

ESTHER

Different persons –
different needs



ESTHER

ESTHER Vision

“Esther experiences confidence and
independence
supported by a strong network”

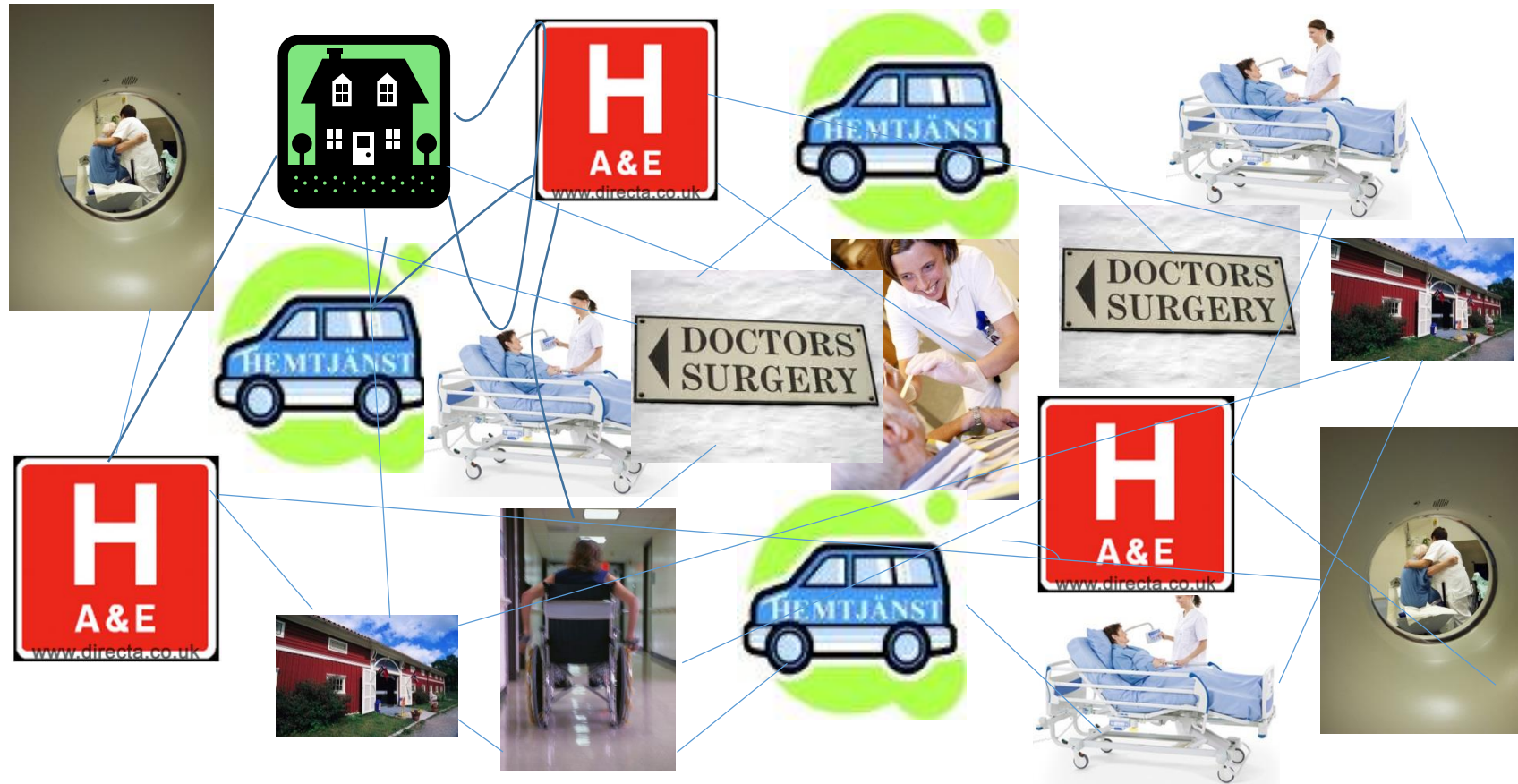
ESTHER

Background

- The ESTHER Network was founded in Sweden in 1997
- ESTHER is a fictitious patient with complex needs that calls for collaboration
- Main goals
 - Smoother and safer care pathways for ESTHER
 - Better use of the providers resources
 - Include ESTHER as an equal partner

ESTHER

ESTHER's journey scenario A



Where is ESTHER???

