



ActiZ Work Program

Renewed Quality Awareness

actiz

organisatie van zorgondernemers

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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