Esther
Different persons- different needs

Challenge

• 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.

• Höglandet, Esther network
  • 118 000 inhabitants
  • 7 Municipalities 1300 persons living in old peoples homes approx 2000 persons get health and medical care at home
  • 7 Primary care regions
  • Hospital 263 beds
  • approx 7000 employees
  • Senior citizens organizations

Esther's journey
Client integration and cooperation a must to build trust

Home care
Primary care
Intensive care
Medical unit
Rehabilitation
Sheltered home
**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?

---

**Basic idea**

**What is best for Esther?**

Esther… no matter where
We will be there!
Who is the customer?

• A customer is the most important visitor on our premises, he is not dependent on us.
  • - We are dependent on him. He is not an interruption to our work.
  • - He is the purpose of it.
• He is not an outsider in our business.
  • - He is part of it.
• We are not doing him a favor by serving him.
  • - He is doing us a favor by giving us an opportunity to do so.

Mahatma Gandhi

Ladder of participation

Partnership

Shared decision making

Influence

Dialogue

Information

Vackerberg 2014 (inspired by Arnstein 1969 & Castell 2013)
Salutogenesis – A. Antonovsky (1923-1994)

- SOC – sense of coherence
  - Comprehensibility
  - Manageability
  - Meaningfulness
- GRR – the Generalized Resistance Resources

Esther café
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 right equipment and correct medication.

- If needed, attach 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
Secure at Home

- For Esthers with remaining extra needs after hospital care and a potential av recovery
- High level of home care for up to two weeks
- Up to six times a day
- Evaluation continuously together with Esther to optimize long term care
- An alternative to a few weeks in a nursing home

Staffmember

2012: 17.4
2013: 15.7
2014: 15.9

Feel satisfying not to have to leave before Esther says everything is fine

Nice to know that Mum is not coming home to an empty house

Esthers daugther
Esther coach training

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.
Who are the Esther coaches 2015?

- 151 coaches
- Nurse assistants
- Nurses
- Social workers
- Physio therapists
- Occupational therapists
- Administrators

Including Esther in improved medication

https://www.youtube.com/watch?v=BBtN_fCYGdE

Follow us at @EstherNtverk
THE ESTHER NETWORK

http://plus.lj.se/esther

Follow us at @EstherNtverk