ESTHER

Successfactors

- ESTHER as a natural partner from day 1 "Nothing about me without me"
- Ensure ESTHER and her near and dear ones to understand the system and trust it
- All providers involved
- Respect each other and our different knowledge and competence
- Shared goals
- Bridge the gaps by focusing on ESTHER's needs, not what suits the providers

ESTHER

- Personcenteredness
- One story, one vision, one value
- Meetingplaces, get to know your partners and their environment
- Participation of all involved staff, all professions, all levels
- Lack of prestige as regards other providers and Esther
- Improvement together with partners
- Simple rules
- Open minded
- Say yes, embrace the positive energy
- Trust is a must, hang on

ESTHER

Why ESTHER improvement coach?

- All improvements should benefit the real Esthers
- Must be an improvement for the organization too
- What should be improved and changed and why? How will this improve ESTHER's experience and life?
- To increase the possibilities of real improvement, remember 2 things: Find out what is the real cause of the problem and measure before you start

Coach training

- To provide knowledge and tools for continuous improvement work
- To deepen the knowledge about person centeredness
- Learning by doing – make an improvement during training
- Must be an improvement to real ESTHERs
- Coaching skills – solution focus approach
- To create a network

ESTHER coach – Role of the manager

- Support
- Partner
- Catch ideas
- Let go of control
- Cooperate
- Be the coach of the coach

ESTHER café,
meetings with our customers, NOK, other care providers

Esther share
a story of
recently being
an in-patient
Either herself
or allows
someone else
to tell



Staff tells news
that is an
improvement to
Esthers in care

ESTHER

How can ESTHER help us improve the care in Kent and make ESTHER's life better?

- Make sure ESTHER feels listened to and their preferences taken into consideration
- Enhanced care plans in partnership with ESTHER
- Pick up staffs ideas and findings
- Use the hidden knowledge and competence that both ESTHERS and staff carry

ESTHER

Esther nätverk

Esther coach

Utbildningar/Aktiviteter

Blanketter/Riktlinjer

Utvecklingsarbete

Anhörigstöd

Vårdplanering

Om Esther nätverk

Nyhetsbrev

Kalender

Mötesplatser

Länkar till liknande nätverk

Esthers namnsdag

Esther - in English

Vårdplanering

Du är här: [Esther](#) / Esther nätverk / [Esther - in English](#) / Esther - in English. Landstinget i Jönköpings län /

THE ESTHER NETWORK



The Esther Network is made of caregivers, clinicians, patients, and families who work to promote and improve the complex care in Region Jönköping county. "Esther" is a symbolic person, with complex care needs who requires the coordination and integration between hospital, primary care, home care, and community care. Esther is at the center of all our daily work.

Like to learn more about Sweden?

[The Swedish Health care system](#)

The Esther Network - a presentation

The Esther Programme

A brochure

[Four pages with short texts about Esther Network \(pdf, 2016\)](#)

Download, print and fold to four pages.



Reports

- [What Is Best for Esther? Building Improvement Coaching Capacity With and for Users in Health and Social Care—A Case Study 2016](#) Vackerberg N, Thor J, Levander M. Quality Management in Health Care: [January/March 2016 - Volume 25 - Issue 1 - p 53-60](#)
- [Eu models of care 2015](#) - webinar about The Esther Network by NHS European office
- [NHS European Office blogging about Esther 2015](#)
- [CNN ranking Esther as one of the](#)