

## Welcome to Esther café!

The café meetings are open to everyone who, in collaboration with other health and care providers, wants to improve life and care for Esther.

Here, in an informal setting, we will have “learning dialogues” regarding how the care-chain works today.

The café begins with a current Esther-story told by someone who has been an in-patient during the last year and tells us about his or her experience of how the care was delivered before, during and after the hospital stay.

With Esther's help we will have a dialogue about what is important for Esther and what we can do even better. Participants also take the opportunity to share best practice and to present local projects in progress.

Esther café is organized twice a term in several municipalities in the county. The local hosts are responsible for the invitation and the content of the learning program.

Anyone who themselves is an Esther, is part of Esther's family or who have an interest in contributing to the development of care, please engage yourself in our network. We want you to share with us your opinions and experiences about the care. Welcome!

### Contact

Nicoline Vackerberg, 070-5347553, nicoline.vackerberg@rjl.se

Learn more at our website <http://plus.rjl.se/esther>

 Follow us on Twitter: @EstherNtverk



# WHAT IS BEST FOR ESTHER

Network for Cooperation in Health & Social care

Esther is a person who needs care and attention from more than one health and social care provider. To deliver good care to Esther there is a need for all providers to collaborate seamlessly across organizational borders.



Region Jönköping County in cooperation with 13 municipalities in Jönköping county and Ydre kommun in Östergötland County.



# What is best for Esther?



The Esther Network is a collaboration and cooperation between municipalities, primary care centers and the hospitals in Region Jönköping County. The common goal is to make Esther's every day life as good as possible.

In the network you find Esther herself, representatives from her family and staff from health and social care. The Esther Coaches are active throughout the health and care chain and are an obvious and natural support in the improvement process.

To ensure person-centered care, we stimulate patient/user involvement in improvement work and using a simple and constantly recurring question for all of us

“What is best for Esther?”

## Esther has the right to...

- be involved in his or her own health and social care.
- have ability to good care in or near his or her home
- get an individual care plan, which is updated regularly
- equal treatment regardless where his or her home is situated
- experience all the health and social care providers as one.



# Vision

Esther should always experience safety and independence, and be able to live an independent life that is enhanced by an energetic network.

## The Network is characterized by:

- Collaboration and co-operation across organizational borders
- Fast and, sometimes, informal contact ways
- Learning at work
- Trust and respect at every part of the care chain
- Listening, open-minded and generosity toward ones surroundings
- Heart and commitment
- Humor and joy in the job
- Competence and continuous improvement
- Common objectives and quick follow-ups of results

# The Esther Improvement Coaches

The Esther network is and aim to be sustainable by having many dedicated members who carry the network forward.

The Network educates multi-professional Esther coaches. Through various improvement work the coaches forward new ideas and innovations that inspires the network in further development, always with the Esther vision in front of their eyes.

In Region Jönköping county there are now more than 200 trained coaches in the network.

The coaches support the development of co-operation across organizational and professional boundaries and create a culture of sustainable development of best possible service and care.

## Esther coaches contribute to:

- A customer and person-centered approach
- Participation and cooperation
- Continuous improvement
- Skilled and creative employees



Find the yet undiscovered opportunities and develop them to ensure what is best for Esther!