



## Putting Patients First: Best Practices in Patient-Centered Care

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The second edition of *Putting Patients First* showcases what Planetree facilities and the Planetree organization have learned about the commitments, conditions, practices, and policies that are needed to do more than give lip service to being--patient-centered.--It should be read by every student, nurse, physician, administrator, trustee, policy maker, and lay person who is committed to creating healing environments, holding facilities accountable for their rhetoric, and truly reforming health care.

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