

Welcome to Esther café!

The café meetings are open to everyone who, in collaboration with other health and care providers, wants to improve life and care for Esther.

Here, at an informal setting, we will have "learning dialogues" regarding how the care-pathway works today.

The café begins with a current Esther-story told by someone who has been an in-patient during the last year and tells us about their experience of how the care was delivered before, during and after the hospital stay.

With Esther's help we will have a dialogue about what matters most to Esther and what we can do even better. Participants also take the opportunity to share best practice and to present local projects in progress.

The Esther café is organized regularly by local hosts, they can be held both in real life or digitally. The hosts are responsible for the invitation and facilitating the meeting which often results in several new improvement projects.

If you are an Esther, part of Esther's family or simply have an interest in contributing to the development of care, please engage yourself in our work. Please share your ideas and experiences about the care. Welcome!



WHAT IS BEST FOR ESTHER

Network for Cooperation in Health & Social care

Esther is a person who needs care and support from more than one health and social care provider. To deliver adequate care to Esther there is a need for all providers to collaborate seamlessly across organisational borders.

Contact

Learn more at our website <http://plus.rjl.se/esther>

Follow us on Twitter: @EstherNtverk



Facebook: [ESTHER, Region och kommuner i Jönköpings län i samverkan](#)



Region Jönköping County in cooperation with 13 municipalities in Jönköping county and Ydre kommun in Östergötland County.



What is best for Esther?



Esther is the name of a persona i.e patient, service user. It is also an approach where the question "What is best for Esther" is used to create valuable collaboration between different care providers. The common goal is to make Esthers's everyday life as good as possible.

To ensure person-centered care, we encourage patient/user involvement in improvement work and using the simple and constantly recurring question for all of us.

"What is best for Esther?"

Esther has the right to...

- be involved in their own health and social care.
- have access to good care in or near his or her home
- have an individual care plan, which is updated regularly
- equal treatment regardless of where their home is situated
- experience all the health and social care providers as seamless.



Our aim

Esther should always experience safety and independence and be able to live an independent life that is enhanced by an energetic co-production.

ESTHER is characterised by simple rules

1. Best for Esther
2. Be accountable for your work, give feedback on the step before and facilitate for those who will take care of Esther after you.
3. We do this together with Esther

Our starting point always is from Esther's needs and resources, we take advantage of joint learning and have trust and respect. This leads to improvements from Esther's perspective in and between organisations.

The ESTHER Improvement Coaches

To spread the approach and support the activities to achieve the goal, multi-professional ESTHER improvement coaches are trained in different organisations in health and social care.

These coaches make efforts to improve the work around Esther. They present ideas and new thinking that inspire how collaboration can be further developed.

Today, there are more than 600 trained ESTHER coaches in Jönköping County, Sweden, as well as in Singapore, Denmark and England.

The coaches support the development of co-operation across organisational and professional boundaries and create a culture of sustainable development of the best possible service and care.

Esther coaches contribute to:

- A customer and person-centered approach
- Participation and cooperation
- Continuous improvement
- Skilled and creative employees



Find the yet undiscovered opportunities and develop them to ensure what is best for Esther!