

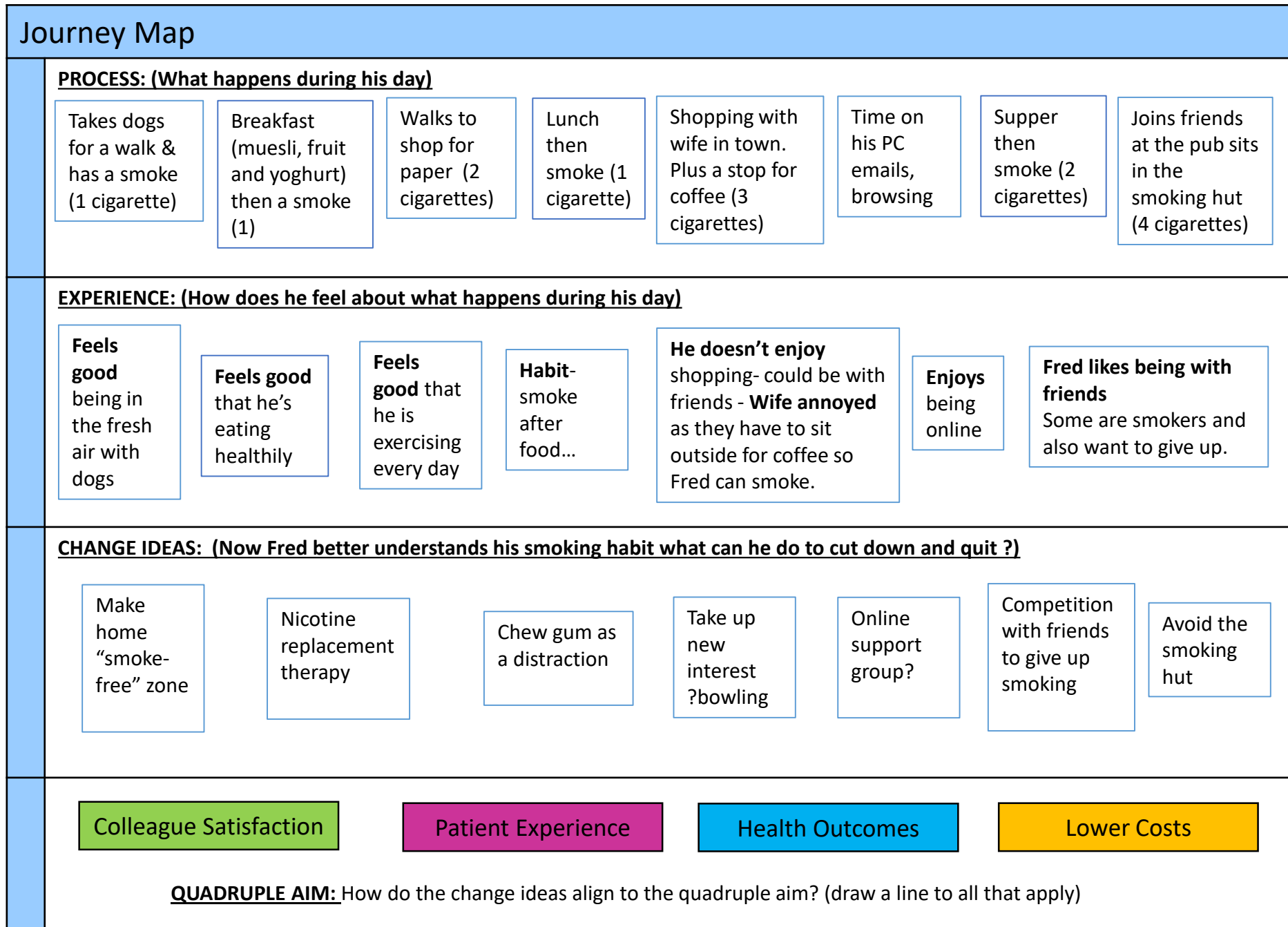
# Step 1: Journey mapping – guidance

To better understand your process, and the experience of it, you can develop your journey map with your team.

## HINTS & TIPS:

- Decide on the process to be mapped – what is included and excluded?
- Decide on the start and finish points
- Recreate the basic journey map template (next page) on flip chart paper
- Map in sequence from left to right
- Record the main steps from start to finish in the process row using post it notes – one point per post it (this makes it easy to move steps around if needed)
- Think about how the patient/staff are feeling as they experience the process and record this in the experience row
- Think about the patient's point of view and any direct observations made
- Include any informal feedback or measurements collected such as time delays
- As you complete your journey map record any ideas and opportunities for change as they occur along the process in the change ideas row

# Step 1: Journey mapping example – A day in the life of Fred



# Step 1: Journey mapping – template

A tool to help understand your problem

Journey Map	
	<p><b><u>PROCESS:</u></b> What contacts and interventions occurred (e.g. decision/referral/treatment/consultation/letter/phone call)?</p> <p>_____→</p>
	<p><b><u>EXPERIENCE:</u></b> What are the problems/delays? How is it understood and experienced by patients and/or colleagues?</p>
	<p><b><u>CHANGE IDEAS:</u></b> What are the opportunities for change or improvement (e.g. arising from issues with the process/experience)?</p>
	<p>Colleague Satisfaction    Patient Experience    Health Outcomes    Lower Costs</p>
	<p><b><u>QUADRUPLE AIM:</u></b> How do your change ideas align to the quadruple aim? (draw a line to all that apply)</p>

# Step 1: Journey mapping – template- printer friendly version A tool to help understand your problem

Journey Map					
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	<table border="1" data-bbox="484 1228 2109 1299"><tr><td>Colleague Satisfaction</td><td>Patient Experience</td><td>Health Outcomes</td><td>Lower Costs</td></tr></table> <p><b><u>QUADRUPLE AIM:</u></b> How do your change ideas align to the quadruple aim? (draw a line to all that apply)</p>	Colleague Satisfaction	Patient Experience	Health Outcomes	Lower Costs
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