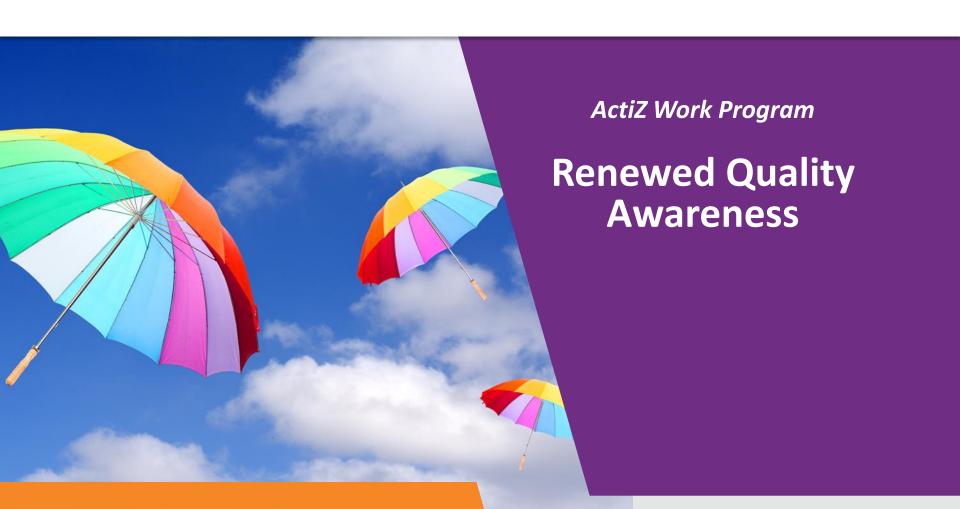


Narrative and Generatieve Accountability Gerdienke Ubels





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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