Quality Improvement Toolkit
Planning Your Improvements
Patient Journey Mapping

What is it and how can it help me?
A visual representation of how things are and what happens in the journey of a patient through a specific health care pathway.

Where can I find out more information?

Capturing the Patient Experience Instruction
Health Quality Ontario

Describes how to capture the patient experience and it is important.

Process Mapping: An Overview
NHS Institute for Innovation and Improvement

An overview of Patient Journey Mapping and examples of different techniques.
http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/process_mapping_-_an_overview.html

Patient Journey Mapping: Everything You Wanted to Know But Were Afraid to Ask
BC Patient Safety & Quality Council

PowerPoint slides for a Patient Journey Mapping mini-course.
http://www.slideshare.net/bcpsqc/c6-patient-journey-mapping-everything-you-wanted-to-know-but-were-afraid-to-ask-minicourse-s-shearer-and-a-lawrence

How Patient Journey Maps Improve Healthcare Apps Podcat (12 min)
Macadamian

Find out how patient journey maps help perfect healthcare apps.
http://www.macadamian.com/resources-ux-design-software-development/patient-journey-mapping/

Perfecting Patient Journeys
“Perfecting Patient Journeys is a guide for leaders of healthcare organizations who want to implement lean thinking. Readers will learn how to identify and select a problem, define a project scope, and create a shared understanding of what's
occurring in the value stream. Readers will also learn to develop a shared vision of an improved future, and how to work together to make that vision a reality.”