Narrative Evaluation:
Capturing Complexity through Storied Conversations & Chronology

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Abstract

Narrative evaluation (NE) has advantages for gaining **in-depth stakeholder perspectives**. It can capture complexity, context, and dynamic change through a **participatory** process with stakeholders. Challenges to NE qualitative data collection & analysis are offset by **benefits beyond its evaluative use**. These include use with vulnerable populations, therapeutic applications, inclusivity, empowerment, and furthering community social justice. **Multiple uses** & **familiarity** make NE a good fit for **resource-limited** settings.

Why Narratives?

Evaluation Challenges	→	Narrative Solutions
Participation		Individual Meaning
Data Collection		Therapeutic Uses
Data Analysis		Therapeutic Uses
Static		Dynamic Over Time
One-time		Continuous Evaluation Culture

Why Chronology?

- Captures **complexity**
- Relates a **time** component with
- **Individual** experience
- Captures **Change**
- Stories are **familiar**

Pilot Setting

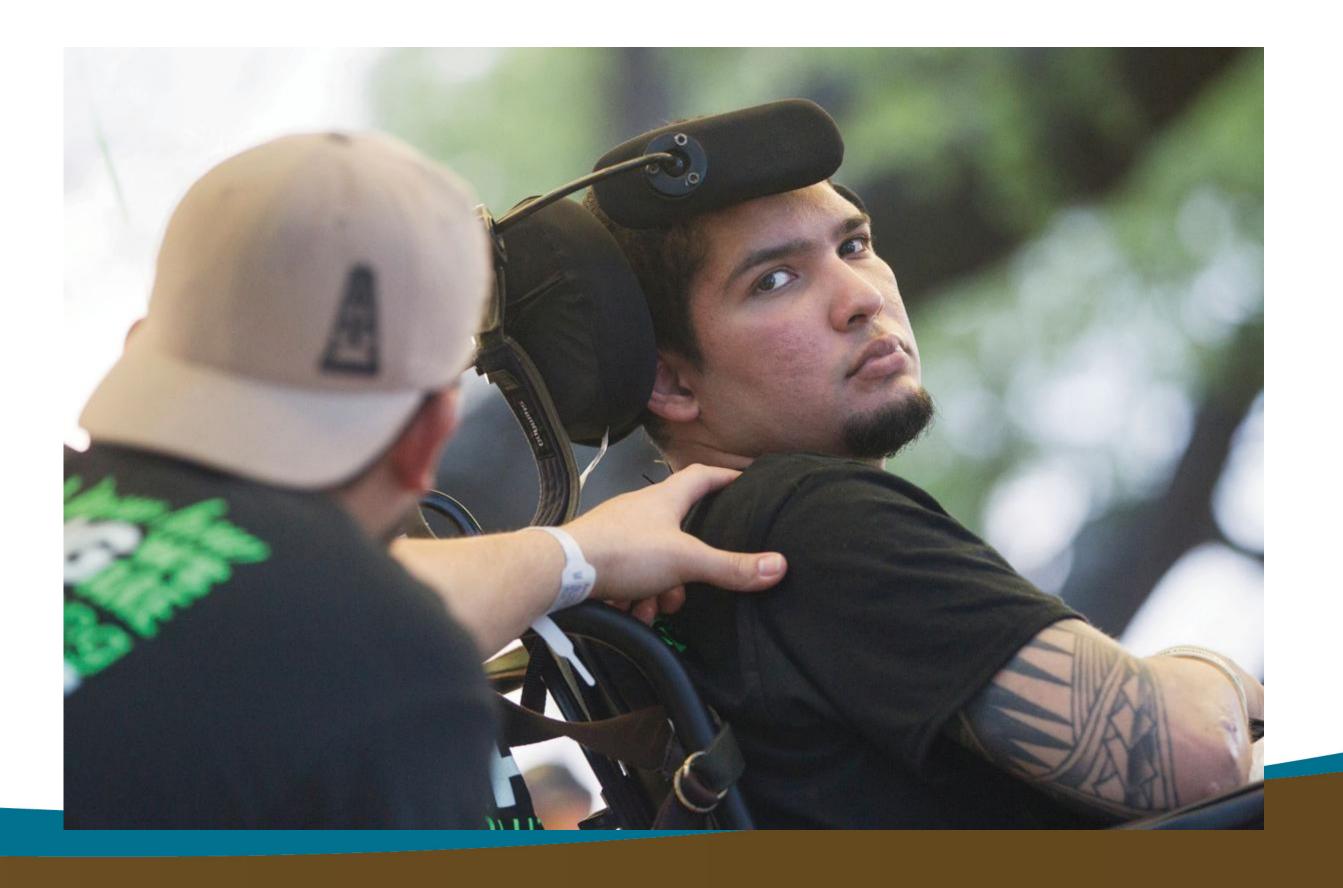**Traumatic Brain Injury (TBI)**
Rehabilitation Center

What's your story?

The "Hybrid" Process

CHRONOLOGY

Positive Narrative → CO-CONSTRUCTION

1. Participant narratives based on Appreciative Inquiry:
   "What's working?"
2. **Chronological** approach to stories over time
3. **Collaborative** evaluation & co-construction

Key Concepts

- Context
- Continuum
- History
- Tentativeness
- Temporal results

- Continuity
- Wholeness
- Positionality
  Time, Space, Experience
- Past, Present, Future

- Relational

Vulnerable Populations

- Individualized
- Meaningful
- Captures Change

- Flexible
- Positive
- Therapeutic
  Memory, Organization, Reflection, Identity

Empowerment & Social Justice

- Participatory
- Collaborative

- Adaptive
- Inclusive

Preliminary Pilot Results

Chronological narratives support need for:

- Appointment flexibility
- Variable treatment & supports
- Holistic patient assessment & feedback
- Family services
- Client relationships
- Strengths-based approach
- Normalizing
- Partializing

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