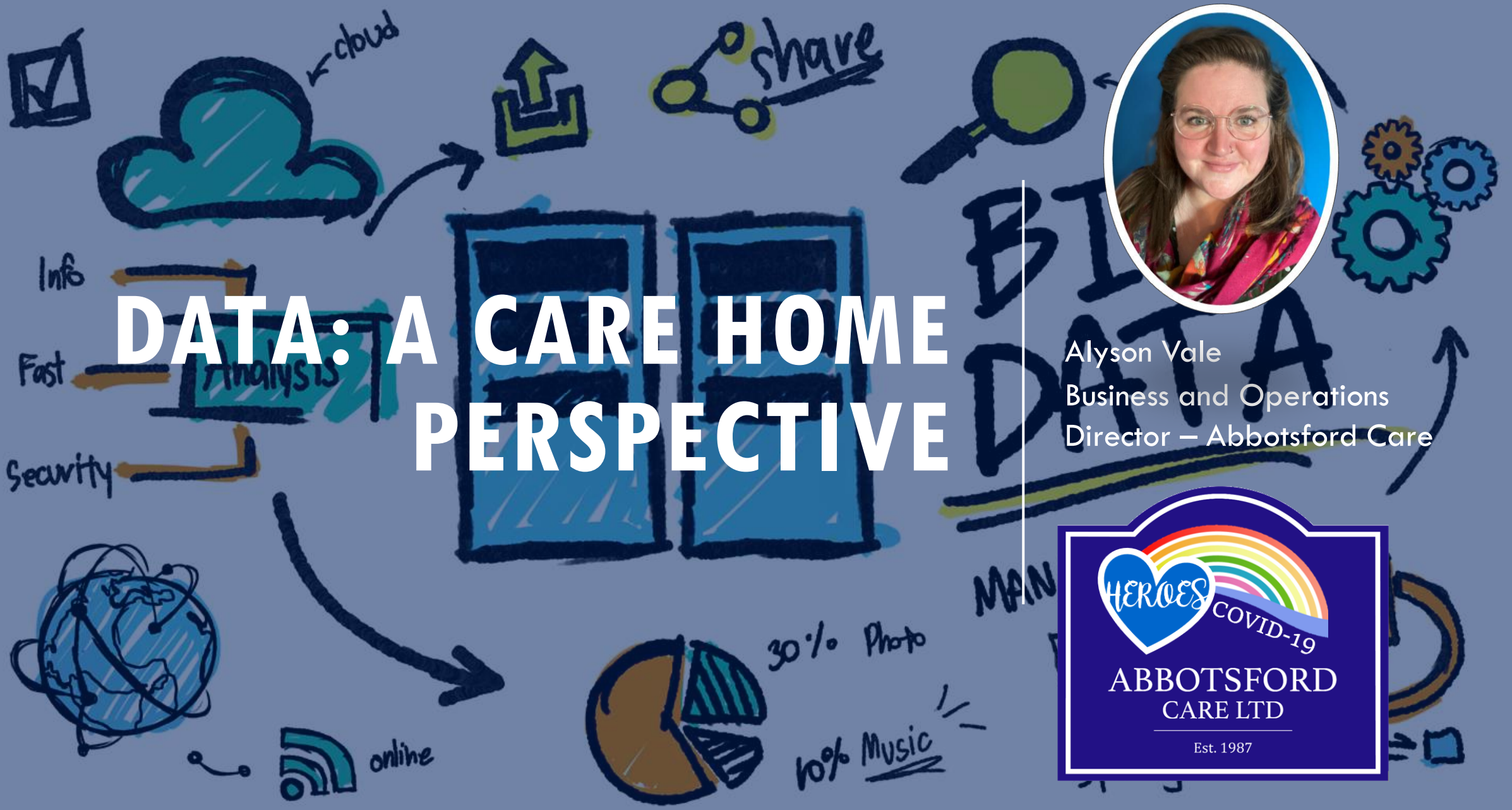


DATA: A CARE HOME PERSPECTIVE



Alyson Vale
Business and Operations
Director – Abbotsford Care



WHAT DO WE ALREADY MEASURE

Challenges we face:

- No consistency of ways to measurements.
- Duplication by multiple external agencies.
- Trying to quantifying the unmeasurable
- Too much data – overload.

Resident
choices

Costs Implications

Contact with external
partners

Clinical
Outcomes

Quality
Improvement

"Who is trustworthy, and who has credibility? These questions bring the concept of power firmly centre stage."
- A global conversation on rigour in complexity | Keira Lowther

THE IMPACT

WHAT IS THE
IMPACT ON
THE
PROVIDER?

Do we feel that Data is being used
as a stick to beat us with?

Do we feel trusted – or do we
lose power in the transfer of
data?

BUSINESS

STORY-TELLING

with
ANDREW
LINDERMAN



every good story has....

- **BEGINNING**
 - CHARACTER
 - SETTING
 - PROBLEM
- **MIDDLE**
 - STAKES
 - CONFLICT
 - TENSION
- **END**
 - RESOLUTION
 - LIKELY CONSEQUENCES

MORE SPECIFIC
MORE RELATABLE

Keep it Personal
HONEST

Story
is
WHAT HAPPENED

CREATE A SPACE
FOR PEOPLE TO
EXPERIENCE YOUR

THE FUTURE

HOW CAN WE
IMPROVE DATA
WITH STORY
TELLING?

WHERE YOU'RE GOING
IS YOUR...



VISION

VALUES

- DETAILED
- PERSONAL
- VULNERABLE

CLAP CLAP CLAP



YOU ARE
YOUR OWN
MESSENGER

- NO JUDGEMENTS
- NO EXPLANATIONS
- NO ANALYSIS

‘Anyone can take data but you just have to know what questions to ask and try to tell your own story.’

- Making data mean more through storytelling | Ben Wellington | TEDxBroadway

THE FUTURE

HOW CAN WE
IMPROVE DATA
WITH STORY
TELLING?

What stories do we need
and want to tell?

CONCEPTS MOVING FORWARD — WE NEED DATA RIGOUR IN COMPLEXITY

Rigour in Complexity:

- Consider power and where it lies
- Openness, honesty, and a learning mindset (humility)
- Plurality of voices and perspectives
- Reflexivity
- Transparency of process

We are a data rich landscape — we must navigate and create the path moving forward by user design.



“Data needs to work for us – not against us. We need curate our own stories through the data we share.”



 **THANK YOU**
@alymckechne