It’s all about the people

• How Esther coaches make a difference

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plus.rjl.se/esther

Esther – person centered improvement work

• Started 1997
• Focus on improvement work from 2 angles
• What is best for Esther?
• Best use of resources – The right care at the right level for Esther at any given point
The Esthercoach training program

- 20 participants
  - 13 nursing assistants
  - 3 professional social workers
  - 2 administrators
  - 1 occupational therapist
  - 1 nurse
  - 3 Esther participants
TEAM – Together Everyone Achieves More

Esther coach – Role of the manager

- Support
- Partner
- Catch ideas
- Let go of control
- Cooperate
Summary

• The Manager shall be the Coach of the Coach

Source: RJL (2015a, 2015b)
Care planning

• "Unsustainable home situation"
  – Alcohol,
  – economy,
  – relational issues,
  – domestic violence
• How can we make a difference?

Source: Kyhlberg (2016)

The Safety receipt
Avoidable re-admittances and safe discharges

Source: Sumanosova (2016)
Welcome back home, day 1

- Staff from municipal social care already there when Esther returns from the hospital.
- Make sure the home is in order, that Esther has got food and a clean bed.
- That Esther got the right aids and correct medication.
- If needed, place and test a personal alarm around the wrist
- Check again the care and social plan together with Esther, make changes when needed
- Most important! Make sure Esther feels listened to, safe and confident

Confident at home, day 2-14

- Home care given as needed from day to day
- Home care group and Esther decides what and how much care each day
- Close cooperation with Occupational Therapist
- Targets:
  - To shorten Esthers time at hospital
  - To find the optimal level of home care faster
References:


http://plus.rjl.se/infopage.jsf?childId=2764&nodeId=31383