



**COMEPASSIONIT**

**THE MICROSYSTEM FESTIVAL**

**Feb 25-28 Jönköping Sweden**

[www.microsystemfestival.com](http://www.microsystemfestival.com)



**ESTHER**

**Connecting and improving complex care**



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## ESTHER

## This session's learning objectives

- Participants should know the Esther Model
- Have an idea of the purpose and running of the Esther café, know the difference between MPT and café
- Can adopt ESTHER and the café to their own context



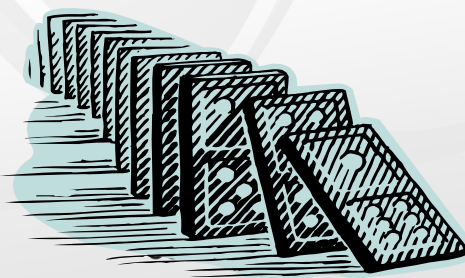
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## ESTHER

A culture of continuous quality improvement, a focus on person-centred care

- Based on person's needs and preferences
- Leads to improvements from the person's perspective
- Involves Esther from the start to the end



## Challenges

ESTHER

### Personcentred care

*Delivering a service that is truly person-centred is an enormous challenge which.....can only be overcome by actively engaging persons as valuable resource.*

GREENHALGH, T., HUMPHREY, C. & WOODARD, F. 2011. User involvement in health care, Chichester, John Wiley & Sons, Ltd.

### Complexity

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

GLOUBERMAN, S. & ZIMMERMAN, B. 2002. Complicated and complex systems: what would successful reform of Medicare look like? Changing Health Care in Canada: The Romanow Papers, 2, 21-53.

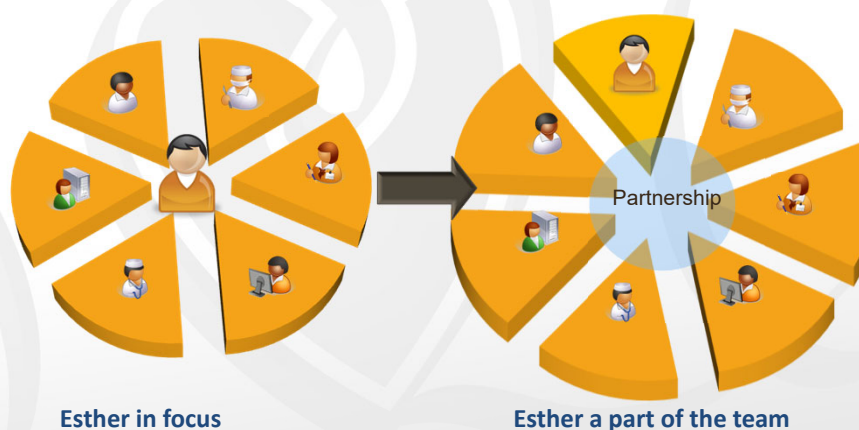
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## A change of perspective.....

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## ESTHER café, meetings with our Esthers

Esther share  
a story of a  
recent care  
experience  
Either  
themselves  
or allows  
someone else  
to tell



Staff shares news  
of improvement



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## PURPOSE:

- Including ESTHERS themselves in a valuable dialogue to create concrete improvements
  - in and between organisations that leads to
  - an improved care and outcome for ESTHER!
- To use the customer focused dialogue as a base for, spreading good examples, improvement and collaboration.
- Listen Learn and Improve together with Esther

## ESTHER



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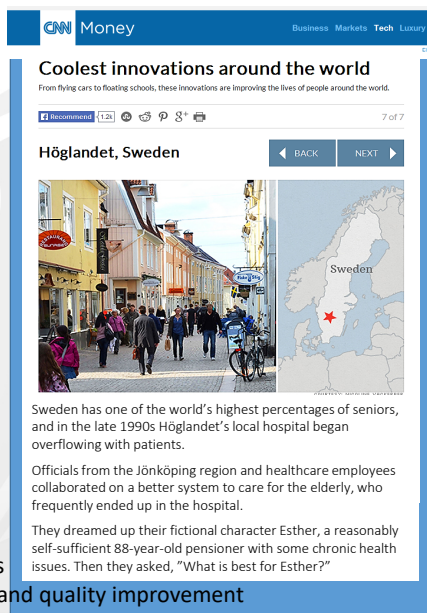
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## ESTHER start 1997



