



Delivering Value-Based Care through ESTHER Network Singapore

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What is ESTHER Network?

ESTHER Network advocates a philosophy of person-centred care that seeks to answer the question, ‘What matters to ESTHER?’.

Our vision is *to develop a responsive and robust network committed to person-centric improvement in care delivery so that ESTHER can live confidently and independently in the community.*

We partner health and social care providers to deliver care that is meaningful to service users and to meet their recovery goals. To achieve this, we identify and administer person-centred measurements such as increasing a person’s confidence level in providing self-care or improving functional abilities to meet life goals—gaining employment, going back to a hobby, regaining the ability to shop for groceries or cooking for the family again.

Who is ESTHER?



ESTHER is a persona of someone with complex care needs requiring the coordination of two or more care providers.

ESTHER can be a patient, caregiver or resident receiving preventive health services.

Who are ESTHER Coaches?

ESTHER coaches are recruited from among care providers who works closest to ESTHERs. They are the ‘eyes and ears’ of ESTHERs and are trained to coach other care providers to constantly improve on the work they do.

In their training as ESTHER coaches, these health and/or social care providers conduct a journey mapping of their ESTHER, shadowing them as they navigate the community and health care systems, as well as interviewing them on the pain points and what matters most in their care experience. These feedback are then processed with the coaches and consolidated into themes.

These themes guide the solutioning phase where coaches work collaboratively with ESTHERs and other care providers to derive tools to measure what matters to ESTHER on a larger scale.

What have We Achieved?

To date, the Network has achieved the following results:

- Trained and certified **140** ESTHER Coaches and **12** Coach Trainers from across health and social care settings
- Engaged **44** leaders from various health and social care settings as ESTHER Project Sponsors
- Facilitated the development and completion of **44** person-centred improvement initiatives through partnering **47** community and healthcare institutions
- Facilitated the identification of **six** improvement projects for up-scaling to benefit more ESTHERs
- Spearheaded the creation of the ESTHER Coach Training Resource (3rd Edition) with partners from Sweden and United Kingdom
- Formed ESTHER Network International in 2016 with partners from Sweden and the United Kingdom
- Formulated eight thematic domains of primary concerns through engaging ESTHERs on their needs and wants. (Refer to **Table 1**)

Access	Excess	Living in the Community	Healthcare Communication
<ul style="list-style-type: none">To servicesTo resourcesTo guidelinesTo point of contact	<ul style="list-style-type: none">Of appointmentsOf medications	<ul style="list-style-type: none">Stay healthyGet well fasterComfort at homeConfidenceIndependenceSkills equippingDying at home	<ul style="list-style-type: none">CompassionEncouragementAttentionInitiativePersonal TouchSharing InformationOptions
Pain	Integration	Caregiver	Patient Involvement
<ul style="list-style-type: none">ComfortTimeliness	<ul style="list-style-type: none">Care coordinationEarly handoverNo duplicationRoutineVocational	<ul style="list-style-type: none">RespiteNot becoming a burden	<ul style="list-style-type: none">IndividualisationPatient-led

Table 1: List of eight thematic domains of ESTHERs’ primary concerns

What Matters to Us!

We deliver value when we are able to measure outcomes that matters to people, and tailor our interventions to consider users’ total recovery and improvement. We believe that these value-driven measurements complement routine hospital key performance indicators such as length of stay, readmission rates, by providing insights to the reasons and meaning behind these figures. Our Network seeks to derive person-centred indicators that make sense and resonate with care recipients, as a way to enhance the value that we deliver to our patients.

