



## Person-centered care

MHCDS Grand Rounds

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Class of '14.



## Agenda

- Short overview: Swedish health care system
- What is person-centered care – and why now?
- Esther: a person-centered approach on a system level
- Self dialysis: a person-centered approach in the microsystem
- Q and A



## Welcome to Sweden!



 Region  
Jönköpings län

## Welcome to Swedish health care!

Everyone (almost) has equal access to health care services

Responsibility for health and medical care is shared by the central government, county councils, regions and municipalities

The 20 County councils and regions are responsible for providing health care and general practices; responsible for organizing health care to citizens, hospitals, and primary care

290 municipalities are responsible for elderly care, care of the disabled, social services, nursing homes, home care

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## What is Person-centered care and why now?

"Person centered care is all about seeing the person in front of you."

The person's story is the starting point for:

- a partnership
- the mutual planning of care
- respect for each other's knowledge.



## Research in Sweden shows promising results



European Journal of Cardiovascular Nursing 10 (2011) 248–251

European Journal  
of Cardiovascular  
Nursing

[www.elsevier.com/locate/ijcnn](http://www.elsevier.com/locate/ijcnn)

### Person-centered care — Ready for prime time

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## Person - Patient

### Person

- Who
- Abilities
- Strengths
- Curious
- Aware of your vulnerability

### Patient

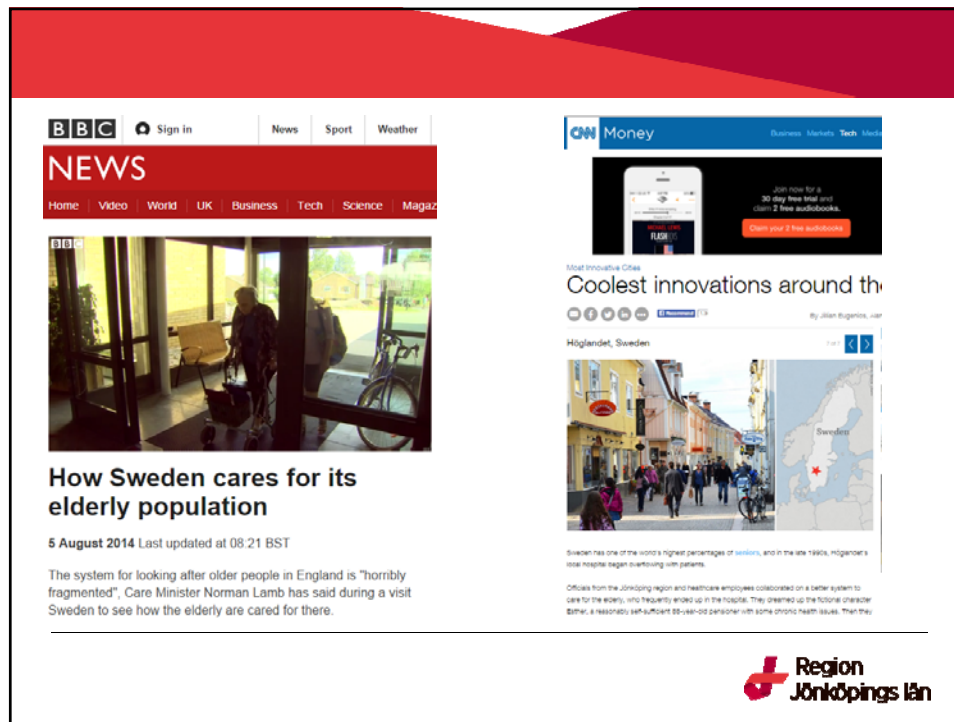
- What/role
- Need
- Weaknesses
- Passive
- Protected from your vulnerability

**"Homo Capax"**

## THE ESTHER NETWORK



The Esther Network is made of caregivers, clinicians, patients, and families who work to promote and improve the complex care in Region Jönköping county. "Esther" is a symbolic person, with complex care needs who requires the coordination and integration between hospital, primary care, home care, and community care. Esther is at the center of all our daily work.



The screenshot shows a BBC News article. The top navigation bar includes 'BBC', 'Sign in', 'News', 'Sport', and 'Weather'. The main header is 'NEWS' with sub-links for 'Home', 'Video', 'World', 'UK', 'Business', 'Tech', 'Science', and 'Magazine'. The article features a photo of an elderly person in a wheelchair being assisted by a caregiver. The headline is 'How Sweden cares for its elderly population', dated '5 August 2014' and last updated at '08:21 BST'. The text states that the system in England is 'horribly fragmented' and that Care Minister Norman Lamb visited Sweden to learn about their system. To the right, there is a CW Money advertisement for audiobooks and a snippet of another article titled 'Coolest innovations around the world' by Alan Rugeris, which mentions 'Höglandet, Sweden' and includes a map of Sweden.

