

How Patient Narratives Enable Improvement: A Narrative About Narratives

Rachel Grob, PhD

Learning from Practice Administrators

Reasons Middle Managers Value Narratives	Role of Narratives in Catalyzing Specific Improvement Projects	How Middle Managers Use Narratives to Lead
Enable better patient experience assessment	<ul style="list-style-type: none"> • Highlight issues that need to be addressed 	<ul style="list-style-type: none"> • Focus attention on practices and improvement
Deepen understanding of and relationships with patients	<ul style="list-style-type: none"> • Suggest solutions 	<ul style="list-style-type: none"> • Promote deeper group learning
Deepen operational knowledge	<ul style="list-style-type: none"> • Motivate staff to commit to projects and take action 	<ul style="list-style-type: none"> • Motivate change
Identify areas for improvement and potential solutions	<ul style="list-style-type: none"> • Demonstrate success 	<ul style="list-style-type: none"> • Reinforce sense of purpose for staff
Facilitate agenda planning and execution		<ul style="list-style-type: none"> • Recognize staff strengths and needs • Inspire transformational thinking

How Narratives Enable Improvement: Conceptual Model Derived from Middle Managers

Figure 2. How Patient Narratives Enable Improvement: Conceptual Model Derived from Middle Managers

