Improvement agent
94 years old
Follow us at @EstherNtverk

Höglandet, Esther network

110 000 inhabitants
7 Municipalities
7 Primary care regions
Hospital
ca 7000 employees
Senior citizens organizations
How could this happen?

Vision Esther

A durable and energetic network results so that Esther can feel confident and independent

Esther:
- Gets care in or close to her home
- See us as the same provider of care
- Has the same possibilities to get care all over the region
- Knows where and who to turn to

Höglandet’s care:
- All personnel are concerned and committed
- Support for each other to achieve the best of Esther
- Increase competence in the whole care chain
- Continuous improvement of quality
Basic idea

• What is best for Esther?

• Esther... no matter where We will be there!

Challenges

Person centered care

Delivering a service that is truly patient-centered is an enormous challenge which......can only be overcome by actively engaging patients as valuable resource.


Complexity

Health care systems are complex, and repairing them is complex.

Systemthinking

Individual values
- What does Esther need
- What is important for Esther when she gets sick?

Partners
- Who has to cooperate to fulfill Esther’s needs?

Changes in the environment
- Changes in the system of health care?
- New methods? How do new medicine and methods influence the process and cooperation between caregivers?
- New technology?
- Changes in population?
Esther start

- Hospital admissions, at the clinic of Medicine, fell from approximately 9,300 in 1998 to prognostic 7,300 in 2003. (7,051 in 2012)
- Hospital days for heart failure patients decreased from approximately 3,500 in 1998 to 2,500 in 2000.
- Waiting times for referral appointments with neurologists decreased from 85 days in 2000 to 14 days in 2003.
- Waiting times for referral appointments with gastroenterologists fell from 48 days in 2000 to 14 days in 2003.

Coordinator

Contact with from General Practitioner to the Dept. of Int. Medicine. Before the patient arrives to hospital.

Discussion about the patient – where should the patient go?

Direct to the acute clinic, via X-ray, direct to the nursing ward, to an office hour visit, giving advice, or needs the patient not to be lodged.

To get correct care level – from the beginning!
Individual values
• What does Esther need/want?
• What is important for Esther when she gets sick?

Partners
• Who has to cooperate to fulfill Esther’s needs?

Changes in the environment
• Changes in the system of health care?
• New methods? How do new medicine and methods influence the process and cooperation between caregivers?
• New technology?
• Changes in population?

Today: Esther café, systemic meetings with our customers
Coach

Coaching ... offers a potential platform for an applied positive psychology and for facilitating individual, organizational and social change.


Esther Coach Course

- 8 days; learning by doing.
- Making their own personal improvement project. (PIP)
- Making an improvement at their own working place
- Coachingskills – solutionfocus approach
- Site visits in other organisations in and outside Healthcare.
Our reality

Who are the Esther coaches 2013?

<table>
<thead>
<tr>
<th>Profession</th>
<th>Municipality</th>
<th>County council</th>
<th>Privat practise</th>
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<tbody>
<tr>
<td>Nursing assistans</td>
<td>70</td>
<td>11</td>
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<tr>
<td>Nurse</td>
<td>4</td>
<td>17</td>
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<td>Chief</td>
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Welcome back home package

- 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 tools required and right drugs
- If needed, put and test a personal alarm around the wrist
- Check again the care and social plan together with Esther, make changes when needed.

On an national level readmissions > 65 year within 30 days are ca 20 %.
Improved medication for elderly

http://www.li.se/index.jsf?nodeId=31383&nodeType=12

Inappropriate medication >75 Jönköping

1. Most of the long-term medications, anticholinergic mod, tramadol and propiomepak
Reflections

What, in this Esther concept, is useful for you and your work?

www.lj.se/esther

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Successfactors

- Personcenteredness
- One story, one vision, one value
- Meetingplaces, site visits
- Participation of all personell
- Improvement together with partners
- Simple rules
- Open minded
- Say yes, embrace the positive energy
- Trust is a must, hang on.
### Högland’s hospital average days

<table>
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<tr>
<th>Annual category</th>
<th>2009</th>
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<th>2011</th>
<th>2012</th>
<th>2013</th>
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<tr>
<td>Surgery</td>
<td>3.6</td>
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<td>3.6</td>
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<tr>
<td>Internal medicine (3.9 – 4.4 period 2001 – 2009)</td>
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<td>4.2</td>
<td>4.4</td>
<td>4.5</td>
<td>4.8</td>
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<tr>
<td>Rehabilitation</td>
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<td>19.4</td>
<td>17.8</td>
<td>12.6</td>
<td>9.9</td>
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<tr>
<td><strong>Total</strong></td>
<td>4.7</td>
<td>4.7</td>
<td>4.6</td>
<td>4.5</td>
<td>4.4</td>
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#### Vision

- Energetic network and cooperation

#### Values

- Person centeredness
- No hierarchy
- Thinking about the next provider
  - *Your problem is my problem*
- Mutual responsibility for the person

#### Actions

- Mutual meetings and education
- Multi professionalism
- Openness and learning
Esther steering committee
Esther and family
Staff close to Esther
Esther board
Esther coordinator group
Esther competence center
Senior citizen organizations
Landstinget
ESTHER
Quality time for Esther

Every week, 30 min. 52 times a year
What tells Inge?

http://www.lj.se/infopage.jsf?childId=15205&nodeId=31372

The Heart and Pearls of Esther

“Esther Coaches help the leader get improvement done.”

“Esther Coaches make connection between daily work and improvement”

“They are my tools to get the message out”

Important to have Esther Coaches in the field as improvement resource

Woven Within The Fabric of the Micro, Meso and Macrosystem

M. Godfrey 2010