

## **Generating Patient Accounts of quality Using Photography and Voice**

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### **Abstract**

**Purpose** – In health care, quality of care is critical to patient well-being and organizational accountability. This paper used visual and narrative methods to elicit and understand quality of care from the patient's perspective.

**Methodology** – 14 acquired brain injury (ABI) survivors took photographs of their lives and explored the meaning of their images in photo-elicitation interviews. Narrative analysis methods were used to analyze visuals and interview texts. A patient case study was selected to illustrate study methods and findings.

**Findings** – The patient's visual illness account challenges policies and practices of health care providers, organizations, and systems. The account shows a brain injury survivor's difficulty adhering to physician-recommended treatment, and provides a vivid depiction of her efforts to advocate for appropriate care. Her narrative resists current health care payer policy, which limits provision of brain injury rehabilitation services to six to 12 months post-injury.

**Practical implications**– Photo elicitation and narrative analysis methods could encourage clinicians and organizations to view illness and quality of care through patients' eyes. Listening to brain injury survivor accounts could help to improve the quality of care for persons suffering with chronic conditions. The methods encourage provision of holistic, patient-centered care that addresses patients' real lives.

**Relevance to policy** – This study contributes to the organization and management literature by translating patient accounts of their lived experience with illness and care in terms of quality of care. The findings demonstrate the potential for incorporating patient perspectives into health care policies and practices that support long-term healing for persons with chronic conditions, address quality of care from patients' perspectives, and promote innovation and learning.

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**Keywords** – Accountability health research, patient accounts, performance audits, qualitative research audits, patient-provider relationship, quality of care, visual illness narratives, chronic conditions, brain injury