

THE FLOW-ON EFFECT OF USING THE CARE OPINION PLATFORM OVER TIME

Organisation
subscribes to
Care Opinion

Organisation starts to
promote the use of
Care Opinion (e.g.
posters are put up and
flyers made available
to consumers)

Consumers start
to tell stories of
their care
experience

We recognise that the implementation of the Care Opinion platform is a journey. This journey can be described as a workflow, as shown here, that leads to ongoing success and culture change.

From the stories
told, staff start
seeing the care
experiences
through consumers'
eyes

Staff realise
over 50% of
stories told
are positive

A culture of
person-centred
care starts to
develop/improve

Staff start actively
asking consumers to
tell stories of their
care experience

Positive
organisational
culture improves
productivity

More stories are
told about the
organisation

Increased number
of stories increases
the volume of
quantitative and
qualitative data

Organisation starts
planning and/or
making changes
based on the stories
told

Formal
complaints
can be
reduced

Evidence of
supporting NSQHS
Standards
requirement is
demonstrated

As the journey progresses, service providers experience the use of Care Opinion as an enabler to:

- restore relationships
- resolve issues
- build trust
- reduce formal complaints.

In essence, they understand Care Opinion's mantra that:

"THE PLURAL OF STORIES IS NOT DATA, IT IS CULTURE"