Narrative and Generatieve Accountability
Gerdienke Ubels

ActiZ Work Program
Renewed Quality Awareness
Work Program
Renewed Quality Awareness

• What is good care?
• What counts as good care?

→ How to stimulate quality awareness?
National Framework Accountable Care (2007)
Quality of Life

✓ Including all stakeholders

✓ Based on ‘Quality of Life’:
  • Physical wellbeing
  • Mental wellbeing
  • Housing/living conditions
  • Social participation

✓ Quantitative measurement tool
National Framework Accountable Care 2007-2011

Accountable Care National Benchmark

→ Case mix procedure
→ Outcomes hardly locally recognizable
→ Insurance Companies: financial consequences

It’s not working...
In the meantime... Narrative Gerontology

Bill Randall & Gary Kenyon

‘We don’t have a life story; what we are is a lifestory’

Quality of care demands engaging with the life stories involved (clients and workers)

→ Narrative Care
How to account for Narrative Care?

• Would a more qualitative or narrative accountability be possible?
• Which would be its source of information?
• What knowledge is discernable?
• How would this knowledge be perceived by stakeholders?

→ research Sonja Jerak
Work Program (2012-2014) Renewed Quality Awareness

1. How can we facilitate a continuous and narrative oriented quality awareness in care organizations, and how to improve on the skills necessary to consistently and successfully engage in ‘narrative work’?

2. How can a more qualitative input be made suitable for accountability purposes and how does this function as a redesign of the dynamics of accountability structures?
1. Quality awareness

Reflection and Quality Awareness (Andries Baart)

- Goal of reflection: not ‘improvement’ but ‘awareness’

- With the focus on awareness, the turn to narrative is an immediate one
2. Dynamics of Accountability

Responsive evaluation methods (Guba & Lincoln)

- Different perspectives: not the problem but rather the reality to deal with
- Dynamics between stakeholders: stage for narrative work
Reflections

Soft/hard dichotomy

- Irrelevant, of practice as well as representation

Narrative Work

- Including the external stakeholders, in their own realm
Where to go from here?

- Keep exploring the generative co emergence of care and accountability

- At all levels involved

- Understanding care organizations as societal identities performing this
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