Let’s Get This Party Started!
North Valley Hospital Celebrates 10 years of Planetree Patient-Centered Care

By Mary Sterhan
Director of Planetree, Quality and Performance Improvement

Patient-centered care is interwoven into everything we do at North Valley Hospital. While this growing philosophy started at North Valley prior to our affiliation with Planetree nearly 10 years ago, the support that we have received from this national organization has provided us with many more opportunities to better serve our patients and community. Patient-centered care is a cultural shift in the way medical facilities care for health needs by focusing on the whole person, and at North Valley Hospital, it’s a reason to celebrate.

On Wednesday, September 12 from 3-7 p.m., the community is invited to the Planetree Festival in recognition of 10 years as a Planetree affiliate. It will be held at the north parking area of North Valley Hospital and is a free event. The celebration provides participants with an opportunity to see our role in the community and to learn more about how Planetree patient-centered care benefits patients and families. Join North Valley Hospital for interactive activities that encompass the ten components of patient-centered care. Without being a patient, you will see first-hand at how well Planetree facilities perform and have a positive impact every day.

Experience a chair massage, listen to live music, enjoy exceptional food catered by the North Valley Café, and visit with our pet therapy dogs and their handlers, among many other exciting happenings. On the healthcare side, educational booths will cover areas such as medication safety, advanced directives, senior health, healthy nutrition, men’s health including prostate cancer awareness, and women’s health including mammograms and obstetrics. Plus, the da Vinci robot will be available for hands-on demonstrations. Interactive walks will be led by staff on our 1.5 mile walking path, and tours of the hospital also will be provided. And not to mention there will be games and a chance to win raffle prizes.

The Planetree philosophy is a key foundation of care that makes a positive impact on patients’ experience and healing. It starts with our caring, experienced and compassionate staff alongside exceptional doctors. Our staff and physicians offer an array of amenities that aren’t found at every hospital. These include complimentary therapies, open medical records, authentically home-cooked meals, infection levels well below national trends, healing gardens and extraordinary views of Glacier
National Park outside every in-patient window. North Valley’s patient satisfaction scores demonstrate how incredibly pleased our patients are with their care, and as a result, nearly all say they would recommend our facility to their friends and family.

As a Planetree hospital, our patients are the center of all the decisions. Whether it’s a new service we’re considering, procedural changes, additional complimentary therapies, etc, we think of the patient first and move forward with the whole person in mind. We want our patients to feel special and well taken care of from the moment they walk through the door, all the way to understanding their bill.

We hope you will join us for this landmark celebration at your local hospital. For questions, please contact me, Mary Sterhan, at 406-863-3511.

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