### Learning lessons :

- The power of Esther narratives
- Engagement of Esther, frontline & leaders
- The combination of personcentredness and quality improvement



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## ESTHER

### 1. What matters to Esther? What is best for Esther?

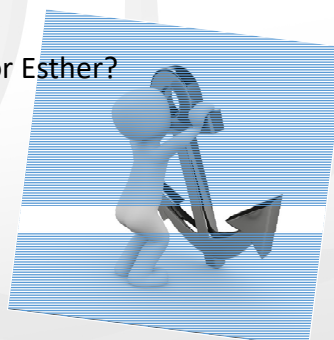
*Personcentred care*

### 2. Who needs to cooperate to achieve the best for Esther?

*Collaboration*

### 3. What and how shall we improve then?

*Quality improvement*



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## Development Highland district

Care	2000	2014	2016	2017	2018	2019
Hospital beds	375	263	207	197	162	152
Care homes beds (incl short term)	1740	1290	1273	1273	1297	
Homecare clients	1000	2000	2200	2340	3080	
Home visits	-		Increase	Increase	Increase	

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## Who is the customer?

ESTHER

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.

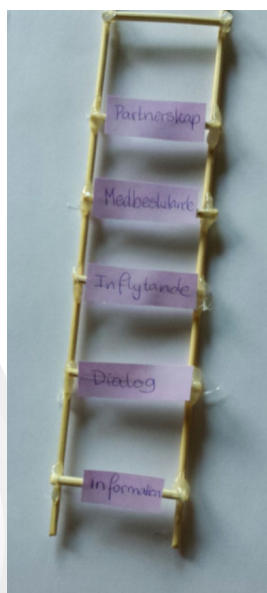
Tribute to

*Mahatma Gandhi*



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Ladder of participationESTHER

Partnership

Shared decision making

Influence

Dialogue

Information

*Vackerberg 2014 (inspired by Arnstein 1969 & Castell 2013)*

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# ESTHER



## Our reality

I want to be a part of the improvement work so that it really will be for the best for Esther and not for the organization.

It is not enough to have good intentions and methods. All will come back to the experience of the customer. The customer defines quality and by the way it is fun to be a part of improvement work



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## Ambition ESTHER

Esther will experience safety and independence and she lives an independent life that is supported by an energetic network.

**Esther:**

- Gets care in or close to her home
- Sees us as a joint provider of care
- Has equal opportunity to receive care over the whole region
- Knows where and who to turn to at any given point
- Has a personalised care plan

**Caregivers:**

- All staff are involved and committed
- Support each other in achieving the best of Esther
- Increased competence in the whole care chain
- Continuous improvement of quality





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

GRANT, A. M. & CAVANAGH, M. J. 2007. Evidence-based coaching: Flourishing or languishing? *Australian Psychologist*, 42, 239-254. s 239



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Esther coaches International  
Sweden, UK, Singapore, Danmark

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## Esther stories

- [John, Kent, UK](#)
- [Mdm Teo, Singapore](#)
- Marie, Sweden



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## QUESTION

- In what way could stories be helpful in your context?

#best4esther



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FIKA



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## QUESTION

In your context

- What are you already doing like this?
- What possibilities and challenges do you see of running it?

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## Opportunities and challenges of running an Esther café

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## PREPARATION:

## ESTHER

- Find at least one real Esther willing to share their story from a recent care experience to identify how Esther's needs and wishes were met.
- Make sure to inform this Esther about the purpose of sharing the story. The diagnosis itself is not the important bit, but Esther's experiences.



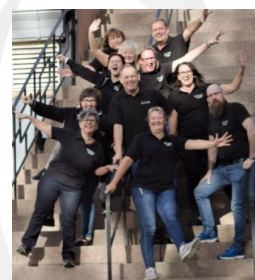
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## PREPARATION:

## ESTHER

- Invite staff members from different care providers
  - A wide range of professions,
  - Esthers,
  - Esthers family,
  - ESTHER coaches,
  - Decision makers,
  - Students.
- Make sure the agenda follows the same template at all cafés.
- Write the agenda for the café and send out with the invitation at least 6 weeks in advance.
- Involve local coaches.



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## During the Café:

- Spend at least 60 % of the meeting time as a dialogue
- How do we use the positive experiences and how to improve the lesser good ones.
- Short feedback what was said at the tables. Facilitator and coaches to help catch the ideas.
- Agree on 3 bullet points for improvement.
- Remember to ask Esther whether those improvements are likely to give them a better experience.