**How Sweden cares for its elderly population**

5 August 2014 Last updated at 08:21 BST

The system for looking after older people in England is "horribly fragmented", Care Minister Norman Lamb has said during a visit to Sweden to see how the elderly are cared for there.

**Region Jönköpings län**

The Esther Network includes health care workers and other caregivers committed to assessing their services "through patients' eyes". It started as a project in 1997, and was restructured into a network in 1999.

Today the network covers a population of 110,000 inhabitants.

### Our Vision

- To create a durable and vigorous network in which Esther can feel confident and live an independent life. Esther should know who to ask for help. Esther will receive care in or close to her home. She will see us as a seamless network of care providers She has the right to an equal care all over Höglandet, Region Jönköping.

### Our Work

- We work with continuous quality improvement and using coaching as a method to increase competence in the care pathway. We work to reduce the time Esther spends on seeking care.



### Our Organization

- There are many meetings across the Esther Network. Esther's organizing committee are directors from hospital, primary care, social care and department of medicine.
- In every municipality there are smaller networks where Esther coaches have been trained to empower staff to always have Esther in mind. They create and lead projects aiming to improve her journey through the health system.

Nicoline Wackerberg, Physiotherapist  
Dedicated Program director for Esther network



### Esther coaches – a key to success

- There are about 150 Esther coaches in the health and social care system.
- They act as coaches and in their normal profession at the same time in their daily work
- To be an Esther coach you are promoted based on your passion for Esther and will for doing improvements
- There is an Esther coach education of eight days multi-professional learning.



### A few examples of Improvement projects

- Team based approach for persons with dementia
- Call back after hospital visit
- Welcome home Esther
- Mobile Geriatric Team
- Senior central
- Stroke rehabilitation

## Some results

- Hospital admissions fell from approximately 9,300 in 1998 to an estimated 7,300 in 2003.
- 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.
- The number of unnecessary days in hospital decreased from 1113 in 1999 to 62 in 2011.

## Self dialysis – Person-centered care in the microsystem





It started with a nurse and a patient

Christian Farman was diagnosed with renal failure at age 25.

An athletic man in good shape, he recalls, When he started treatments, He experienced side effects such as nausea, edema, and thirst. "It was horrific," he remembers.



**"You have to help me treat myself. I need to have control in my life."**

The story could have ended here. . .



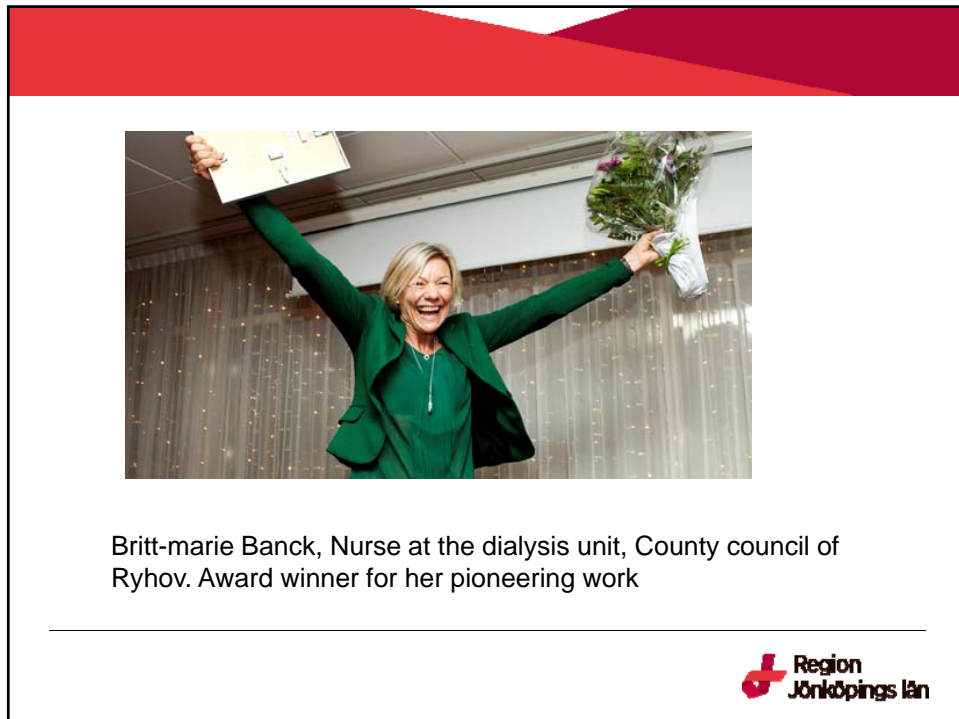
An **ordinary** nurse would have answered. . .

