Different persons – different needs
ESTHER Vision

“Esther experiences confidence and independence supported by a strong network”
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’s journey scenario A

Where is ESTHER???
Successfactors

• ESTHER as a natural partner from day 1 ”Nothing about me without me”
• Ensure ESTHER and her near and dear ones to understands 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
• 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
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.
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
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