Höglandet

110 000 inhabitants
7 Municipalities
7 Primary care regions
Hospital Eksjö - Nässjö
Aprox. 8000 employees

Senior citizens organizations (2009)

How could this happen?
Vision Esther

Esther can feel confident and independent supported by a durable and energetic network

Basic ideas

What is best for Esther?

Esther... no matter where We will be there!
Who is Esther? In Eksjö...

- “cooperation in hospital, municipality, primary care”
- “older person with multiple care needs”
- “...a patient who needs preparation for the trip home.”
- “security across new situations”
- “making sure there is no gap in the system”

C. Carlsson MD San Francisco 2010

Who is Esther? In Eksjö...

- “rings in the water – spreading thought”
- “always small steps everyday”
- “quality of the whole system”
- “a patient who needs her problem solved when she has the problem”...
- “who needs the best help immediately”

C. Carlsson MD San Francisco 2010
Esther Coach – a new role in health and community care

Every unit shall have their own Esther coach who will support and inspire the staff in continuous development.

Key points:

- Patient focus
- Learn from others
- Cooperation, multi-professional
- Structure in improvement
Coach course

- 6 days;
- learning by doing.
- Making their own personal improvement project. (PIP)
- Making improvement at work (Fishbone, PDSA, Measurements, SMART goals)
- Coaching skills – conversations topics (Human dynamics Solution focus Lean)
- Bertil
- Site visits in other organisations in and outside Healthcare
- Interview of politicians

Esther coach contract

My coachmission 2012 is:

My coach mission for 2013 can be:

Expectations Coach/ Chief

We will update this agreement ... times a year.

I am a member of the Esthercoach network and participate in meetings and support, help and develop co-coaching in daily work.
The Esther coach a living example for our vision.

Statements of the Chiefs

• Would like to have one in every team
• We see how they develop and grow together with the organisation
• Create a creative climate
• Coaches are our future, they are close to Esther, they can influence their collegues more than I can as a chief.
• Their strengths are structure and method
• They dare to question todays reality and be provocativ in a constructive manner. No hierarchy.
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

What tells Inge?

Quality time for Esther

Telephone conference
Angry August testperiod

Result 2009 - maj 2010
Total:
7 patients.
5 patients still living at home
2 patients in hospital
Successfactors

- Patientcenteredness
- One story, one vision, one value
- Meetingplaces, site visits
- Participation of all personell
- Improvement together with partners
- Simple rules
- Open minded
- Trust is a must, hang on.
It will all be okay in the end.
If it is not okay, it is not the end...

THE ESTHER NETWORK:

The Esther Network is made up of caregivers, doctors, nurses, and families who work to promote and improve the care of the elderly in Jönköping. “Esther” is a symbolic older patient, with complex care needs who requires the coordination between hospital, primary care, home care, and community care. Esther is at the center of all our daily work.

Welcome to the Network!

Our Vision
To create a durable and energetic network in which Esther can feel confident and lead an independent life. Esther should know where to turn, get care in or close to her home, see us as the same reminder of care and have the possibility to set the same.
Meeting with "Esther’s cousins"

Hilma - Örebro
Kersti – Falun
Linnea – Växjö
Brita & Herman – Värnamo
Helga – Skellefteå
Asta – Varberg
Örjan - Skövde
Nisse – Malmö

We meet once a year to get inspiration and learn from each other.
International: JO, UK, Alice San Francisco, Tilly Toronto m.m

Passing the Baton
Reflections

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

• In your context, how do you strengthen the frontline in everyday work?