"NO, you can't do that. It's my job, it's too dangerous, it's my responsibility, you don't have the skills, The doctor would not allow it, maybe some other time. . .

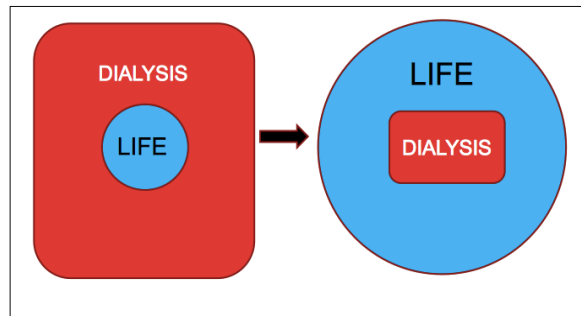


But he was fortunate – because he had met the. . .



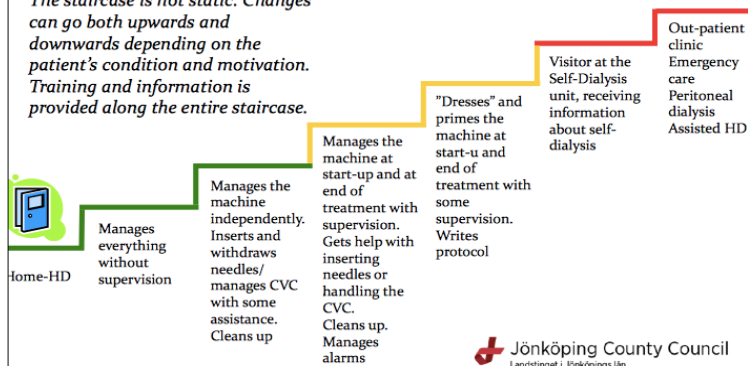


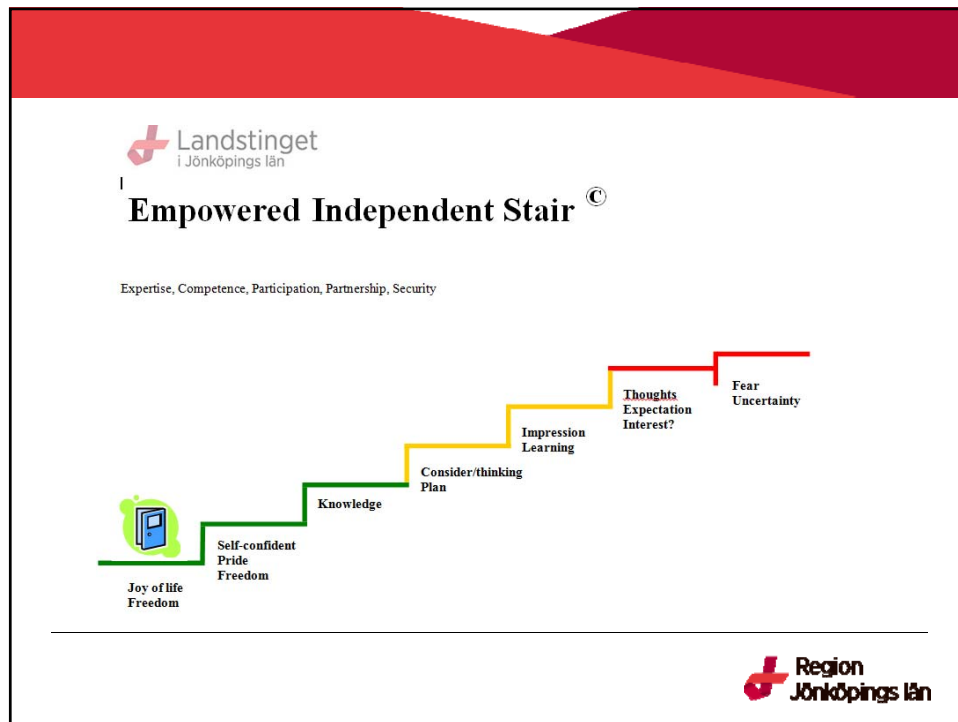
## The aim for both staff and patients



## The Self-Hemodialysis Staircase<sup>©</sup>

*The staircase is not static. Changes can go both upwards and downwards depending on the patient's condition and motivation. Training and information is provided along the entire staircase.*





## References

- <https://www.youtube.com/watch?v=neSv7TdsLgk>
- <https://www.youtube.com/watch?v=WBJ3jmh3L6I&index=1&list=PL2MukuD-vVTtOwchDbvfypQFPzZbFeqU>
- [www.rjl.se/esther](http://www.rjl.se/esther)

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