

Randall L. Carter
Vice President, Organizational Development and Strategy
Planetree Alliance

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Introductory Biography

Randall Carter is the Vice President of Organizational Development and Strategy for Planetree, a not-for-profit healthcare organization founded in 1978, by a patient in San Francisco, California. The early goals of the organization remain at the heart of Planetree's work today; to fundamentally change healthcare from a cold, sterile, intimidating experience to one of patient-empowerment, participation, choice and control.

Planetree's Mission is to serve as a catalyst and partner in the development and implementation of new models of health care, which cultivate healing of mind-body-spirit; are patient-centered, value-based, and holistic, integrating the best of modern medicine with time honored healing practices and traditions.

From its beginnings in San Francisco, with the establishment of the first consumer oriented health resource center library, to the current diverse affiliate network of over 90 healthcare facilities worldwide, the vision of "higher ground in healthcare" continues to resonate with patients, families, healthcare providers and organizations.

Prior to joining Planetree full-time in February 2002, Mr. Carter served for 11 years as the Administrative Director of Organizational Development and Facilities, and Executive Management Team member at Mid-Columbia Medical Center, in The Dalles, Oregon. Mid-Columbia was the first system-wide implementation of the Planetree philosophy of care in the United States, beginning in 1991. Mr. Carter, in his roles in organizational development and facilities was a significant contributor in the successful integration of philosophy and practice in the organization. During his tenure at Mid-Columbia, the organization was recognized in numerous Healthcare periodicals as well as Bill Moyer's landmark documentary series "Healing and the Mind".

Mr. Carter has widely consulted and delivered programs on Patient Centered Care, Developing Healing Environments, Service, Leadership and Teamwork, to Healthcare organizations and Physician groups in addition to audiences in Building and Design, Retail, Software, Education, Broadcasting, Public Utilities and Government. Mr. Carter has contributed to the books "Turned On Organizations" and "Putting Patients First" (Jossey-Bass Publishing, 2003) which won the ACHE Hamilton Book of the Year Award in 2004.

Mr. Carter serves on the Advisory Boards of Oregon Regional Economic Development, Urban Renewal, Picker Dimension Expert Panel and the National Health Council's Commission on "Putting Patients First". Mr. Carter is an active member of the Society for Healthcare Strategy and Market Development, American Society of Training and Development and Society of Human Resource Management.

Randy and his wife Lori, their sons Jamison and Brycen reside in Oregon's beautiful Columbia River Gorge.





RANDALL L. CARTER
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EMPLOYMENT

Planetree (Derby, Connecticut)

2002 – Present Vice President

Supports the Planetree affiliates in the areas of Organizational Development, Strategy and the Creation of Healing Environments. Carter has experience in developing and sustaining the patient-centered model in a variety of settings and works regularly with sites in the areas of Leadership and Staff Development, Patient-Centered Practices and Human Resource Related Areas.

Mid-Columbia Medical Center (The Dalles, Oregon)

1990 – 2001 Administrative Director of Organizational Development and Facilities, and Executive Management Team Member

Mid-Columbia was the first system-wide implementation of the Planetree philosophy of care in the United States. Carter was a significant contributor in the successful integration of philosophy and practice in the organization. During his tenure at Mid-Columbia, the organization was recognized in numerous healthcare periodicals and books including “Patient Focused Healing” as well as Bill Moyer’s landmark documentary series “Healing and the Mind”. Carter has contributed to the books “Turned on Organizations” and “Putting Patients First” (Jossey-Bass Publishing, 2003) which won the ACHE Hamilton Book of the Year Award in 2004.

The fundamental remaking of the healthcare experience required more than just a change in the physical plant, it compelled the organization to create a profound new vision, shared by and important to all members of the healthcare team. Early in 1991, Carter developed the MCMC University program to share with employees the vision, information and skills necessary to achieve this innovation in healthcare delivery. The MCMC University program is designed around elements of personal and team excellence and builds on experience and information gathered from some of America’s best companies. The University program has gone on to be recognized by the Healthcare Forum and others as a benchmark for employee training and development. In addition, Carter provided “hands-on” leadership in planning, redesign and new construction efforts for Mid-Columbia which included hospital, medical office building, assisted living, long term care and specialty center developments.

OTHER NOTABLE ACCOMPLISHMENTS

Consulted and delivered programs on Attitude, Service, Quality, Teamwork, Patient Centered Care and Developing Healing Environments to hundreds of audiences including hospitals, physician groups and diverse audiences outside of healthcare including building and design, retail, software, education, broadcasting, public utilities and government.

PROFESSIONAL ASSOCIATIONS/AFFILIATIONS

Board Member –

Oregon Regional Economic Development

Urban Renewal

Picker Dimension Expert Panel

National Health Council's Commission on
"Putting Patients First"

Active Member –

Society for Healthcare Strategy and Market Development

American Society of Training and Development

Society of Human Resource Management