

# Patient Journey Map



## PSP Team Based Care Learning Series

Resource: Patient Journey Map  
Activity: Identify team actions to support patient journey  
Note: Complete with all team members if possible

### How to use this guide:

1. Choose a typical patient for your practice, and work with your team to fill in the patient journey map. You may move around to different sections as each team member adds their perspective. There are four sections:
  - a. Patient profile (basic information about the patient)
  - b. Overview of patient experience (big picture of the journey from the patient's perspective)
  - c. Encounters (encounters between the patient meets and team members and resulting patient actions)
  - d. Tasks (actions of the team members to provide care and work as a team)
2. If relevant, refer to the list of social determinants of health at the bottom of the document to list the various factors that may be impacting the patient's health and care.
3. Once you have a general sense of the patient journey, use the discussion questions to consider how your team will best support the patient through this journey.
4. Add further details and notes to the patient journey based on the way your team works best.
5. Add the Team Follow Up notes to your Action Plan.

### Discussion Questions

1. Given the needs of this patient, which services are most appropriate?
2. How is a team triggered?
3. Who coordinates the team?
4. How is information shared?

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## Patient Profile

Name: \_\_\_\_\_

Age: \_\_\_\_\_

Occupation: \_\_\_\_\_

Location: \_\_\_\_\_

Family and Marital Status: \_\_\_\_\_

Risk Profile: \_\_\_\_\_

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## Overview of Patient Experience

Describe the **patient experience** for the first three weeks working with your practice team. Note that the patient may have already have accessed services in other parts of the system.

	Weeks 1-3	Weeks 4-6	Weeks 7-9
<b>Emotional Journey</b>  (How is the patient feeling?)			
<b>Social Determinants of Health</b>  (What biopsychosocial factors are present?)			
<b>Physical Journey</b>  (Where does the patient go for each component of care?)			
<b>Medical Record Touch Points</b>  (Where is the patient's medical information recorded?)			

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## Encounters

Describe what **kind of care** the patient will receive (e.g. physical exam, counselling, etc.) in each box (where applicable), and the **patient actions** resulting from the encounter (e.g. pick up medication, go to physiotherapist, etc.)

	Weeks 1-3	Weeks 4-6	Weeks 7-9
<b>GP</b>			
<b>MOA</b>			
<b>Team Member:</b>  (describe role/title)			
<b>Team Member:</b>  (describe role/title)			
<b>Team Member:</b>  (describe role/title)			

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<b>Other care:</b>          (describe)			
<b>Other care:</b>          (describe)			

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## Tasks

Describe what **actions** each team member needs to take to support the patient journey.

	Weeks 1-3	Weeks 4-6	Weeks 7-9
<b>GP</b>			
<b>MOA</b>			
<b>Team Member:</b>  (describe role/title)			
<b>Team Member:</b>  (describe role/title)			
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## Examples of Social Determinants of Health

1. Income and Income Distribution
2. Education
3. Unemployment and Job Security
4. Employment and Working Conditions
5. Early Childhood Development
6. Food Insecurity
7. Housing (conditions and precarity)
8. Social Exclusion
9. Social Safety Network
10. Health Services
11. Aboriginal Status
12. Gender
13. Race
14. Disability