



For more information: www.planetree.nl
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THE 3 MOST IMPORTANT PLANETREE QUESTIONS

1. Has the client or patient been thoroughly helped? ... and how do you know?
2. Was it worth the effort the employees put in? ... and how do you know?
3. Did we improve as an organization? ... and how do you know?

These 3 Planetree questions support you on your way to the best possible people-centered care for your clients or patients, employees and organization.

What are the positive aspects of your contributions?

What are the downsides?

What solutions might improve or change the downsides next time?



GETTING FEEDBACK

PCO is a way to collect feedback in a relatively short amount of time, focusing both on what goes well and what can be improved.



PLANETREE VISION OF PERSON-CENTERED CARE

TURN DREAMS INTO REALITY



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WANTING

What's your ambition?

RESOURCES

What do you need?
What enriches you and what do you miss?

DOING

How will you make it happen?
Turning your dream into ACTION.



MY DREAM

WHAT RESOURCES DO YOU NEED?



HOW ARE YOU GOING TO IMPLEMENT YOUR PLAN?
WITH WHOM? WHEN? WHAT IS YOUR FIRST STEP?

MY ACTION

DOING - Actions

Evaluation: did it work out the way you wanted it to? If not, go back as many steps as needed and start again from there.

If it works: celebrate! Think about how to anchor your plans and how to stimulate the organization to adopt them.

DREAMING - Inspiration, creativity and mindset

WHAT DOES IT LOOK LIKE WHEN YOUR DREAM HAS COME TRUE?

THINKING - Describing the preconditions

WHAT SKILLS DO YOU NEED?



WHAT ARE THE BENEFITS FOR...

CLIENTS

EMPLOYEES

ORGANIZATION

WHAT COMMITMENTS DO YOU NEED?

