care*** by Planetree International. This [Person-Centered Care Certification](#) recognizes The Silvercrest Center for Nursing and Rehabilitation’s achievement and innovation in the delivery of person-centered care. The Silvercrest Center for Nursing and Rehabilitation is one of only six healthcare organizations worldwide to receive the Person-Centered Care Silver Certification since Planetree introduced the recognition level in 2012, and the only long-term care community.

What distinguishes Planetree Certification among other health care quality awards is its distinctive focus on person-centered care, defined as a model of care delivery in which health care professionals partner with patients, residents, and families to identify and satisfy the full range of patient/resident needs and preferences. The award is conferred based on a variety of factors, including performance improvement on traditional quality indicators, review of policy documents and, most importantly, how residents and staff assess the organization’s person-centered culture. Silver Certification was awarded to Silvercrest following a series of focus groups with residents and their loved ones, as well as staff from a multitude of disciplines and divisions within the organization. Considered collectively, these discussions with patients, residents, and staff attested to a genuine culture of person-centered care.

“The experience of The Silvercrest Center for Nursing and Rehabilitation shows what can be accomplished when a team of deeply committed, supremely innovative and highly-driven caregivers take the courageous leap to re-define priorities and re-organize systems to put residents first,” shared Susan Frampton, President of [Planetree International](#), a not-for-profit organization that has been at the forefront of the movement to transform healthcare from the perspective of patients for over 40 years.

As a Planetree affiliate, the achievement of Silver Certification by Silvercrest is a significant milestone in the organization’s culture change journey, evidencing that effective policies, practices, tools, and systems are in place to meet a broad range of resident, family, and professional health care giver needs and preferences.

“We have been able to focus our efforts to enhance the resident experience and learn what really matters” , “ I am extremely proud of what my team has accomplished “ said Michael Tretola, President and Administrator of Silvercrest.

The program is an extension of Planetree’s established [Person-Centered Certification Program](#), the only program to recognize excellence in person-centered care across the continuum of care and around the world. Health care organizations awarded Person-Centered Certification undergo a rigorous process to demonstrate comprehensive implementation and maintenance of person-centered care, as captured in more than 25 specific criteria.

More

The criteria include a shared medical record policy, nonrestrictive visiting practices, opportunities for resident and family input into health center operations, healthy and flexible meal options, recognition of the role of spirituality and the arts in healing, and a physical environment that facilitates privacy, promotes open communication between residents and providers, and is accommodating of family members' involvement in their loved one's care. Recognizing that ultimately the resident experience originates with those providing care, several criteria focus on nurturing a work environment that is supportive of staff.

"Planetree awards Silver Certification in Person-Centered Care to celebrate organizations' progress along the culture change journey," said Susan Frampton, President of Planetree. "In this spirit, we look forward to witnessing how the team at Silvercrest builds on this achievement to take its commitment to delivering person-centered care to even greater heights."

About Silvercrest:

The Silvercrest Center for Nursing and Rehabilitation is a 320 bed non-profit, highly specialized post-acute care facility that hosts the largest ventilator dependent unit in New York State and provides services to a vast array of medically complex patients. Silvercrest is a member of the New York Presbyterian Regional Hospital Network

For more information on Planetree's Person-Centered Certification Program, including the criteria, the application process and more, visit certification.planetree.org.

About Planetree

Planetree International is a mission based not-for-profit organization that has partnered with over 700 healthcare organizations around the world and across the care continuum to transform how care is delivered. Powered by over 50,000 focus group attendees comprised of patients, families, and staff, and 40 years of experience working with healthcare organizations, the Planetree approach emphasizes the quality of human interactions that occur within healthcare settings, the importance of connecting healthcare personnel to the purpose and meaning of their work, and practical strategies for engaging patients and family members as true partners in care. These elements have been consolidated into the Person-Centered Care Certification Program, which provides organizations with a structured process to guide culture change efforts that yield improvements in clinical and operational outcomes. Drawing on this experience, in 2017 Planetree partnered with the National Academy of Medicine to introduce an evidence-based Guiding Framework for Patient and Family Engaged Care.

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