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## After the Café

- Send out the notes to participants.
- Feedback to ESTHER. Directly and when improvements initiated by their story are in place.
- If the café has been emotionally distressing for ESTHER, offer immediate support.
- Debriefing with organisers to summarise and make sure information is passed on to the next café organisers.



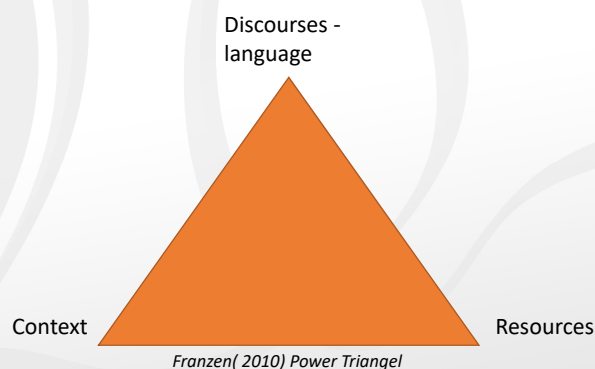
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## Reflections

- Relational power
- How can we facilitate a power shift?

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## Starting ESTHER now – what are the challenges and key factors?

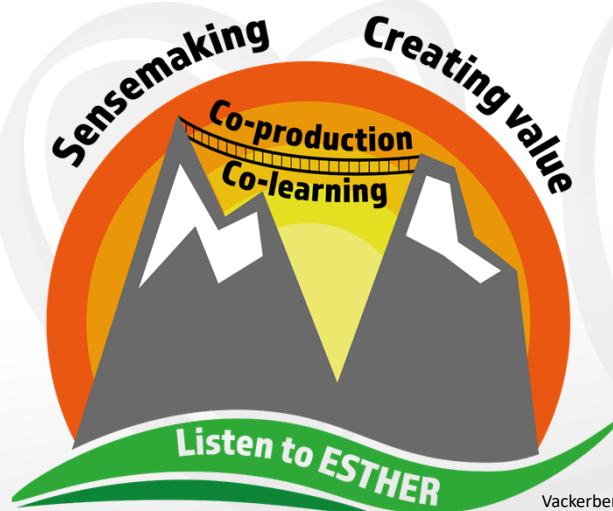
- **Include Esther**
  - ✓ Esther as a natural partner from day one
  - ✓ Help Esther and her near and dear ones to understand the system
  - ✓ Empower Esther
  - ✓ Help Esther when to seek care and at what level
  - ✓ Build Esther and their family's trust
- **All providers involved from day one**
- **Make sure the information follows Esther, not the provider**



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## The ESTHER model



Vackerberg, Ärleskog, 2020



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## Evaluation & Pledges

Use the post-it notes on the table

On a scale from 1-6, where 6 is brilliant, how would you rate:

- The session itself, write on green post-it
- The lecturers, write on pink post-it
- The attendees, write on yellow post-it

Place them on the wall

What are you going to do for your Esthers from now on? Write a pledge either on twitter or at an Esther card, or both. Use #best4ESTHER

#best4esther

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Follow us at @EstherNtverk



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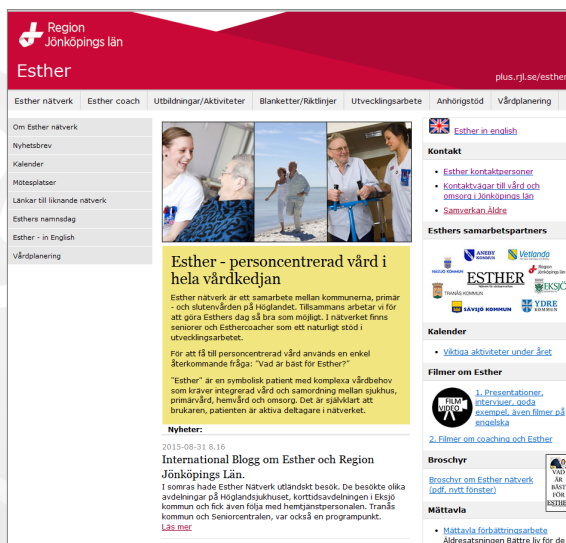
Esther Network's  
website  
<http://plus.rjl.se/esther>



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Thank YOU



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## Network INTERNATIONAL