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# The Putting Patients First Field Guide: Global Lessons in Designing and Implementing Patient-Centered Care (Jossey-Bass Public Health)

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"This book answers 'why not' and 'how to' for health care accreditation bodies, quality experts, and frontline professionals, moving the reader from timely information, to inspiration, and through patient-centered action with practical tools and potent case studies."

—Paul vanOstenberg, DDS, MS, vice president, Accreditation and Standards, Joint Commission International

"This superb guide from Planetree illustrates that providing high-quality, high-value, patient-centered health care is not a theoretical ideal. The case studies make clear that these goals are attainable; they are being achieved by leading health care organizations worldwide, and there is a clear road map for getting there—right here in this book."

—Susan Dentzer, senior policy adviser to the Robert Wood Johnson Foundation

"At IHI, we follow the principle, 'all teach, all learn'—the idea that everyone, everywhere has something to teach, and something to learn. This remarkable and indispensable guide is as pure an example of this principle as I've come across."

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"The International Society for Quality in Health Care's mission is to inspire, promote, and support continuous improvement in the quality and safety of health care worldwide. It is in this spirit that we welcome this new book on patient-centered care. As in their previous work, the authors demonstrate just how critical it is to develop an organizational culture that puts patients first."

—Peter Carter, chief executive officer, International Society for Quality in Health Care

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